

# LANGWARRIN COMMUNITY CENTRE INC.

## POLICY AND PROCEDURES MANUAL



### INCORPORATING -

### *Operations Children's Services*

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# OPERATIONS

## 1-000 Definitions

### Version 5

Responsible Person: Manager

Staff Involved: All Staff

Documents referred to: Not applicable

Date that the policy was last updated or revised: September 2021

To be reviewed every 12 months

## INTRODUCTION & PURPOSE

The Neighbourhood House sector uses a large number of accepted acronyms in its daily activities. This list is to assist new members joining the Langwarrin Community Centre to understand the acronyms particularly as they appear in the Centre's policies and procedures.

### Centre related

|                     |   |
|---------------------|---|
| ACECQA              | Australian Children's Education and Care Quality Authority  |
| ACFE                | Adult Community and Further Education - government funded pre-accredited training leading to skills for work and/or further study |
| CALD                | Culturally & linguistically diverse   |
| Frankston Cluster   | Neighbourhood Houses and Community Centres within the Frankston City Council  |
| CCS                 | Child Care Subsidy  |
| CCMS                | Child Care Management System  |
| CDO                 | Community Development Officer   |
| Centre              | The Langwarrin Community Centre Inc. (LCC), situated at 2-6 Lang Road, Langwarrin 3910  |
| Contract personnel  | Staff employed on a casual basis to complete specific tasks   |
| CS Staff            | Paid staff in the Centre's Children's Services Programs   |
| DEECD               | Department of Education and Early Childhood Development   |
| DET                 | Department of Education and Training  |
| DFFH                | Department of Families, Fairness and Housing  |
| DSS                 | Department of Social Services   |
| Executive Committee | Person holding the position of President, Vice President, Treasurer or Secretary on the Committee of Management                   |
| LCC                 | Langwarrin Community Centre Inc.  |
| Manager             | Paid office staff member who handles the day to day running of the Centre answering to the Committee of Management                |
| Member              | A person as described in the LCC Rules of Incorporation   |
| NHCP                | Neighborhood House Coordination Program   |
| NHVic               | Neighbourhood Houses Victoria   |
| NHVic Assist        | Neighbourhood Houses Victoria IR Assistance   |
| NQA ITS             | National Quality Agenda IT System   |
| Participant         | Staff, Member, Volunteer, Tutor, Committee of Management, Student, or other user of LCC   |
| PD                  | Professional Development  |
| PRODA               | Provider Digital Access   |
| SACS                | Social and Community Services (Award)   |
| Staff               | Includes the Administration, Reception, Childcare Staff, Finance and Contract Personnel   |
| Support Groups      | People supporting each other with common personal development and health issues   |
| Tutors              | Sessional teaching staff  |
| Volunteer           | A person who works without cash reward  |



## 1-001 Policy Making Policy

**Version 8**

**Responsible Person: COM and Manager**

**Staff Involved: All Staff**

**Documents referred to: Not applicable**

**Date that the policy was last updated or revised: September 2021**

**To be reviewed every 12 months**

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### INTRODUCTION & PURPOSE

To provide clear guidelines, and allocate responsibilities for preparation of policy development, and authorisation. Policies are designed to provide clear, unambiguous guidelines for the implementation of the various operational elements of LCC. Policies provide continuity and a consistent point of accountability.

Policy-making shall therefore follow set procedures to ensure the efficacy of the process, and the overall policy framework.

### POLICY

Committee of Management will be responsible for direction, and authorising policies on governance, and financial operations of the Centre.

Centre Manager will be responsible for direction and may authorise policies on day-to-day Centre Management.

**All policies must be recorded in the Committee of Management meeting minutes as endorsed by the Committee of Management.**

### PROCEDURE

There shall be two levels of policy-making:

1. Committee-level policy including:
  - (i) Strategic goals policies defining the outcomes sought from all operational effort.
  - (ii) Governing process policies defining the Committee's own operating practices, and its relationship with the Manager.
  - (iii) Manager Delegation policies, defining the limits of the Committee's delegation of responsibility to the Manager.
  - (iv) Compliance policies, defining the organisation's commitment to meeting the requirements of specified legislation.
2. The Manager shall ensure that operational policies are developed which define day-to-day operational frameworks/guidelines for staff. All operational policies shall be consistent with the principles, boundaries and definitions espoused in the Committee-level policies. The Manager will establish the procedures for the development of all operational policies.
3. All policies, which relate to the Children's Service operations of LCC, must be referred to the Children's Services Officer for confirmation before endorsement.

### Process of Developing New Governance Policies

A Committee of Management Member or the Manager will decide when a policy is required to govern a situation, and will draft a policy for consideration by the full committee. The proposed policy will be discussed at a committee meeting, and any alterations suggested or required will be considered, and must be agreed upon by the majority of the Committee of Management.

### Presentation

Any policy made must be presented in the format as shown by this page

### Approval



New and reviewed policies must be presented to a quorum of Committee of Management at a scheduled meeting for consideration, discussion and approval. The policy must be read, and amendments noted. When approved by the quorum, the policy name and the outcome (i.e. moved and by whom) are noted in the minutes of the meeting. The policy is then signed as authorised by the President, dated and version control procedure completed. The policy may then be copied if required for distribution.

### **Distribution**

Refer to Version Control Policy.

Once a policy has been approved by the Committee of Management, and signed by the President; the document will be scanned and emailed to all staff, contractors and volunteers by the Manager. Participants of the Centre will be supplied a copy of any policy upon request.

### **Review**

- It is the responsibility of the Manager to ensure that policy review dates are met, and maintained within a reasonable time frame
- Points to note for possible policy amendments should be recorded on the Centre's Document Change Form and stapled to the altered policy document. The Policy Document Change Form must be completed if requiring immediate attention for review, one copy stapled to the policy, and given to the Manager.
- When the policy is being reviewed or updated, track changes must be selected in the word document to give provide transparency of the proposed changes.

**After preparation of a reviewed policy, the proposed amended policy must be returned to a Committee of Management meeting for approval.**

On acceptance of a revised policy, the superseded document is filed with the Document Change Form and amended Policy and marked as superseded.

The new policy will then replace the previous document in the Policies and Procedures manual once signed and dated by the Committee of Management President.



## **1-002 Vision, Purpose, Values, Quality and Mission Statement**

**Version 7**

**Responsible Person:** COM and Manager

**Staff Involved:** All Staff

**Documents referred to:** Not applicable

**Date that the policy was last updated or revised:** September 2021

**To be reviewed:** every 12 months

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### **INTRODUCTION & PURPOSE**

To clearly state the aims and objectives of LCC.

### **VISION STATEMENT**

Langwarrin Community Centre is a vibrant, flexible, caring and welcoming focal point for the community, with strong and collaborative relationships with community members and other agencies.

### **MISSION STATEMENT**

The Langwarrin Community Centre mission is to support the development of the community and to provide opportunities for learning, playing, growing and connecting in a caring and nurturing environment.

### **PURPOSE**

- Be a hub for community activities.
- Provide educational, recreational and support groups for all ages.
- Provide nurturing and caring children's activities, early learning and childcare to help the children develop and grow.
- Network with other community agencies to develop the community and strengthen its capacity.
- Facilitate community conversations and community actions about what matters to Langwarrin.

### **VALUES**

Langwarrin Community Centre values lifelong learning and community participation and in all its dealings it will be professional, respectful, caring, ethical and equitable.

### **QUALITY**

The organisation is committed to providing a total quality assured service. The Standards of the Australian Council of Standards will be utilised in the administration of quality system.

Standards and procedures are documented, reviewed regularly and made available to Committee Members, Staff, Volunteers and Participants.





## 1-003 Records Management Policy

Version 9

Responsible Person: Manager

Staff Involved: COM and All Staff

Documents referred to: Privacy Policy

Date that the policy was last updated or revised: September 2021

To be reviewed every 12 months

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### INTRODUCTION & PURPOSE

The organisation requires an effective system of records management to ensure efficient operation, maintenance, security, and preservation of the organisation's current and historical records, and to meet legislative requirements.

### POLICY

All data will be handled with sensitivity as to purpose and confidentiality when required.

Access to personal records and material of a confidential nature, will be accessed by staff in line with Privacy Act requirements.

All staff and participants have the right to access their personal records in accordance with the Privacy Act.

### PROCEDURE

1. The Manager is responsible for ensuring the operation and supervision of record keeping and backup systems, and that staff are trained accordingly.
2. Only authorised staff can access official documents or files. Staff must not allow any unauthorised person access to information for any reason.
3. Administration computers will be password enabled to provide security to electronic data held by LCC. Access to folders on the server will be restricted to ensure privacy and security of data where required.
4. Staff are required to store all Centre data on the server in the appropriate folder, for ease of retrieval and backup.
5. All records of a personal and confidential nature shall be kept in a secure place and be destroyed, in accordance with Public Records Act disposal schedules, when no longer required.
6. All paper based records will be kept in secure files and protected from unauthorised alteration. All archival material will be kept in a secure location that provides easy access, but also maintains safety and protection of those records.
7. Access to data held is permitted in line with the Privacy Act and by the Centre's Privacy Policy. All staff and participants may contact the office staff, who will assist with a request form for Access to their Personal Records.
8. The following records will be retained compliant with the relevant legislation, authorities or funding agreements.
  - Financial records
  - Employee records - relevant years from the date the employee ceases their employment
  - Childcare records
    - Incident records
    - Death records
    - Enrolment and attendance records – relevant years after the child's last attendance
    - Staff records and rosters – relevant years after their last date of employment
    - Family Assistance related records including attendance records as stated in the current childcare provider handbook - [Child Care Provider Handbook - Department of Education, Skills and Employment, Australian Government \(dese.gov.au\)](https://www.dese.gov.au/child-care-provider-handbook)



- ACFE funded programs - 7 years, enrolment, eligibility for government funding, attendance, fees charged
- Training and assessment records - The Victorian Registrations & Qualifications Authority (VRQA) must be notified of any changes to storage arrangements of accredited training records. Longer retention periods are adhered to where specified in individual Service Agreements. Records are retained electronically or in hard copy for:
  - 2 years (or until next AQTF/VRQA audit):
    - Evidence of student participation, work submitted for assessment
    - Training Plans, work placement records
  - 7 years:
    - Master copies of Training and Assessment strategies, methods of assessment, resources, assessment tasks
    - Enrolment records, fees charged, evidence of eligibility for government funded training
    - Formal student grievances, appeals, misconduct/grievance allegations of against students
  - 30 years:
    - Client records of assessment outcomes, dates of issue for qualifications and statements of attainment. Sufficient information is kept to allow for authentication of the learner and re-issuing of certification upon request.

9. Electronic data automatically backed up nightly to cloud based storage.
10. The electronic original/master copy of the policy and procedure manual shall be held on the server in a secure folder accessible to senior management for review and amendments. The current policy document will in addition be displayed on the Langwarrin Community Centre's website for public viewing. The document is updated at regular intervals by the IT Officer.
11. Copies of current Policies and Handbooks are available from reception. All Staff/Volunteers shall be informed on induction as to location and access, in addition to being emailed all documents via electronic format as part of the induction process.
12. Staff members must not alter, damage, dispose of, or in any other manner, interfere with official documents or files. The destruction of records may only take place in accordance with a disposal and retention schedule, which has been approved by LCC Management.



## 1-004 Version Control Policy

Version 8

Responsible Person: Manager

Staff Involved: All Staff

Documents referred to: Policy Making Policy

Date that the policy was last updated or revised: September 2021

To be reviewed every 12 months

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### INTRODUCTION & PURPOSE

Version control procedures form part of LCC's quality system. Version control over forms and policies has been implemented. New documents are subject to approval by the Manager and/or Committee of Management. The LCC Management Committee confirms implementation of new policies in line with the Policy Making Policy. Superseded documents are retained for reference purposes, after being marked "superseded or obsolete".

### POLICY

All office forms must contain a footer containing the full file name, and a record of the month and year of change, version number in Arial font size 10.

Only policy documents containing the President's signature and date of acceptance may be reproduced for circulation to members. Draft policies must not leave the control of the Manager, or Committee of Management personnel.

New policy is made, or amended in accordance with the Policy Making Policy. Once approved by a quorum of committee members it is to be signed by the President. All "Staff and Contractors" will be issued with a copy of the new approved policy; this is to be completed via email.

### PROCEDURE

- The Manager will be the person appointed to be document controller
- All documents will have date of issue and revision status
- All forms and templates must contain a footer to indicate server location and revision data  
E.g. N:\p&p\forms\tutor agreement\Mar-2014.v1

### 1. CHANGES TO DOCUMENTS

- Changes to documents may be proposed by any staff member of the organisation, and forwarded to the Manager for consideration and discussion. The proposed change is to be forwarded in writing to the Manager, who will discuss changes with persons involved in its use and then institute change. A changed document will take the next sequential version number and will be presented to the Committee of Management for approval
- The President of the Committee of Management shall sign changes to documents. Superseded documents shall be stamped "superseded or obsolete" and filed for a period of at least two years in the Administration Coordinator's office
- The Manager shall be responsible for ensuring that superseded issues are replaced in the site files



LCC Handbooks will be prepared and reviewed annually as follows:

| Name                             | Applicable to:                         | Reviewer/Authorised by      |
|----------------------------------|--|-----------------------------|
| Staff Handbook                   | All staff employed by LCC              | Manager                     |
| Volunteer Handbook               | Volunteers working at LCC              | Manager                     |
| All Children's Services Programs | All families using Children's Services | Children's Services Officer |
| Committee Handbook               | Committee of Management                | Manager                     |

## **2. CLIENT RECORDS**

- Client records shall be retained in a secure location with access only to nominated personnel
- Concluded records shall be stored in an archival area for a period of seven years
- Records of nationally recognised training outcomes will be archived for 30 years
- Clients may request access to their personal information in writing, no records are to leave the premises

## **3. ADMINISTRATION AND ACCOUNTING DOCUMENTS**

Administration and accounting documents shall be retained in a secure area. Retention period will conform to the requirements of taxation and administrative regulations.

All manuals shall have a version number.

## **4. DOCUMENT STORAGE AND DISTRIBUTION**

- 5.1 The original/master copy shall be held in a secure place accessible to senior management.
- 5.2 Copies (full manuals or parts of manuals) shall be made available in work areas as appropriate. Staff/Volunteers shall be informed as to location and access.
- 5.3 To ensure complete confidentiality, organisational documents are only to be taken off the premises if they can be stored securely, and with Managements authorisation.



## 1-005 Staff Management Policy

Version 8

Responsible Person: COM and Manager

Staff Involved: All Staff

Documents referred to: Complaints and Appeals Policy and the Neighbourhood House Collective Agreement

Date that the policy was last updated or revised: September 2021

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### INTRODUCTION & PURPOSE

By effectively implementing this policy, the Centre will attract and retain talented staff, and create a positive environment for all staff. Recruitment methods must be fair, efficient and effective.

### POLICY

All recruitment and selection procedures and decisions will reflect LCC's commitment to providing equal opportunity, by assessing all potential candidates according to their skills, knowledge, qualifications and capabilities. No regard will be given to factors such as age, gender, marital status, race, religion, physical impairment or political opinions.

All appropriate precautions to ensure that the applicant may be safely entrusted with the duties of their position will be made.

LCC is committed to providing a supportive and rewarding environment for employees, and recognises that the quality responsiveness and professionalism of its workforce, is linked to the further development of their skills and competencies.

The Committee will employ an appropriately qualified and experienced Manager to lead and direct the organisation in achieving operational goals, and objectives consistent with the Committee's vision and strategic direction.

The Committee delegates full responsibility to the Manager for all matters pertaining to the management of staff, in the expectation that they will be managed in a sound, fair and respectful manner, and in accordance with employment legislation and regulation.

### PROCEDURE

- LCC will meet its requirements under relevant legislation and employment acts.
- LCC is a party to the Neighbourhood Houses and Adult Community Education Centre's Agreement.
- All staff and volunteer appointments below Manager Level are to be made by the Manager.
- The full Committee shall make the final decision for the appointment of the Manager.
- Proposed increases in staff salaries should be signaled by the Manager during the annual budgetary round, with provision for these made at this time.
- LCC will provide each staff member with a position description that accurately reflects the organisation's expectation of the person in each job held, and that staff understand their responsibilities and accountabilities.
- LCC will support the right of any staff member to join a relevant professional association or union or, to have access to the services of that union, as these relate to the workplace and related conditions.
- LCC will keep up-to-date with all relevant employment-related legislation, keep the Committee informed on such matters and ensure that personnel management on the requirements meets such legislation.
- The Manager will keep the Committee fully informed about impending disputes, grievances and actions against the Committee, which may lead to termination of employment or action against the Committee.
- LCC will provide, where required expertise is not available within the organisation's staff and volunteers, for recourse to appropriately trained and qualified personnel to be available for consultation and advice.
- LCC will maintain accurate and complete personnel records that are to be accessible to authorised personnel including the relevant employee.
- The Manager will maintain a Register to record all Professional Development activities attended by staff members



## **Advertising**

Vacant positions will be advertised internally to current staff and volunteers to encourage career advancement and increased participation, as well as externally via seek, and any other source appropriate for the position; to ensure LCC has the best opportunity to attract the best available staff.

The method of attracting potential staff or volunteers to vacant positions shall be the responsibility of the Manager.

Whenever possible, new staff positions should be signaled and budgeted for in the annual budgetary process. When a new position is created for which there is no budgetary provision, prior to advertising the Manager shall seek approval from the Committee of Management, demonstrating the need for such a position and providing relevant financial data.

Appointments to all staff positions are confirmed by way of a letter of appointment. Volunteer appointments are advised via verbal confirmation.

## **Recruitment of Staff**

The Committee of Management will be advised of the need for new staff. The discussion and the approval will be minuted at a general meeting.

Advertisements are via seek, and any other source appropriate for the position.

At the time of interview, it is important to remind applicants of the LCC requirement for a Police Record Check and a Working with Children Check. At this point identification should be established through a driver's licence or other form of identification. The principal interviewer will complete a Staff Interview Sheet.

All Staff will provide a current Police Records Check and Working with Children Check. If they cannot provide one, one can be arranged through the Centre at the staff member's expense. This must be completed prior to the commencement of any employment.

Only appropriately, trained and qualified personnel shall be selected for positions. Volunteers are appointed based on the needs of the Centre.

Staff appointments shall be made in relation to workload and skill mix.

The Manager is authorised to employ the new member of staff, on the rates discussed as appropriate for the level of experience by the Committee of Management.

## **Appointment**

The terms and conditions of employment shall be contained in the letter of appointment negotiated, and signed on behalf of the Committee of Management by the President and/or the Manager.

Staff at LCC are employed under the terms and conditions of:

- Fair Work Act and the National Employment Standards
- Neighbourhood Houses and Adult Community Education Centre's Agreement

The letter of appointment should contain the following information, and annexures:

- Position title
- Hours and days of employment
- Terms and conditions
- Probation period - terms
- Start date
- Remuneration details - acts, awards
- Handbook
- Position description
- Copy of the letter of appointment should be included for signature by appointee in confirmation of acceptance of terms

## **Induction**



LCC is committed to ensuring a smooth integration of new employees, volunteers, and contractors into the organisation.

At induction, new staff will be provided with:

- LCC Staff or Volunteer Handbook,
- LCC financial forms for efficient payment of wages:
  - ATO forms - Tax file number, superannuation;
  - Direct Deposit of Wages form;
  - Staff information form,
  - Time sheet
- Any additional LCC forms (Medical Details, photograph consent)
- Tour of the Centre facilities and work area
- Introduction to all staff and volunteers at the Centre
- Explanation of Emergency Evacuation Plan
- Meeting with Manager re: Terms of Employment Letter, Staff or Volunteer Handbook
- Staff and volunteers are provided with a mentor during their initial training at the Centre

### **Probation**

All new staff appointments will serve a minimum period of six months probation. Before the completion of that time an evaluation will be conducted to review and appraise, ensuring both LCC and the employee are satisfied the role is as advertised, and is being performed satisfactorily. Ongoing permanent employment is given only when the employee satisfactorily completes their probationary period.

### **Probation Procedure**

- The Manager, Children's Services Officer or Supervisor will provide informal and formal appraisal during the probation period, including at least one formal appraisal four weeks before the end of probation.
- At the end of the probation period, the Manager, Children's Services Officer or Supervisor will complete a final probation appraisal, and advise the employee of the result.
- The Committee of Management President will be responsible in the case of the Manager.

### **Time off in lieu (TOIL)**

All Administration employees who work in excess of their rostered time will be entitled to take the time worked as time off in lieu. All time off in lieu will be taken hour for hour i.e. one hour worked - one hour taken.

It is envisaged the Manager and administration workers of LCC may work more hours than they are employed and paid to do. Time off in Lieu is a process of compensating for this unpaid time.

### **Procedure**

1. All time off in lieu must have prior approval from the Manager.
2. A leave form must be completed by the employee, and approved by the Manager prior to the taking of time off in lieu.
3. Time off in Lieu accrued and taken will be recorded in each payroll, with balance remaining printed on payslips.
4. Accrued time off in lieu should not exceed 15 hours, however if circumstances do not permit the time to be taken or extra time is accrued it is at the Manager's discretion.

### **Professional Development**

LCC is, as far as is feasible within its available resources, is committed to providing employees with:

- The opportunity to plan and develop skills, knowledge and attributes that complement organisational and work unit goals.
  - The opportunity to participate in career development activities that extend and enhance their capabilities, and capacity for advancement within the organisation.
  - Equity of access to professional development opportunities.
1. Courses of study, training and professional development is available to employees upon approval by Management.



2. Timing and Funding is at Management's discretion.
  3. Where relevant the employees "Award" conditions will apply.
  4. Case by case arrangements may be made at Management's discretion.
  5. Travelling arrangements will be in accordance with Centre Policy and Award conditions.
  6. Fees for training and professional development will be in accordance with budget allocation.
- A register will be kept to record professional development activities undertaken by staff and volunteers.

### **Discounts for LCC course fees**

#### **Philosophy:**

It is the LCC Policy to support employee's i.e. paid staff, tutors and volunteers undertaking courses offered at the Centre. To encourage this, the Committee of Management offers a discount to paid staff, tutors and volunteers.

- All paid Staff Members and Volunteers employed at the Centre receive a 50% discount off the price of all LCC services. The Centre Administration fee is payable, no discount applies to this fee.

### **Staff rights and responsibilities**

All staff are entitled to:

- Recruitment and selection decisions based on merit, and not affected by irrelevant personal characteristics or circumstances.
- Work free from discrimination, bullying, sexual harassment, and racial and religious vilification.
- The right to raise issues or to make an enquiry or complaint, in a reasonable and respectful manner without being victimised.
- Reasonable flexibility in working arrangements, especially where needed to accommodate their family and carer responsibilities, disability, religion and culture.

All staff must:

- Follow the standards of behaviour outlined in this policy.
- Offer support to people who experience discrimination, sexual harassment or vilification, including providing information about how to make a complaint.
- Avoid gossip and respect the confidentiality of complaint resolution procedures.
- Treat everyone with dignity, courtesy and respect.
- Work in a manner that protects the wellbeing of themselves and others.

### **Additional responsibilities of Managers and Supervisors**

Managers and Supervisors must also:

- Model appropriate standards of behaviour.
- Take steps to educate, and make staff aware of their obligations under this policy and the law.
- Intervene quickly and appropriately, when they become aware of inappropriate behaviour.
- Act fairly to resolve issues, and enforce workplace behavioural standards, making sure relevant parties are heard.
- Help staff resolve complaints informally.
- Refer formal complaints about breaches of this policy to the appropriate person for investigation.
- Ensure staff that raise an issue or make a complaint are not victimised.
- Ensure that recruitment decisions are based on merit, and that no discriminatory requests for information are made.
- Seriously consider requests for flexible work arrangements.

### **Performance Management & Improvement**

The purpose of performance management is to improve performance. It is an ongoing process. It should include regular informal and an annual formal review. LCC encourage a two-way process, that is, staff members can also give management feedback on performance.

Consideration should be given to the individual's long-term career objectives.





All staff members will undergo a formal performance review with the Manager, or their direct Supervisor at least annually. At this time, staff and management are given opportunity to provide feedback, direction and development regarding positions, and work performance against the staff member's job description and key performance indicators.

#### **Procedure**

1. The reviewer and staff member agree on the date for a performance appraisal meeting to allow time to prepare.
2. The Manager or Supervisor will openly and constructively discuss performance over the period.
3. The reviewer and the staff member will agree on any objectives and outcomes for the next appraisal period.
4. Training and development will be considered as part of the process.
5. Notes should be taken of the meeting and copies kept.
6. Outside of this formal process, staff members are encouraged to raise any issues they have when they arise.
7. The person authorised to undertake staff appraisals, if not the Manager should notify the Manager or Committee of Management (if appropriate) of any serious concerns as a result of the staff appraisal. The Committee of Management must be informed of any serious concerns arising from the staff appraisal as soon as possible.
8. The final appraisal form is then placed in the relevant staff members personnel file.
9. For confidentiality purposes, the staff member, Children's Services Officer (where applicable), and the Manager are the only persons who have access to the appraisal after filing.
10. All staff appraisals are strictly confidential.

All paid staff will be given formal annual reviews. Volunteer workers may request to participate in the process for their own benefit.

Staff may choose to elect to be reviewed by a Committee of Management representative. In most instances, staff reviews will be conducted as follows:

| <b>Staff Member/s</b>                       | <b>Person/s to conduct Staff Appraisal</b> |
|---|--|
| Manager                                     | Committee of Management                    |
| Administration Coordinator                  | Manager                                    |
| Community Development Officer               | Manager                                    |
| Finance Officer                             | Manager                                    |
| Children's Services Officer                 | Manager                                    |
| Receptionists and Administration Assistants | Manager                                    |
| Volunteers                                  | Administration Coordinator                 |
| Childcare Supervisors                       | Children's Services Officer                |
| Children's Services Administrative Staff    | Manager                                    |
| Bus Drivers                                 | Children's Services Officer                |
| Childcare Assistants                        | Children's Services Officer and Supervisor |

Where unsatisfactory performance is identified, action will be taken consistent with the principles of procedural fairness. Where an employee has repeatedly failed to achieve the standards set by the organisation, or has acted in a manner, which is contrary to the required codes of conduct, they should be advised of LCC's requirements in these matters. In order to maximise the potential of all employees, it is important to provide feedback on the way they are



undertaking their tasks, to support them to achieve better performance on the job, and to counsel them when problems arise.

Where warranted, LCC will use improvement processes to improve performance. Should such improvement processes be unsuccessful in improving a staff member's performance, LCC may decide to end a staff member's employment. Depending on the circumstances, performance improvement action may include verbal or written warnings, counselling or retraining.

LCC requires a minimum standard of conduct and performance that will be made clear to staff members in management appraisals. If a staff member does not meet this standard, LCC will take appropriate corrective action, such as training. Formal performance improvement procedures will generally only start when other corrective action fails.

If a staff member deliberately breaches business policy or procedure, or engages in misconduct, LCC may start improvement procedures, or, in cases of serious misconduct or breach of policy, may dismiss a staff member.

Each staff member must understand their responsibilities, be counselled and given the opportunity to reach the standards expected of them. LCC will give staff members the opportunity to defend themselves before management takes further action.

Note: If staff members have a disability that requires reasonable adjustments to be made to the workplace, or job to allow a safe work environment and productivity, staff members should raise this with their Manager. LCC will only refuse such requests on reasonable business grounds.

### **Unacceptable workplace conduct**

The following behaviours are unacceptable at LCC and may be against the law. Staff (including Managers) found to have engaged in such conduct might be counselled, warned or disciplined. Severe or repeated breaches can lead to formal discipline up to, and including dismissal.

All complaints should follow the LCC Complaints & Appeals Policy and Procedure process.

Discrimination, bullying, sexual harassment, and racial and religious vilification are unacceptable at LCC and are covered by federal and state legislation:

- *Equal Opportunity Act 2010* (Vic)
- *Racial and Religious Tolerance Act 2001* (Vic)
- *Occupational Health and Safety Act 2004* (Vic)
- *Sex Discrimination Act 1984* (Cth)
- *Racial Discrimination Act 1975* (Cth)
- *Disability Discrimination Act 1992* (Cth)
- *Age Discrimination Act 2004* (Cth)
- *Australian Human Rights Commission Act 1986* (Cth)
- *Any other relevant legislation*

Click on link for more detailed information -

[Workplace discrimination, harassment and bullying | Australian Human Rights Commission](#)

### **Definition of underperformance and unsatisfactory conduct**

Underperformance or poor performance can be described in the following ways:

- Unsatisfactory work performance, that is, a failure to perform the duties of the position or to perform them to standard required;
- Non-compliance with workplace policies, rules or procedures;
- Unacceptable behaviour in the workplace (including breach of confidentiality); or
- Disruptive or negative behaviour that impacts on co-workers



Unsatisfactory conduct refers to unacceptable behaviour that disrupts the effective operations of the program, but it is not considered serious misconduct or criminal offence e.g. deceptive manipulation.

### **Dismissal**

It is a condition of employment that the contract may be terminated in accordance with the provisions of the Neighbourhood Houses and Adult Community Education Centres Collective Agreement, by either the Committee or the staff member giving to the other, one calendar months' notice in writing to that effect. Provided always that in the case of wilful misconduct on the part of the staff member, the Committee may immediately terminate the said contract at any time without notice or payment in lieu of notice. In such case, the staff member shall be entitled only to the proportionate part of his/her remuneration to the time of such dismissal. (Including any annual leave or long service leave entitlements)

**The Committee of Management delegates the authorised authority to the Manager to terminate any employee with just cause for termination. The Manager must ensure that there is written evidence supporting the termination, that the warning process has been adhered to, and full compliance with current legislation. This does not apply in the case of Instant Dismissal of an employee for gross and wilful misconduct. The Manager must advise the President in the first instance prior to any impending termination of an employee, and the Committee at its first meeting after the termination.**

### *Instant Dismissal*

In accordance with the National Employment Standards, and the Neighbourhood Houses and Adult Community Education Centre's Collective Agreement - LCC shall have the right to dismiss any employee without notice for conduct that justifies instant dismissal. This includes malingering, inefficiency, misconduct, dangerous behaviour or neglect of duty and in such cases, the wage shall be paid up to the time of dismissal only. (Including any annual leave or long service leave entitlements)

This policy relates to Compliance with Legislation, Finance Management - TOIL and Conduct and Discipline.



## **1-006 Asset Management Policy**

**Version 7**

**Responsible Person:** Manager

**Staff Involved:** Finance Officer

**Documents referred to:** Finance Management Policy and Risk Management Policy

**Date that the policy was last updated or revised:** September 2021

**To be reviewed:** every 12 months

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### **INTRODUCTION & PURPOSE**

LCC aims at all times to maintain its assets in good order, and act to prevent excessive risk, untraceable transactions, or conflicts of interest in the management of the organisation's resources.

### **POLICY**

LCC is committed to maintaining appropriate assets to ensure it is positioned to meet the Mission and Vision Statements; and Purpose, Values and Quality intents as stated in the current LCC policy; and as guided by the Strategic Ends and Business Plan.

### **PROCEDURE**

The Manager acting on behalf of the Committee shall:

- Uphold the LCC Finance Management policy and procedure.
- Act in accordance with the LCC Risk Management Policy and its intent in relation to LCC assets.
- Prevent abuse or misuse of the organisation's assets. The organisation's property will be inventoried and a security system in place to ensure adequate safeguards to prevent loss, damage, or theft of property.
- Ensure that the organisation's assets are insured for the amounts considered necessary for prudent risk management.
- Prohibit intellectual property, information or files to be used for purposes other than in the organisation's best interest.
- Ensure insurance coverage of stock and equipment, furniture and fixtures does not fall below 90% of replacement value.
- Ensure that all insurance policies are current, unless cancelled by the Committee.
- Maintain an Asset register of key equipment, assets, and items; particularly where an investment has been over \$50 per article. This will be at the discretion of the Finance Officer to ensure sufficient insurance to be maintained, and security of monetary investment.
- At the end of each financial year conduct an audit of the assets of LCC against the register. Any anomalies identified to be reported to the Committee of Management.

### **DAMAGE TO ASSETS**

Staff are responsible for any LCC property and equipment whilst it is in their care and that the correct handling, use, operational and workplace health and safety procedures should be adhered to at all times. Damage to assets and equipment must be reported to the Manager as soon as possible for a full assessment to be undertaken. If damage results in the asset or equipment becoming unsafe it must be immediately removed from use.

The Committee of Management reserves the right to recover the cost of any damaged or lost item from the person/people concerned, and take further disciplinary action in the case of repeated incidents of damage to Centre property or equipment.



## 1-007 Privacy Policy

Version 8

Responsible Person: Manager

Staff Involved: All

Documents referred to: Records Management Policy

Date that the policy was last updated or revised: September 2021

To be reviewed: every 12 months

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### INTRODUCTION & PURPOSE

To ensure that LCC meets its statutory obligations.

The purposes of this Policy are to:

- Establish the responsible collection and handling of personal information by LCC;
- Give individuals a right to access information about them which is held by LCC, and to correct any errors in that information; and
- Establish a complaints procedure for investigation and rectification of breaches of this Policy.

LCC receives regular funding from the Department of Families, Fairness and Housing and Frankston City Council, and as recipients of funding LCC is required to comply with government law, legislation, regulations and policies.

We are bound by the Health Records Act 2001, whenever we deal with health information. We are only bound by the Information Privacy Act 2000 when we are contracted to the DFFH, DET or ACFE or other state government body to provide services, and we are only bound to follow the Act in relation to those contracted services, e.g. funded services. We may be bound by the Federal Privacy Act for specific funded projects, but for all services provided by LCC, the fundamentals and procedures initiated by the relevant Acts will be adopted by LCC and followed.

### Confidential information includes but is not limited to:

- Enrolment form details
- Developmental portfolios and observations
- Behaviour management plans
- Medical and health information
- Family court orders and restrictions
- Personal family information
- Incident reports
- Medication records
- Correspondence from support agencies or health professionals

### POLICY

At LCC, we believe your privacy is important. Your personal information will not be disclosed or discussed with any other person, other than as authorised under our policy without your prior permission.

- All employees and volunteers of LCC will be given a copy of this policy upon commencement of employment/volunteering.
- Information relating to staff employment will remain confidential to the people directly involved with making personnel decisions.
- Information shared with us will be treated as confidential unless notified otherwise.
- Confidential information, such as medical history will only be disclosed with written consent or permission in a medical emergency.
- Charts detailing allergies and daily medication will be kept securely in a folder with easy access for staff.
- This policy states our personal information handling practices, as required by the applicable legislation.

### PROCEDURE

#### How LCC collects information



LCC will collect information through the completion of LCC application and/or enrolment forms. Additional information may be gathered through the interview process or through conversations between LCC staff and participants.

Hard copy documents will be retained with enrolments, and scanned for retention on the server for each individual.

### **How LCC holds collected information**

All information is recorded electronically, and specific enrolment and participation data is entered into the VETtrak or QikKids system for funding reporting. All data is held in accordance with the LCC Records Management Policy.

### **Type of personal and health information to be collected**

We will only collect the information we need, and for which we have a purpose that is legitimate, and related to one of our functions or obligations.

The type of information we collect and hold includes (but is not limited to) personal information, including health information, regarding:

- Students and participants in our education and activity program. (This information is collected in order to comply with the requirements of funding and service agreements. It is also used for program development and planning.)
- Children and parents/guardians before and during a child's attendance in our Children's Services Programs (this information is collected in order to provide and/or administer our services to children and parents/guardians).
- Job applicants, employees, members, volunteers and contractors (the information is collected in order to manage the relationship and fulfill our legal obligations).
- Contact details of other parties with which the service deals.

We will collect information on the following identifiers:

- Tax File Number for all employees related to the deduction and forwarding of tax to the Australian Tax Office. Failure to provide this would result in maximum tax being deducted.
- HealthCare Card to assess students or participants eligibility for concessions and for planning purposes.
- Medicare card number to facilitate the provision of medical care if required, and to confirm eligibility for funding as required by the funding bodies.

We will generally collect personal information about an individual by way of forms filled out by members, volunteers, students, participants, parents/guardians or job applicants, face-to-face interviews and telephone calls.

### **Notification of individuals or the parents/guardians of personal or health information collected**

What happens when we receive personal information from a source other than the individual or the parent/guardian? The person receiving the information will notify the individual or the parent/guardian of the child to whom the information relates, of the receipt of this information and as part of the notification, will advise that they have a right to request access to the information.

Access will be granted in accordance with the relevant legislation. Please note that the legislation allows us to deny access, in accordance with the limited reasons for denial that are contained in the legislation.

### **Failure to provide personal information**

If you do not wish for your personal information to be collected, or you provide incomplete or incorrect information it may affect the services that the Centre can provide.

### **Consequences of non-disclosure of personal information**

- Students who do not disclose required information may not qualify for government funding and be required to pay full fees for training.



- Families who do not disclose required information may not qualify for government funding and be required to pay full fees for childcare.

### **Use of personal information**

We will use the personal information we collect for the primary purpose of collection being planning, programming, research, and funding purposes. We may also use the information for such secondary purposes that are related to the primary purpose of collection and can be reasonably expected, or to which the individual concerned has consented; to provide the services you require; to administer and manage those services, including charging, billing and collecting debts; ensuring that except as required by law, information about a client is not disclosed to a third party without the written consent of the client.

### **Disclosure of personal information, including health information**

We may be required to disclose some personal information held about an individual to:

- Government departments or agencies as part of their legal and funding obligations;
- Local Government for planning purposes;
- Organisations providing services related to staff entitlements and employment;
- Insurance providers in relation to specific claims;
- Law enforcement agencies;
- Health organisations and/or family in circumstances where the person requires urgent medical assistance and is incapable of giving permission;
- Anyone to whom the individual authorises LCC to disclose information.

This information is used to evaluate our services and to plan future services. When any information is sent to another agency, such as the Department of Families, Fairness and Housing or DET, it is kept secure and it is used for statistical purposes.

### **Treatment of sensitive information**

Sensitive information will be used and disclosed only for the purpose for which it was collected, or a directly related secondary purpose, unless the individual agrees otherwise, or the use of disclosure of the sensitive information is allowed by law.

### **Management and security of information**

In order to protect the personal information from misuse, loss, unauthorised access, modification or disclosure, the Committee and staff will ensure that in relation to personal information:

- Access will be limited to staff, volunteers and Committee of Management who require this information in order to do their jobs.
- It will not be left in areas that allow for unauthorised access.
- The physical storage of all material will be in a secure cabinet or area.
- Computerised records containing personal or health information will require password access. Passwords will not be divulged without adequate reason and security measures taken.
- There is security in transmission:
- Emails will only be sent to a person authorised to receive this material
- Telephone. Only limited personal information will be provided over the telephone to persons authorised to receive that information.
- Transfer of information interstate and overseas will only occur with the permission of person concerned or their parent/guardian.

### **Data quality**

We will endeavour to ensure that the personal information we hold is accurate, complete, up to date and relevant to our functions or activities.

### **Access to information and updating personal information**





Individuals have the right to ask for access to the personal information we hold about them without providing a reason for requesting access.

Under the privacy legislation, an individual has the right to:

- Ask for access to personal information that the service holds about them;
- To access this information; and
- To make corrections if they consider the data is not accurate, complete or up to date.

There are some exceptions set out in the Acts where access may be denied in part or in total. Examples of some of the exemptions are:

- The request is frivolous or vexatious;
- Providing access would have an unreasonable impact on the privacy of other individuals;
- Providing access would pose a serious threat to the life or health of any person.
- The service is involved in the detection, investigation or remedying of serious improper conduct and providing access would prejudice that.

#### **Process for considering access requests to any confidential records held by LCC**

- For individual requests or on behalf of their child, in writing to the Manager. (Forms are available from reception)
- A time will be arranged at the earliest convenience to view the file with the Manager, or a staff delegate in a private environment.
- Permission will only be granted to the primary care givers of children, and any court orders stating restriction will be upheld.
- Permission for support agencies or other third parties to view the file will only be granted upon approval by the client, or primary care giver in writing to the service.

#### **If certain information (is requested) to be withheld to the viewing party the following procedure will take place**

- A photocopy of the complete file is taken
- The Manager or staff delegate will go through the file and remove any information which a third party has been refused consent to view. This will be done with a thick black marker.
- What remains is the information recorded by the setting, detailing the work initiated and followed by them in relation to confidential matters, known as the 'clean copy'
- The 'clean copy' is photocopied for the approved applicant who is then invited in to discuss the contents. The file will not be given straight over, but will be gone through with by the Manager or delegated staff member, so that the contents may be explained.
- Legal advice may be sought before sharing a file, especially where there is possible grounds for litigation against the setting or another (third party) agency.

Requests for access, or to update personal information should nominate the type of access required, and specifying where possible, what information they seek. No reason is required in relation to why the request is made. The person seeking information, if unknown to the employee or Committee Member, must provide a visible form of identification.

The employee or Committee Member receiving the request will record the request, and the date received. Each request will be acknowledged within 14 days, but preferably within 5 working days. Requests will be complied with, within 30 days. However, there could be a delay in responding if the timeline occurs over a period when the service is closed.

Committee and employees will provide access in line with the Privacy Acts. If the requested information is not given, the reasons for denied access will be given in writing to the person requesting the information.

In accordance with the legislation, we reserve the right to charge for information provided, in order to cover the costs involved in providing the information.





## **Disposal of Information**

We will not store personal information longer than necessary.

In disposing of personal information, we will ensure that it is either shredded or destroyed in such a way that no one can access the information.

## **Resources and Support**

Further information can be obtained from:

- Health Complaints Commissioner - [Home | Health Complaints Commissioner \(hcc.vic.gov.au\)](http://hcc.vic.gov.au)  
Contact details: 1300 582 113
- Victorian Privacy Commissioner - [Victorian Privacy Commissioner — OAIC](http://www.oaic.gov.au)  
Contact details: 1300 363 992

## **Evaluation**

We will from time to time, review and update this Privacy Policy to take account of new laws and technology, changes to its operations and practices, and to make sure it remains appropriate to the changes in the environment in which it operates.

## **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: Children's health and safety

Quality Area 7: Leadership and service management



## 1-008 Motor Vehicle Use Policy

Version 8

Responsible Person: COM and Manager

Staff Involved: Manager and Driver

Documents referred to: Transport of Children Policy

Date that the policy was last updated or revised: September 2021

To be reviewed: every 12 months

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### INTRODUCTION & PURPOSE

LCC maintains a vehicle/s to support its program. The bus is available for hire and use by other LCC programs or community groups.

### POLICY

The vehicle will only be used for authorised LCC activities and legitimate hiring, and be driven by appropriately licenced, and LCC approved drivers.

### PROCEDURE

Applicable to all authorised drivers.

1. A driver of a bus must not have alcohol or drugs in his or her blood or breathe immediately before, or while, driving a bus.
2. Other than, in exceptional circumstances only persons authorised by LCC are permitted to drive the LCC motor vehicles. Such exceptional circumstances would normally be limited to those instances where:
  - a) In the course of the vehicle's normal use it is necessary to entrust it to the custody of another party, i.e. parking attendants or garage staff;
  - b) Illness or other indisposition of the authorised person whilst actually using the vehicle necessitates that another party takes over.
3. In no circumstances should any person drive or permit another to drive any LCC vehicle who:
  - a) does not hold a valid driver's license for the type of vehicle concerned;
  - b) has been refused motor vehicle insurance or any continuation thereof by any insurer;
  - c) must not have alcohol or drugs in his or her blood or breathe immediately before, or while driving a bus.

Any breach can void indemnity otherwise granted by Insurers and render the driver personally liable for any damage sustained.

4. It is our policy that vehicles are safely maintained, and to this end must be inspected by the driver on every occurrence of use. Drivers are required to report obvious defects, which may develop such as worn tyres, faulty steering, inoperative driving and signaling lamps, poor or uneven braking or similar unsafe condition, and not drive the vehicle while it evidences any such condition. Use of a vehicle whilst in an unsafe condition can void indemnity otherwise granted by insurers and render the driver personally liable for any damage. The Centre will arrange for regular servicing and any repairs or maintenance of the vehicles.
5. Drivers are personally liable to pay all fines imposed for parking and traffic offences committed while the vehicle is in their control. All traffic offences (including parking fines) must be reported to your Supervisor in writing forthwith. In the case of a hirer being issued a fine, it must be reported to the Manager as soon as practicable.
6. Drivers are required to comply with the provisions of all relevant legislation concerning the driving of vehicles, and in particular are to ensure that seat belts are worn by all passengers, and correctly adjusted whenever the vehicle is in motion.



7. Driver's licences are to be carried at all times while driving a LCC vehicle, and produced upon demand to a member of the Police Force or, following an accident, to any person having reasonable grounds for requiring production thereof.
8. Upon the LCC vehicle being involved in an accident, the driver is to:-
  - a) Render necessary assistance to any injured person and report details of the accident to the Police if there has been harm caused to any person;
  - b) Report the accident to the nearest Police Station within 24 hours if the damage to LCC vehicle and/or other vehicle or property involved is considered to exceed \$300;
  - c) Secure full details regarding any other vehicles or persons involved, including owner's and driver's names and addresses, licence and vehicle registration numbers and details of relevant insurances, report the accident to LCC and complete any required accident report, insurance claim form or other documentation forthwith;
  - d) Phone Centre Management immediately, or as soon as reasonably possible. Written notification must be received within 72 hours;
  - e) In no circumstances admit liability for causing the accident as such admission may void indemnity otherwise granted by insurers, and render the driver personally liable for any damage sustained.
9. Management will report all serious incidences to Transport Safety Victoria.
10. In the situation where an employee who is driving a LCC Vehicle causes damage to another employee's vehicle i.e. reversing into an employee's vehicle whilst parked in the car park, LCC will provide a hire car for that employee whilst the employee's car is being repaired. LCC will cover the full cost of the hire car.
11. In the event of a breakdown, the State Motoring Association with which the vehicle is registered (i.e. RACV) is to be called for emergency repairs or towing, but no expenditure for repairs in excess of \$100 (unless of an emergency nature and involving the safe running of the vehicle) is to be incurred without the prior approval of LCC.
12. Drivers are to take all reasonable precautions for the security of the vehicle, and must remove the keys and fully lock the vehicle whenever it is left unattended on the street or in a public area.

### **Changeover of Centre Vehicles**

The changeover of LCC vehicles should be reviewed after a minimum of four (4) years from initial purchase and thereafter, changeover at the most opportune time to ensure continuing reliability and productivity from the vehicle for the purpose in which it is being most used or required.

The vehicle will be left at the Centre and be made available for use when not required for the OSHC program.

### **PROCEDURE**

1. Staff/Volunteers/Hirers who require the bus for work or personal use must advise the Manager prior to usage.
2. Keys are to be obtained from Reception prior to use.
3. A log book is to be completed by the person using the bus on each occasion.
4. Keys are to be returned to reception at the completion of use.
5. Staff/Volunteers/Hirers of the bus must be over 25 years of age and have held a full current Victorian Drivers Licence for a minimum of two years.
6. All staff that are designated drivers must provide a copy of their current driver's licence, which will be kept in their personnel file.



# **1-009 Personnel Record's Check Policy**

**Version 9**

**Responsible Person:** Manager

**Staff Involved:** All

**Documents referred to:** Working with Children Act (2005)

**Date that the policy was last updated or revised:** September 2021

**To be reviewed:** every 12 months

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## **POLICE CHECKS & WORKING WITH CHILDREN CHECKS**

### **INTRODUCTION & PURPOSE**

As a risk management procedure to ensure the safety of staff members and children in our care, and to assist in the prevention of fraud and theft from LCC.

### **POLICY**

All staff, in accordance with the current legislation, require Working With Children Checks.

All new staff and volunteers require Police Checks at commencement of employment. Police Checks must not be more than six (6) months old at the time of commencement. If more than 6 months old a new Police Check will be required.

All staff, tutors and volunteers (including Committee of Management) must maintain a Working With Children Check where relevant to their position.

If at any time after a staff member, tutor or volunteer (including Committee of Management) is convicted of a criminal activity or a jailable offence, the Committee of Management must be notified immediately. It will be at the Committee's discretion whether the current employment or volunteer arrangement can continue.

### **PROCEDURE**

Working with Children Checks and Police Record Checks are required by all staff, tutors and volunteers (including Committee of Management) where relevant to their positions.

A person may not commence employment (paid or unpaid) with LCC, until LCC has received an acceptable Police Check, and Working With Children Check where required.

Original Police Checks and Working with Children Checks are required to be sighted by the LCC Manager, Administration Coordinator or Children's Services Officer, dependent on the applicants' position. A copy is to be made with the notation of "Original Sighted" signed and dated then placed on the applicants personnel file. The original is to be returned to the applicant.

Payment for Police Checks:

- Staff - Pay for own
- Tutors - Pay for own
- Volunteers - Centre pays
- NRT Students completing placement component of a course - Students pay

Payment for Working With Children Checks:

- Children's Service Staff - Pay for own
- Staff - Pay for own
- Tutors - Pay for own
- Volunteers - Free

### **Procedure for obtaining a Police Record Check**



- Police Records Check form to be completed online. If LCC are paying for Police Records Check, please see the Finance Officer.
- When original certificates are received, they are to be viewed by authorised staff as necessary. A copy is to be made with the notation of “Original Sighted” signed and dated then placed on the applicants personnel file.
- Office staff checks - to be viewed by Manager or Administration Coordinator.
- Children’s Services staff checks - to be viewed by Children’s Services Officer, Administration Coordinator or Manager.
- Tutors - to be viewed by Manager.
- Volunteer checks - to be viewed by the Manager or Administration Coordinator.

### **Exceptions & Objections**

An exception to the requirement for a Police Record Check or Working With Children Check will be registered teachers able to produce a current VIT card (or current equivalent) which can be validated on the teacher’s website [Search the register | Victorian Institute of Teaching \(vit.vic.edu.au\)](http://Search the register | Victorian Institute of Teaching (vit.vic.edu.au))

Should anyone object to having a Police Records Check completed, the matter must be taken to a Committee of Management Meeting for discussion, and a final decision to be made and minuted. Each objection shall be discussed and decided upon separately, and the decision treated in accordance with the LCC Privacy Policy.

### **Disclosable Outcomes**

Police Checks that result in disclosable court outcomes; outstanding charges will be assessed individually by the Committee of Management. Any person who is assessed as unsuitable will be taken off duty immediately, or if after an initial shift. The staff member will be advised that due to a disclosable outcome their employment will be terminated immediately.

When employing someone, if a disclosable outcome is noted on the Police Record Check, the decision to employ that person is then referred to the Executive of the Committee of Management for a final decision. The overseeing body or government agency must be notified immediately, and the employee must receive written notification that the agency will be given a copy of the Police Record Check if they accept the position with LCC.

A person will be considered unsuitable to participate in the children’s service or have access to children if there is any finding of guilt or conviction for:

- Any offence involving abuse of children
- Any crime involving violence, such as serious assault or burglary with violence
- Sex offences
- An offence of loitering, stalking or willful exposure

If the Police Record Check or Working With Children Check indicates that a person has been charged with any of the above offences, but the court has not yet made a finding, consideration of suitability may be postponed until the outcome is known.

Other offences that may lead to an applicant being considered unsuitable include:

- A serious drug offence
- Culpable driving and driving under the influence of a drug
- A firearms offence
- Repeated use of illicit drugs
- Multiple burglary or other property offences
- Any offence(s) resulting in a term of imprisonment
- Multiple dishonesty offences (fraud, deception)
- A number of offences over several years

### **Minimum Age**

Victoria Police as a rule do not conduct Police Records Checks on persons aged 16 or younger. Langwarrin Community Centre requires checks to be undertaken on all persons aged from 17 years.



## **Privacy**

LCC may only reveal information about a person's police record to the Manager or Children's Services Officer, or an authorised officer of the Department of Education and Training, or other government body.

In all other situations, the content of any Police Record Check is to remain confidential, and information received dealt with in accordance with the LCC Privacy Policy.

## **Working With Children Check**

In accordance with the Working With Children Act 2005 the Victorian Government (Department of Justice) introduced a new checking system to help protect children under 18 years of age from physical or sexual harm.

The Working With Children (WWCC) Check creates a mandatory minimum checking standard across Victoria. The WWCC helps to keep children safe by preventing those who pose a risk to the safety of children from working with them, in either paid or volunteer work.

LCC requires all staff working with children (18 years of age and under) to obtain a WWCC.

## **Procedure for obtaining a Working With Children Check**

### **Follow Link:**

[Check Status | Working with Children \(justice.vic.gov.au\)](https://www.justice.vic.gov.au/working-with-children/check-status)

Working With Children Checks have an expiry date on the card (5 years). The validity of the checks must be confirmed a minimum of every 6 months by the nominated persons via the Department of Justice - Working With Children Check portal, to ensure LCC records are current.

- Administration staff checks - to be viewed by the Administration Coordinator
- Children's Services Centre staff checks - to be viewed by Nominated Supervisor or Manager
- Tutors - to be viewed by the Administration Coordinator



## 1-010 Emergency Policy

Version 6

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: Emergency Management Plan and Risk Management

Date that the policy was last updated or revised: September 2021

To be reviewed every 12 months

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### INTRODUCTION & PURPOSE

Provide guidelines for the management of an emergency situation to support staff of LCC. It is noted that these guidelines may not be appropriate in all situations but provide an outline of expected behaviors and outcomes.

Copies of the Emergency Plan and Evacuation Procedures will be clearly displayed throughout the Centre.

### POLICY

Safe, controlled evacuation ensuring the safety of all people within the building is the overriding priority.

Instructions from Emergency Services personnel (Police, CFA, SES), when available, take precedence over this policy and its prescribed procedures.

### PROCEDURE

- Two fire wardens will be nominated from amongst the staff.
- Standard fire orders and floor plans will be displayed prominently within the building.
- Staff education regarding fire precautions and procedures shall be reviewed annually by the Committee of Management and staff briefed as appropriate.
- The Frankston City Council will regularly inspect the building and the suitability of emergency exits, and ensure that fire protection equipment is maintained and checked regularly.

### ACTION IN CASE OF FIRE OR BOMB THREAT

- a) The reception area and fire wardens must be informed immediately of the location and nature of the threat.
- b) Wardens will direct all persons to vacate the building and check that no person is left in the building.
- c) Action shall be taken by staff to control the fire only if safe to do so, and whilst waiting for support from trained personnel.
- d) Emergency Services must be notified on 000 for action and advice. Note: this should only be necessary in the case of a bomb threat. If there is a fire, the fire panel is directly linked to emergency services, and they will automatically receive notification of an emergency event.
- e) Senior staff to notify Manager, one Committee member and Community Development staff at Frankston Council.

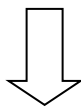
### ACTION IN CASE OF BREAK-IN

- a) Security will attend out of hours.
- b) Senior Staff to notify Police, Manager, one Committee Member and Community Development Staff at Frankston Council as soon as possible.



## 1. CHAIN OF COMMAND

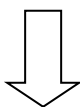
**Emergency services personnel (if present)**



**LCC Warden**

***Wears orange hat and yellow vest.***

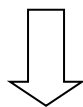
Role to be filled by one of the following LCC employees: Manager, Children's Services Officer or Finance Officer. In the event that none of these are available, another staff member may be required to take this position. Hat and vest is located in 'Emergency Equipment' box in Reception office.



**LCC Deputy Warden**

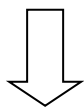
***Wears orange hat and yellow vest.***

Role to be filled by one of the following LCC employees: Manager, Children's Services Officer, Finance Officer or senior staff Member. In the event that none of these are available, a staff member or volunteer may take the Deputy Warden position, provided they have taken part in Emergency Procedure training sessions at LCC. Hat and vest is located in 'Emergency Equipment' box in Reception office.



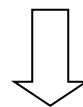
**LCC First Aid Officers**

Roles to be taken by  
Qualified First Aid staff



**LCC Tutors /Group leaders**

Responsible for people  
attending their class.



**LCC Childcare and  
Office Staff**

Responsible for children  
attending childcare  
programs.

**Note:** In all cases the primary responsibility of childcare staff is the safety of the children. It is recognised that there may be occasions when procedures set out in this policy are not appropriate and childcare staff may need to act independently, placing the safety of the children first before discussing/advising the Warden.

## 2. RESPONSIBILITIES OF CHAIN OF COMMAND

**Emergency will be notified with an alarm, during office hours it will also include an announcement through the speaker system, please listen for instructions of where to proceed and what the emergency is for.**

### Warden:

- Determine need for Emergency Procedures.
- Initiate appropriate Emergency Procedures.
- If you need to report an emergency to others in the building, please go immediately to the fire panel located in the foyer and use the microphone (push button to speak). If it is unsafe to come to the front of the building pick up the nearest phone handset and dial \*10 then speak into the phone to make your announcement - ensuring that you state what and where the emergency is.





- If the telephones are unavailable whistle to be blown.
- Contact 000 if appropriate.
- Keep Childcare staff informed about the situation as it unfolds.
- Coordinate information and delegate tasks.
- Ensure tutors complete head counts against class rolls before and after evacuation.
- Liaise with attending Emergency Services officers
- Be prepared to take leadership initiatives if required.
- Ensure all rooms are vacated and windows and doors are closed if time permits.
- Advise childcare staff when the building is empty and office locked.
- Wait at assembly site until all people have been accounted for and have departed.
- Ensure anyone departing has signed out - noting the time of their departure.
- Ensure transfer of Warden and Deputy Warden Roles (hats and vests) to Children's Service staff if any children remain when LCC building is fully evacuated and all staff, tutors and class participants have left the site.
- Ensure that no one re-enters the building until it has been declared safe to do so by Emergency Authorities.

#### ***After emergency has passed***

- Inform council of incident and any damage.
- Complete Incident Report form.
- Ensure copies of form are sent to:
  - Children's Services Coordinator, Frankston City Council
  - Children's Services Coordinator, Department of Families, Fairness and Housing - Dandenong
- Ensure that a copy of the completed Incident Report is filed in the Evacuation Practice folder in Centre office.
- Ensure that the incident is noted at the next Committee of Management meeting, and discuss any possible improvements, prevention, outcomes or issues that may arise.

#### **Deputy Warden:**

- Assist the Warden.

#### **First aid Officers:**

- Provide first aid care as required in liaison with the Warden

#### **Tutors/Group Leaders**

##### **When LCC office open (9.00 am - 5.00 pm Monday-Friday)**

On hearing the emergency signal or announcement:

- Collect class list.
- Evacuate all class members as directed via announcement; follow guide on Evacuation signs located in your room.
- Complete head count of your students.
- Keep class together at evacuation point and await further instructions from the Warden.
- Ensure any adults sign the roll next to their name before leaving LCC during an event.

##### **When LCC Centre office is closed**

In the event of an emergency:

- Be prepared to take leadership initiative
- Determine **need** for Emergency Procedures.
- Contact 000 if required.
- Locate displayed version of Emergency Evacuation Procedures. (on wall near door in most rooms)
- Initiate appropriate Emergency Procedures. (i.e. evacuate or stay)
- Ensure other LCC users are informed of the situation.
- Report situation to Management at the earliest opportunity.

#### **Childcare - Qualified Staff Member**

(Assisted by all other Childcare staff present)



On hearing of an emergency:

- Liaise with Warden as situation unfolds.
- Check the electronic sign in register and confirm number and whereabouts of all children booked in at that time.
- Ensure that all staff are aware of the number of children in care.
- Collect - Specific medications for individual children and emergency bag.
- When evacuating, ensure that all (staff and children) move together to nominated safe area.

### 3. EVACUATION PROCEDURES

#### When to Evacuate the Building:

- If it is dangerous to stay inside the building for any reason - leave immediately.
  - STAY CALM
  - CLOSE WINDOWS and DOORS if time allows
  - ACCOUNT for all in room
  - LEAVE BELONGINGS in the room
  - MOVE calmly to outside Assembly Areas by safest route
  - FOLLOW WARDEN'S (Orange Hat) instructions, if present.

#### Assembly Areas

If Warden or Deputy Warden (orange hats) is **not** present to direct you, select from the following:

- Paved area next to garage
- St Jude's Primary School

#### When Assembled

If Warden or Deputy Warden (orange hats) is **not** present:

- Alert 000 with following information:
  - **Where:** Langwarrin Community Centre
  - **Address:** 2-6 Lang Road, Langwarrin
  - **Melway reference:** Page 103 J5
  - **Centre Telephone Number:** 9789 7653
  - **Catchment area:** Frankston
  - **Describe situation**
  - **Report people present:** Childcare, classes, staff, etc.
  - **Detail Service required:** Firebrigade, Police or SES
- Take Roll Call of all present
- Obtain signatures against roll for those wishing to leave immediately.  
*Note that all children must have a parent or guardian to sign for them before leaving the scene, and be in the custody of that parent or guardian.*
- Alert Frankston City Council of the situation.
- Wait for further advice and instructions from Emergency Services personnel.
- Ensure a second roll call of all present is made at assembly point.
- Contact all parents/guardians to advise them of the situation and to collect their children if circumstances permit.
- Ensure children are signed out in usual way when they are collected.
- Remain with children until they have all been picked up, and signed for, by a parent or guardian.
- If Emergency Services are not present on site, notify 000, that the building is fully evacuated.
- If building has been evacuated ensure that no one re-enters the building until it has been declared safe to do so by Emergency Authorities.



- If requested Childcare staff should be prepared to take over Warden and Deputy Warden Roles if the rest of the Centre building has been evacuated.

#### **4. BUILDING SAFETY FEATURES**

All staff are responsible for familiarising themselves with the building layout, and the location of safety features to enable them to respond quickly in an emergency.

##### **Main Electrical Switchboard**

Electrical switchboards and isolation switches are located in the Main Foyer and a Secondary Switchboard is located in the Foyer outside the Dame Elisabeth Room.

##### **Gas**

Mains gas enters the building on the left hand side in front of the Main Hall.

##### **Fire Detection Equipment**

The Centre is fitted with a monitored Fire Panel, all Centre rooms have a smoke/heat detection sensor. Smoke alarms (hard wired) are maintained by Frankston City Council and have been installed at:

- Jones Room
- Main Hallway
- Craig Room
- Hampton Room
- Alcove - Dame Elisabeth and Temling Rooms, and toilet
- Back Office

##### **Warning Devices**

**Emergency will be notified with an alarm, during office hours it will also include an announcement through the speaker system, please listen for instructions of where to proceed and what the emergency is for.**

- If you need to report an emergency to others in the building, please go immediately to the fire panel located in the foyer and use the microphone (push button to speak). If it is unsafe to come to the front of the building pick up the nearest phone handset and dial \*10 then speak into the phone to make your announcement - ensuring that you state what and where the emergency is.
- A whistle is located in each room in childcare to be utilised in the event of electrical devices failing.

##### **Telephones**

Modern telephones dependent on electricity are located:

- Reception (x3)
- Administration Office (x4)
- Childcare (x1)
- Managers Office (x1)
- Staff Office (x1)
- Main Hall (x1)
- Jones Room (x1)
- Entry and exit points of Hampton Room (x2)
- Dame Elisabeth Room (x1)

Mobile Phones are located in top drawer of desk in reception or small front office.

##### **Emergency Lighting**

Each room is fitted with an emergency light which provides limited light should power be disconnected.

##### **Doors**

In the event of an internal fire, closing the door to the affected area will assist in retarding the spread of smoke and flame throughout the Centre.



**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: Children's health and safety

**CHILDRENS SERVICES REGULATIONS (2020)**

Part 6 - Health and Welfare of Children, Division 2 - Safety, Regulation 75



# 1-011 Committee of Management Policy

Version 7

Responsible Person: COM

Staff Involved: COM

Documents referred to: Association Rules and Conflict of Interest Declaration Form

Date that the policy was last updated or revised: September 2021

To be reviewed: every 12 months

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## INTRODUCTION & PURPOSE

### Committee Authority

The Committee is established and operates in accordance with the Association Rules.

The Committee of Management is the legal authority for the organisation. Committee Members are trustees representing the interests of the organisation's stakeholders, both constitutional and moral. As such, the Committee and its members are entrusted to ensure that the organisation is soundly managed for the benefit of all the community.

### Committee Governance

The role of the Committee of Management is governance rather than management. Centre Management, is the responsibility of the Manager, professional and volunteer staff. Governance focuses on the organisation's wider issues of organisational purpose, including the setting and monitoring of strategic direction, the establishment and monitoring of Committee-level policies, and to oversee the academic/educational integrity, and assure quality of the of all LCC operations.

The Committee works in close partnership with the Manager to ensure that its objectives and goals are achieved, supporting and resourcing the Manager to carry out his/her responsibilities.

In order for Committee Members to carry out their governance role, they will participate in the development and implementation of the organisation's policies, plans, and priorities, be able to judge outcomes, discern needs for change and debate issues in all areas of the Committee's responsibilities.

## POLICY

To ensure effective management of LCC Committee Members must provide a broad range of skills, knowledge and community enthusiasm to continue to guide and promote LCC, in its endeavours and uphold its policies.

## PROCEDURE

### Committee Members Recruitment and Selection

The organisation recruits its Committee of Management Members from the Community ensuring at all times that consistent practices and processes are adhered to.

1. People with various skills are sought, including but not limited to - expertise in administration, finance, education, human resources and fundraising.
2. Must be a member of the association.
3. Committee Members are recruited for a 1-year term.
4. In accordance with the LCC Rules of Incorporation Re-nomination will occur at the Annual General Meeting.

### Requirements for Committee Membership

1. A commitment to work for the greater good of the organisation.
2. A willingness to:
  - Contribute relevant experience, knowledge, expertise and influence to the organisation's affairs.
  - Work co-operatively with other members of the Committee.
  - Recognise and respect, in contributing to the deliberations of the Committee, the interests and reasonable needs of LCC Staff.
  - Serve, if required, on one or more Committee Sub-Committees or working parties.



- Attend, if possible, all Committee Meetings.
  - Devote sufficient time to become familiar with the organisation's affairs and the wider environment within which it operates.
3. Shall act honestly and in good faith at all times in the interest of the organisation and its stakeholders, ensuring that all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights and responsibilities.
  4. Shall carry out their duties in a lawful manner and ensure that the organisation carries out its business in accordance with the law.
  5. Shall avoid conflicts of interests in as far as this is possible. Where such a conflict arises the member/s concerned must act within the terms of Conflict of Interest Policy.
  6. Shall be diligent, attend Committee meetings and devote sufficient time to preparation for Committee meetings to allow for full and appropriate participation in the Committee's decision making.
  7. Shall observe the confidentiality of non-public information acquired by them in their role as Committee Members, and not disclose to any other person such information that might be harmful to the organisation.
  8. Shall act in accordance with their fiduciary duties, complying with the spirit as well as the letter of the law, recognising both the legal and moral duties of the role.
  9. Accept the principle that the Committee speaks with one voice, that no one member shall publicly express his/her own opinion, should this deviate from an agreed Committee position or decision. No member shall express a public opinion on corporate matters without prior Committee agreement.
  10. All Committee of Management Members will be prepared to complete a Police Records Check, a Working with Children Check, and/or any other form required by legislation, registration or funding bodies. Membership of the Committee will be conditional upon satisfactory outcomes of the necessary declarations, or at the discretion of the full Committee of Management should a matter be disclosed.

The wider community is to be regularly informed of the Centre's goals and activities and invited to join the Committee and its sub-committees.

The decision-making processes will be inclusive and open to scrutiny, using the following mechanisms;

- The Annual General meeting minutes will be made accessible to the public via the Centre website, subject to the provisions of the Privacy Act
- Participatory opportunities for people outside Committee of Management to be involved will be provided through working groups and sub-committees; and
- Opportunities to join decision-making groups are to be widely discussed and promoted in line with the Marketing Policy

The Committee of Management will:

1. Regularly monitor progress towards the achievement of the Strategic Goals and Business Plan adopted by LCC.
2. Meet regularly to monitor the performance of management and the organisation as a whole. To do this the Committee will ensure that appropriate monitoring and reporting systems are in place, and that these are maintained and utilised to provide accurate and timely information to the committee.
3. Ensure that there is an appropriate separation of duties and responsibilities between itself and senior management, and that decisions of a significant nature to the operation or management of LCC are recorded in the reports or minutes of LCC.
4. Ensure that the independent views of the Committee Members are given due consideration and weight.
5. Ensure that where appropriate, consultation of key personnel is undertaken to guarantee the decision making process is well informed, and any associated implications noted before final resolutions are made.
6. Provide for continuity of governance between meetings.
7. Ensure that stakeholders are provided with an accurate and balanced view of the organisation's performance, including both financial and service provision.
8. Regularly review its own performance as the basis for its own development and quality assurance.
9. As individual Committee Members, also review their own performance with a view to ensuring a suitable contribution to committee deliberations and decision making, and if found lacking, either pursue training or assistance to improve their performance, or resign.
10. Carry out its meetings in such a manner as to ensure fair and full participation of all Committee Members.



11. Ensure that the organisation's assets are protected.

### **Induction**

1. Election of Committee Members takes place at the AGM each year. During the year, the Committee may appoint an eligible person to fill a vacant position on the Committee.
2. New members will receive a copy of the Committee of Management Handbook, Strategic/Business Plan and all Centre Policies, a copy of the latest Annual Report and the Rules of Association and an up-to-date copy of the year-to-date financial statements.
3. New Committee Members will meet with the President for a governance familiarisation.
4. New Committee Members will meet with the Manager for an operation familiarisation.
5. At the first Committee Meeting attended by new members, introductions will be held with all members, new and old, exchanging information about background, special responsibilities and special contributions to the Committee proceedings and general business.
6. Office Bearers will be elected at the Annual General Meeting, and the first meeting of the new Committee is to be held within four weeks after this.

### **Contribution**

All Committee Members are expected to contribute to Committee meetings to the best of their ability. To facilitate this, the Committee will guarantee a thorough induction into the affairs of the Committee and the organisation at large, its issues, current concerns, staff, its financial position and its liabilities and assets.

### **Conflict of Interest**

The Committee places great importance on making clear any existing or potential conflicts of interest for the members. The member concerned shall declare all such conflicts of interest and that member shall not vote on that matter.

Examples of conflicts of interest are:

- When a Committee Member or his/her immediate family or business interests stands to gain financially from any business dealings, programs or services of the organisation.
  - When a Committee Member himself or herself offers a professional service to the organisation
  - When a Committee Member stands to gain personally or professionally from any insider knowledge, if that knowledge is used to advantage
1. Any business or personal matter which is, or could be a conflict of interest involving the individual and his/her role and relationship with the organisation, must be declared.
  2. All such declarations shall be presented to the Committee using the Conflict of Interest Disclosure form, and minuted at the first Committee meeting following receipt.
  3. Where a conflict of interest is identified and/or registered, the provisions contained in the Rules of Association bind the Committee Member's participation in any discussion on that topic.

### **Committee Meetings**

The Committee is committed to the achievement of effective and efficient meetings.

Meetings will:

1. Be based on a pre-prepared agenda, the preparation of which is the responsibility of the Committee President or in his/her absence the Vice President. Such an agenda should reflect the Committee's governing role.
2. Invite the Manager as the representative and advocate of the paid staff and volunteers where appropriate.
3. At the discretion of the Committee, admit non-Committee members by invitation as individuals, or as representatives to attend some, or all of a Committee meeting.
4. Be recorded by written minutes, copies of which go to all Committee Members and the Manager.

### **Committee Sub-Committees**

The Committee recognises that there are times when a sub-committee can act more effectively than can the full Committee. As a general rule, the Committee will establish sub-committees only in response to its own work.





1. The Committee has the authority to establish both standing and ad hoc sub-committees to assist it in its work.
2. The Committee shall establish sub-committee's Terms of Reference or the Committee may direct sub-committees to draft Terms of Reference for Committee approval. Sub-committee procedures and functions, and the boundaries of their authority, are to be clearly defined.
3. Committee sub-committees are established to assist in the carrying out of the Committee's work.
4. Whilst staff might be involved at the sub-committee level, their role is to advise and assist the sub-committee to do its work.
5. Sub-committees may co-opt outside members from time to time in order to bring additional skills, experience or networks.
6. Sub-committees may not delegate tasks to any staff, unless the Manager has specifically agreed to such delegations.
7. All ad hoc sub-committees shall be automatically disbanded once they have completed their work, and have reported to the full Committee.
8. All standing sub-committees shall review their Terms of Reference annually including their membership and the results of their work and so report to the full Committee.
9. Unless explicitly empowered by the full Committee, sub-committees cannot make binding Committee decisions. For the most part the function of sub-committees is to solve problems for, and/or make recommendations to the Committee on which the latter, and only the latter, has the power to make decisions or policy.

#### **Committee Delegation of Authority to Manager**

The Committee will define delegations to the Manager that make clear the boundaries of prudence and ethics within which the Manager shall work.

1. In accordance with the Policy Making Policy, establish all operational policies essential for the effective management of the organisation, and take all actions necessary to give effect to these policies.
2. Carry out the operational business of the organisation free from interference from the Committee, or individual Committee Members, so long as these actions fall within the boundaries described within the Committee's Strategic Ends policies and Manager's Delegation policies.
3. Carry out his/her tasks without the necessity to consult with the Committee on matters other than those requiring urgent/immediate action falling outside of current policy and direction.
4. Provide in an advisory capacity the necessary support and information to enable the Committee to develop appropriate policies, and determine long-term strategies.

The committee:

1. Will delegate the necessary authority to the Manager, and define his/her responsibilities to enable effective operation of the organisation.
2. Will be available to provide support and guidance to the Manager as this is requested.
3. Can only give instructions to the Manager as a Committee. Individuals or Committee sub-committees cannot issue binding instructions to the Manager, unless authorised to do so by the Committee.
4. Shall authorise a person to act for the Manager wherever necessary.

#### **Manager/President Relationship**

The relationship between the Manager and the Committee President is recognised as critical to effective Committee operation. It enables the Manager to seek policy guidance and support from the Committee between Committee meetings, and at the same time keeps the President informed of various operational matters, so that effective governance can take place. The relationship should be productive, open and consultative.

1. The Committee President shall be the formal link between the Committee and the Manager.
2. There may be both regular formal and informal interaction.
3. Either party can initiate such a meeting.
4. The relationship shall not replace Committee meetings or sub-committee tasks.
5. The President and Manager shall be bound by Committee policy at all times.
6. This relationship shall be an essential informal component in the Manager's performance appraisal, respective of the overall principle that the Committee is concerned with the 'ends' or outcomes of the Manager's work, rather than the means for achieving these.





7. Instructional communications from the Committee to the Manager shall be via the President.
8. The President shall regularly advise the Committee of the agreed outcomes of such meetings.

#### **Manager Reporting to Committee**

The Manager shall keep the Committee informed of the true and accurate position of the outcomes of programs and services, financial position, significant management issues, and all matters that have real or potential legal considerations for the organisation.

The Manager shall:

1. Submit monitoring data in a timely, accurate and understandable fashion, addressing the various issues to be monitored by the Committee.
2. Inform the Committee of significant trends, implications of Committee decisions, issues arising from policy matters, or changes in the basic assumptions upon which the Committee's strategic ends policies are based.
3. Present information in a clear and concise manner, which assists Committee members' understanding of the issues, contained therein.
4. Keep Committee Members informed when for any reason there is non-compliance with a Committee policy.



# 1-012 Volunteer Management Policy

Version 6

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to:

Date that the policy was last updated or revised: September 2021

To be reviewed: every 12 months

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## INTRODUCTION & PURPOSE

Volunteers have a vital role by enhancing and expanding the management, services and activities provided by the Centre. The benefits of voluntary contributions are many and depend on the volunteers themselves, the staff who work with them and the wider community. Volunteer rights are equally as important as their responsibilities and this policy has been adopted and endorses this set of Rights and Responsibilities.

Volunteers (unpaid staff) are an integral part of the successful operations of the organisation. Volunteers may be Committee of Management, unpaid staff i.e. receptionist, childcare workers, those members who offer their services on an ongoing basis.

## Definition

Volunteering is unpaid community work chosen freely by a person.

## POLICY

Volunteers are valuable team members as part of the continuing operation of LCC, and their contribution is encouraged and acknowledged.

LCC recognises the right of all volunteers to fair and proper terms and conditions of engagement consistent with good employer practice.

## PROCEDURE

Any interested persons must first speak to the Manager about their interest in becoming a volunteer. In the case of a volunteer enquiring about a Committee of Management position, they must speak with the President or Vice-President.

Volunteers must be issued with a copy of the LCC Volunteer Handbook and make themselves familiar with its contents.

The Manager will interview prospective volunteers and advise them of the LCC requirement for a Police Check and Working With Children Check. At this point identification should be established through a driver's license or other form of identification. The Manager will then complete a Volunteer Interview Sheet detailing their skill level and aims, and what they wish to achieve whilst working at LCC.

All volunteers of the Centre will be required to undergo a Police Check at the expense of LCC and a Working With Children Check - this is free for Volunteers. (See Personnel Records Check Policy). Original certificates may be given to the volunteer, with appropriate notation made on the Personnel Record Check Acknowledgement form.

All paperwork collected through the interview should be retained in the volunteer's file, together with any copies of documents.

All volunteers are provided with orientation, and shown the full facility prior to commencement of their role at LCC. It is highly desirable that volunteers with special needs disclose, and discuss their particular needs with the Manager prior to commencement, so that support may be discussed and where possible arranged prior to commencement.

Notwithstanding the above there may be special circumstances where the prospective volunteer applicant may be deemed not suitable for LCC. Other options may be suggested to the volunteer.



LCC will endeavour to comply with all relevant legislation affecting LCC and our volunteers. In particular volunteers will be advised that LCC complies with the current legislation concerning the privacy of information received at LCC in all ways.

Volunteers are covered under the LCC VMIA issued Public Liability and Personal Accident insurance policies for their time recorded in the attendance book. All volunteers are responsible for signing the attendance book at the start and completion of each session.

Policies and Procedures of LCC are available to all volunteers to read and understand so that they can comply. Volunteers who do not uphold the policies and philosophy of LCC may be asked to reassess their role with LCC.

Volunteers will not remain out of pocket for any expenses they have incurred on behalf of LCC.

A general job description is available, specific tasks and responsibilities will be verbal, and hours will be discussed on a one to one basis for each session with the Manager, according to the varying needs and abilities of the volunteer. Any necessary training required to complete a task will be offered.

*The new volunteer will receive prior to commencement at LCC a **Volunteer Pack**, which will include:*

- Volunteer Application Form
- Volunteer Information Sheet
- Volunteer Job Description
- Volunteer Policy
- Volunteer Handbook LCC Policies and Procedures manual

## **PROCEDURE**

In recognition of their valuable service whilst volunteering at the Centre LCC offers in return:

1. Photocopying at a reduced rate.
2. A discount of 50% off all Centre Services and Activities.
3. Fees paid for attendance at conferences and seminars relating to Community Houses, and approved by Committee of Management.
4. References for future employment.
5. Certificate of Service.
6. Free tea and coffee whilst at the Centre.
7. On the job training.

Refer also to current Volunteer Rights and Responsibilities information available from:

- Volunteer Victoria - <http://volunteeringvictoria.org.au/>
- Volunteer Australia - <http://www.volunteeringaustralia.org/>



## 1-013 Quality Services and the Community Policy

Version 6

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: Compliance with Legislation and Risk Management Policy

Date that the policy was last updated or revised: October 2021

To be reviewed: every 12 months

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### INTRODUCTION & PURPOSE

Neighbourhood Houses have a strong commitment to ensuring they are all inclusive. The Statement of Philosophical Principles of the National Link of Neighbourhood Houses and Community Learning Centre's talks of: a place for everyone regardless of race, age, sex, culture or ability taking affirmative action to support and include unrepresented groups and empowerment of members.

### Neighbourhood Houses Victoria Code of Ethics states that:

In dealing with people we will treat them as we would like them to treat us. We will not discriminate against any person or group irrespective of their age, gender, nationality, religion, level of education, income, physical or mental disabilities, social status or sexual preferences.

LCC will conduct its business in a manner, which reflects its commitment to social justice principles:

**Equity:** a fairer distribution of economic resources and power.

**Access:** ensuring fair and equal access for all people to those services that are important for their quality of life.

**Participation:** maximising the opportunities for people to participate in the circumstances which affect their lives.

**Rights:** developing fairer, more comprehensive rights that are equally enforceable by all people regardless of their income and social background.

### Principles

It is the policy of LCC to ensure that people have access to the planning, decision-making, programs and services of LCC on a non-discriminatory basis. Strategies will be put in place to ensure fair and equal opportunities for all participants to achieve their own goals.

### The staff and management committee will achieve this by:

Working in such a way as to promote equity, access, participation and the rights of people within the community. Seeking to include those sections of the community that are under-represented or disadvantaged in the community. Making a specific commitment to those people who are most disadvantaged, for example Indigenous, people on low incomes, sole parents, people with non-English speaking backgrounds, people with a disability, those without access to education and young people. Developing an understanding of what disadvantage is, why people are disadvantaged, and who is disadvantaged in the community.

Recognising and responding to specific issues of language and culture, gender, sexual preference, disability, financial disadvantage, social and geographic isolation.

Planning and undertaking special measures to ensure the inclusion of disadvantaged groups within their community.

### Special measures may include:

Promotion of programs in relevant languages and styles and through relevant media.

Ensuring that targeted groups have a say in the development of programs, and in management processes.

Seeking to assist disadvantaged groups to establish programs, which they own and control if this is preferred.

Advocating on behalf of disadvantaged people with government.

Ensuring that the management committee represent a diversity of skills and opinion, and is accessible to all members through open and accountable practices.



By complying with the access, equity, and community involvement policies under which it operates, LCC will encourage the participation of people from diverse backgrounds in the activities, planning and decision making of LCC, including but not limited to cultural, linguistic and religious experiences.

## **POLICY**

LCC will ensure equity of access to quality services by the community, and encourage cultural diversity within the LCC community.

## **PROCEDURE**

### **Access & Equity - Diversity**

A culturally diverse community is one made up of people from a wide range of backgrounds with a variety of beliefs, values, practices and abilities. Such a community offers the people living in it a larger variety of cultural possibilities (e.g. different life styles, cultural activities and living arrangements). In order to maintain harmony, diverse communities rely on mutual respect - respect for the cultural perspective and allegiances of the individuals, families and groups who make up the community. Harmonious communities work to ensure that others are not prejudiced against.

It is LCC's intention to, wherever possible, provide culturally appropriate services. LCC acknowledges however that funding for community organisations is limited. Within this context LCC is committed to providing practical and equitable outcomes for all participants.

### **Responsibilities**

LCC is required by Commonwealth and State legislation to ensure that it does not discriminate in the provision of services. (See Compliance with Legislation policy).

### **Principles**

All services, programs and processes undertaken by LCC will be informed by the following key principles:

All courses/programs and services shall be:

- Aligned to the organisation's mission, values and goals.
- Responsive to the needs and expectations of its clients, and the community that the organisation serves.
- Able to be resourced, taking account of existing demands on staff and other physical resources.
- Carefully and accurately costed.
- Monitored regularly.
- Evaluated at least quarterly.
- Reported to the Committee on a monthly basis as part of the Managers Report.
- Participants from diverse culture, linguistic and religious backgrounds should not experience barriers to access and participation.
- Staff and Management will recognise and respond appropriately to specific issues of ethnicity, gender, disability, financial disadvantage, sexual preference, social, cultural and geographic isolation.
- Within the limits of LCC resources, information will be readily accessible, and in people's first language as much as possible, particularly where requested or necessary.
- Service provision will reflect sensitivity, relevance and awareness to different cultural and religious practices.
- There will be a fair allocation of resources based on need.
- All participants will have the right to contribute to decision-making processes and to express views without suffering any prejudice.

### **Guidelines**

LCC aim to make these principles a reality by:

- Providing access or referral to appropriate and effective language services.
- Taking into account the diverse cultural and linguistic information needs of LCC participants, in the design and delivery of any information, including promotional material.
- Utilising appropriate data collection methods to enable LCC to target, plan, develop and evaluate all programs and services in a way that is relevant, equitable and accessible.



- Developing employment and volunteer selection processes, which are equitable and assist to develop diversity in the staff and volunteer team.
- Encouraging active participation by members of diverse cultural, linguistic and religious communities in all aspects of decision making within LCC structures.
- Providing appropriate and high quality cross-cultural training for all staff, volunteers and Management.

## **Processes**

These are the specific processes that LCC will put in place to make these guidelines a reality.

## **Language Services**

LCC will:

- Ensure that all relevant information in relation to the organisation and the service it provides, are made available in languages and in ways, which can be understood by everyone in the community, including people who are illiterate.

This may include:

- Translation into relevant community languages.
- The use of audio, graphics and pictures for presentation of information, e.g. posters.
- Using other organisation's notice boards and newsletters. Including organisations that work with specific community groups.
- Ensure the development of a marketing strategy that takes into account the needs of the people from different cultural and linguistic backgrounds. This strategy would incorporate the needs of existing and potential LCC participants.
- Ensure that when developing new information, LCC consults with relevant ethnic community organisations to ensure that it is appropriate.
- Review the effectiveness of current marketing and advertising methods

## **Data Collection**

LCC will:

- Collect data on the people attending LCC, including their ethnicity through the enrolment process.
  - Evaluate the data collected and develop strategies to address any limitations identified.
- Collect and analyse data on who lives in our community.

## **Planning and Evaluation**

LCC will:

- Listen to the views of all participants.
- Evaluate whether the activities the community wants and needs are being provided.
- Identify any limitations or gaps in existing services.
- Ensure knowledge collected from talking to people, evaluations and surveys is included in the annual planning process.
- Ensure evaluation and planning occurs on a continuing basis.
- Demonstrate a commitment to continuously improving the range and quality of services.

## **Employment**

LCC will:

- Include in the selection criteria for all jobs, that the person applying understands and applies cultural competency principles.
- Identify particular positions, where experience and knowledge of a community language, other cultures or issues of multiculturalism are needed.
- Include people on staff selection panels who are knowledgeable about education and social issues affecting diverse culture, linguistic and religious communities.
- Evaluate the staff being employed to ensure their attributes and backgrounds reflect the LCC community.

## **Decision Making**

LCC will continue to develop methods of involving people from diverse cultural, linguistic and religious background on Working Groups and the Committee of Management



The membership of LCC is to encourage a broad cross section of the community, including encouraging people from disadvantaged groups (e.g. women, ethnic minorities, people with disabilities, sole parents and people on benefits)

The Committee of Management will be elected from a broad cross section of members.

The wider community is to be regularly informed of LCC goals and activities, and invited to join the Committee and its sub-groups.

The decision-making processes will be inclusive and open to scrutiny, using the following mechanisms;  
Minutes of Committee of Management will be made accessible to the public upon request to the secretary.  
Provision of Minutes may be subject to the requirements of the Privacy Act.

### **Training**

LCC will:

- Provide training for all Volunteers, Staff and Committees on cultural diversity issues when identified as required.

### **Community**

It is the policy of LCC to foster community ownership and involvement in all aspects of its operations. LCC will achieve this by:

- Actively demonstrating, and openly promoting a welcoming environment to all who enter the premises.
- Being community managed.
- Having a philosophy of empowerment.
- Encouraging participation of people from disadvantaged groups.
- Maintaining an understanding of community needs.
- Being accountable to the community.

### **Community Needs**

Data will be collected on an ongoing basis and used in LCC annual planning processes.

LCC will regularly undertake community needs analysis, using a variety of the following mechanisms:

Data collection:

- Discussion with participants on a day to day level.
- Evaluation of activities.
- Networking with other community service providers.
- Undertaking surveys.

Matching of community needs with service provision will be achieved through:

- Planning the content of courses with the involvement of tutors.
- Development of support groups where a need is identified.
- Annual planning processes.

### **Involvement**

LCC will forge and continue to strengthen linkages with community groups. Community groups will be consulted about how LCC can better respond to their needs. Community groups will be represented in decision making processes wherever possible.

### **Accountabilities**

- LCC will keep the public informed of its goals and activities through:
- An Annual General Meeting and Annual Report.
- Open Days.
- Publicity in the local press.
- Distribution of a newsletter.
- Program brochures.



### **Quality Services**

Senior Management positions will regularly monitor the effective implementation of the LCC policy and procedure systems by:

### **Management Review**

Senior staff will review the overall operation and performance of the administration system annually. The review will involve the examination of document systems, the maintenance of records and measurement of outcomes. The use of outcomes to measure and improve performance will be an important consideration.

Areas requiring action shall be minuted and an action plan with time frames submitted to the Manager.

### **Internal Audit**

The Manager in consultation with senior staff will arrange the regular audits of specific areas within the organisation. Internal or external personnel appointed by the Manager will carry out the audits. The audits will cover documentation and operational conformity, records, measurement of outcomes, occupational health and safety and plans for continuous improvement.

### **Auditee**

The section/department being audited (auditee) is responsible for:

- Informing employees of the objective and scope of the audit.
- Providing resources and access for the auditors.
- Cooperating with the auditor.
- Undertaking corrective and preventive action based on the audit report.

### **Manager**

#### *Corrective action requests from staff*

Staff members and other workers at LCC are required to raise a Corrective Action Request Form on any occasion that Policies, Procedures, Practices, or Systems have failed, or may potentially fail in their objectives.

#### *Copies of the audit report will be made available to:*

- Audit Committee.
- Manager.
- Committee of Management.

Results of audits shall be recorded and discussed with senior staff involved, and action plans formulated with appropriate time frames.

### **Corrective Action**

Where there have been complaints from clients or non-conformities to documented procedures have been observed, the senior staff of that area, in consultation with the Manager, will formulate an action plan for correcting the concern. This plan and action taken will be brought to the attention of all personnel affected to avoid repetition of the issue, and where necessary suitable retraining shall be provided. The Corrective Action Form will be made available to staff for reporting on non-compliance issues to management.





## 1-014 Ethics, Conduct and Discipline Policy

Version 5

Responsible Person: COM, All Staff and All Participants

Staff Involved: All

Documents referred to: Complaints and Appeals and Conflict of Interest Policy and the Tobacco Act 1987

Date that the policy was last updated or revised: August 2021

To be reviewed: every 36 months

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We believe in forming an inclusive and welcoming environment, and workplace by providing experiences that motivate and facilitate personal growth and development for all participants. The values that underpin our work ethic includes equality, respect, integrity and responsibility.

### INTRODUCTION & PURPOSE

Our Service aims to establish a common understanding of work place standards expected of all employees of the Service. We aim to ensure positive working relationships are formed between all staff and management, promoting dignity and respect by avoiding behaviour which is or may be perceived as harassing, bullying or intimidating. Staff and management will at all times conduct themselves in an ethical manner, and strive to make all interactions positive and compliant in accordance with the Services philosophy.

The Committee is committed to the adoption of ethical conduct in all areas of their responsibilities and authority. In so doing, it seeks its staff and the participants at LCC to comply with the same principles and practices.

### POLICY

#### 1. Respect for People and the Service

- Staff and Management are committed to the Service philosophy and values, inclusive of best practice in early childhood education and building positive partnerships with children, families and staff
- Effective, open and respectful reciprocal communication and feedback between staff, children, families and management is conveyed
- It is important to treat colleagues, children and families with respect. Bullying or insulting behaviour, including verbal and non-verbal aggression, abusive, threatening or derogatory language or intimidation towards other staff, children, visitors or families is unacceptable and will not be tolerated
- Staff are committed to valuing and promoting the safety, health and wellbeing of all other staff, volunteers, children and families
- Staff are committed to an Equal Opportunity workplace and culture which values the knowledge, experience and professionalism of all staff, team members and Managers, and the diverse heritage of our families and children
- All staff and participants are to show respect for the environment incorporated in or the surrounds of the Langwarrin Community Centre, whether man made or natural

#### 2. Expectations of Staff:

- Staff are to act honestly and in good faith at all times in the interest of the organisation and its stakeholders, ensuring that all stakeholders, particularly those who are recipients of services, are treated fairly according to their rights and responsibilities
- Staff are to carry out their duties in a lawful manner
- Staff and the Committee of Management shall avoid conflicts of interests in as far as this is possible. Where such a conflict has arisen, the committee members or staff concerned must act within the terms of Conflict of Interest Policy
- Staff shall observe the confidentiality of non-public information acquired by them in their role and not disclose to any other person such information that might be harmful to the organisation
- Staff shall act in accordance with their duty of care compliance to its stakeholders
- No staff member shall express a public opinion on corporate matters without prior agreement
- Staff shall treat each other with respect, ensuring that the organisations public image is always projected in a positive way



- Staff will ensure their work is carried out proficiently and effectively. They will act in a professional and respectful manner at all times whilst at work, giving their full attention to their responsibilities and adhering to all Service policies, procedures, laws, regulations and National Quality Standards
- Staff will act honestly and exercise attentiveness in all Service operations. They will carry out all lawful directions, retaining the right to question any direction which they consider to be unethical. If uncertain they can seek advice from the Nominated Supervisor, Approved Provider or the Ombudsman
- Staff will have a solid understanding of the Services Policies and Procedures, if uncertain about the content of any policy or procedure with which they must comply, staff should seek clarification from the Nominated Supervisor or Approved Provider
- Management will inform staff about essential information and make documents readily accessible to them
- Staff will be courteous and responsive when dealing with colleagues, students, visitors, children and families
- Staff will work collaboratively with colleagues
- Staff will be mindful of their duty of care towards themselves and others
- Staff will be positive role models for children at all times
- Staff will respect the rights of all children
- Staff will respect the confidential nature of information gained about each child participating in the program
- The Langwarrin Community Centre is obliged to notify the department if a staff member or any key personnel is involved in a notifiable event, this includes:
  - Charged with or found guilty of a serious indictable offence
  - Becomes bankrupt
  - Has their WWCC refused, amended or cancelled

Any staff or key personnel becoming aware of a notifiable event, must report it to Management or the Committee of Management immediately

### **3. Expectations of Leaders and Management**

In addition to the above responsibilities, leaders and management are expected to:

- Promote a collaborative and interconnected workplace by developing a positive working environment where all staff can contribute to the ongoing continuous improvement of the room and service
- Promote leadership by working with staff to improve professional development and growth
- Provide ongoing support and feedback to staff
- Model professional behaviour at all times whilst at the Service
- Implement supportive and effective communication systems, consulting staff in appropriate decision making
- Take appropriate action if a breach of the code of conduct occurs
- Share skills and knowledge with staff
- Give encouragement and constructive feedback to staff, reflecting the value of different professional approaches

### **4. Expectations of all Centre Clients:**

Treat other clients, LCC staff and volunteers with respect and fairness, use politically correct and non-offensive language and act in a professional manner at all times

- Abide by the LCC code of ethics
- Follow any reasonable direction from LCC staff
- Be punctual and regular in attendance
- Refrain from using mobile phones or pagers in classrooms
- Use LCC technology in a socially accepted manner at all times being considerate of other participants of the Centre
- Return LCC equipment/materials on time
- Refrain from using offensive language
- Behave in a responsible manner by **not**:
  - Harassing or intimidating fellow LCC clients
  - Damaging, stealing, modifying or misusing property (including electronic records)
  - Being under the influence of alcohol or drugs
  - Engaging in any other behaviour, which could offend, embarrass or threaten others

## **PROCEDURE**



**5. Reporting a breach in the code of conduct**

- All staff and volunteers are required by law to undergo a Working with Children Check and a Police Record Check, both of which is verified by the employer
- If a staff member becomes aware of a serious crime committed by another person, they are required to report it to management
- All staff must report possible risk of harm to children or young persons to management
- Staff will report any concerns they may have about inappropriate actions, of any other staff member that involves children or young people to management

**6. Managing Conflict in the workplace**

- Management will remain objective and impartial when managing conflict in the workplace
- Management have a responsibility to address a possible breach of the code of conduct by any staff member as soon as becoming aware of the breach
- Allegations will be investigated and can result in remedial action, or disciplinary action ranging from a caution to dismissal
- Management will consider all relevant facts and make decisions or take actions fairly, ethically, consistently and with appropriate transparency. If they are uncertain about the appropriateness of a decision or action they will consider:
  - whether the decision or conduct is lawful
  - whether the decision or conduct is consistent with our policies and objectives
  - whether there will be an actual, potential or perceived conflict of interest involving obligations that could influence the business relationship or conflict with business duties

**7. Adhering to Service confidentiality**

- Unless authorised to do so by legislation, staff must not disclose or use any confidential information without appropriate approval
- All staff are to ensure confidential information must be not accessed by unauthorised people
- Staff will adhere to the Services 'Privacy and Confidentiality Policy'

**8. Baby- Sitting**

- The Langwarrin Community Centre does not offer any private care arrangements with Centre clients. Our Service takes no responsibility for any private arrangements between staff members and family. However, we do expect staff to inform the Service if they are babysitting or caring for a child that attends the Service. We will not take responsibility for any health and safety issues, conduct, grievances or any other claims arising out of the staff member's private arrangements outside of the Service hours. The member of staff will not be covered by the Service's insurance whilst babysitting as a private arrangement

**9. Record Keeping**

- Staff and Management will maintain full, accurate and honest records as required by law and Children's Services Regulations
- Managers have a responsibility to ensure that staff comply with their record keeping obligation outlined in the Records Keeping Policy

**10. Duty of Care**

- Management and staff have a responsibility to take reasonable care for the health and safety of themselves, and others at the workplace to enable compliance with the work health and safety legislation
- Duty of Care relates to both physical and psychological wellbeing of individuals
- Management and staff have a duty of care to take reasonable care for the safety and welfare of children, and young people in care. Thus taking all reasonable action to protect children, and young people from risk of harm that can be reasonably predicated

**11. Social Media**

- The Administrator controls the content on the page and ensures that the postings are relevant and respectful of the Service, the children, the staff, families and greater community



- Staff members that have a personal Facebook account are not permitted to post any negative comments relating to the Service, children, colleagues or families. If they choose to 'like' the Service's page they have a responsibility to ensure that their profile picture is always an appropriate representation of an early childhood Educator. If it is not, we request that they do not 'like' the page
- Staff members are to use their own personal discretion when adding a family of the Service as a 'friend' on Facebook. The Service does not recommend staff to add families of the Service, as they will be seen still as a representative of the Service and held to the Service's Code of Conduct on all posts on their private 'wall' if families have access
- Families are asked in our Social Media policy to respect that staff may have a personal policy on adding families due to their professional philosophy and that the Service does not recommend staff to have families as friends on their private account
- Staff members are not permitted to request the 'friendship' of families from the Service

## **12. Use of alcohol, drugs and tobacco**

- Smoking is prohibited within 4 metres of the Centre, and within 10 metres of a children's Playground
- Centre vehicles are Smoke Free areas
- Staff who are rostered to work in Out of School Hours Care Program excursion days, are required to consult with their Supervisor regarding the arrangements for smoking during excursion days re: appropriate times, place etc.
- It is expected that the odour of cigarette smoke will not be detected on an employee's clothing. If an employee is found smoking on the premises, that employee may be terminated. Our Service supports the [Smoke Free Environment Act 2000](#). The company and its employees will follow all conditions outlined in this act
- Our Service is bound by the Education and Care National Regulations. As such, alcohol, drugs or other substance abuse by employees can have serious adverse effects on their own health, and the safety of others. As such, all staff must not:
  - Consume alcohol nor be under the influence of alcohol while working
  - Use or possess illegal drugs at any workplace; nor
  - Drive a vehicle, having consumed alcohol or suffering from the effects of illegal substances
  - Bring alcohol or any illegal drugs on the premises
- If a co-worker suspects another to be affected by drugs or alcohol, they must inform the Nominated Supervisor immediately. No staff will be allowed to work under the influence of drugs or alcohol
- Staff undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties, are required to report this to the Nominated Supervisor
- All issues pertaining to these matters shall be kept strictly confidential. A breach of this policy may initiate appropriate action including the cancellation of employment

## **13. Dress Code**

- All Childcare staff must adhere to our uniform/dress code supplied during induction including the display of their name badge whilst on shift. Enclosed shoes must be worn at all times, no high heels or wedges
- Childcare staff should ensure their clothes are suitable for movement, active play and messy play
- No offensive logos or political statements are to be worn

## **14. Personal Hygiene**

All staff are to adhere to the following standards:

- Shoes are enclosed with flat soles for safety (Childcare staff)
- Jewellery - one (1) earring per ear (small studs) (Childcare staff)
- Long hair is to be clean and neatly tied back. Ensure hair does not hang in your eyes
- Makeup is to be light and natural
- Fingernails are to be clean and well groomed
- Nail polish cannot be bright or chipped
- Good oral hygiene and grooming is essential

## **15. Personal Phone Calls/Mobile Phones**



- Staff are not authorised to use the Service's phones for international calls No personal mobile phones are to be used or carried during working hours whilst working in the Children's Programs, unless it is required whilst delivering or collecting children from school

#### **16. Service Email**

- Email is to be used only for company usage, not for private communications
- Passwords and access privileges are treated as strictly confidential to the staff member issued with that access, or persons delegated to know and use that access in the normal course of operation. It is the responsibility of the authorised user to take fair and reasonable steps to ensure the passwords and other forms of access are held safe

#### **Dismissal**

All staff members are made fully aware that the following breaches of the Code of Conduct and role responsibilities may lead to termination of employment:

- Reporting to work under the influence of alcohol or drugs
- Refusal to complete required additional training
- Possessing or selling drugs at the Service
- Immoral, immature or indecent conduct while at the Service
- Inappropriate use of company equipment
- Refusing to work as directed
- Possessing a dangerous weapon while at the Service
- Bringing disrepute to the Service
- Bringing disrepute to the relationship between a family and the Service
- Disclosure of confidential information
- Falsifying documentation
- Taking, abusing or destroying company property
- Interfering with work schedules, falsification of reports, documents or wages information
- Failure to report for work
- Walking off the job
- Failure to follow policies and procedures
- Vulgarity, disrespectful conduct to families, management or colleagues
- Making or publishing false, vicious or malicious statements about any client, employee, supervisor, the company or its services
- Failure to hand in lost property is regarded, as stealing and dismissal will follow. Lost property is to be handed to the Nominated Supervisor

#### **Disciplinary Action**

All staff members are made fully aware that continued abuse of the following might result in disciplinary action. These include, but are not limited to the following:

- Unauthorised absence
- Having personal visitors whilst on shift
- Continued personal phone calls
- Unauthorised solicitation or distribution of money or materials
- Poor work standard
- Carelessness
- Low level of enthusiasm
- Lack of personal cleanliness
- Failure to report health, fire or safety hazards
- Repeated tardiness

#### **Code of Conduct Agreement**



I have read and understood the Services Code of Conduct, and agree to abide by the provisions set out in the Code of Conduct at all times. I am aware failure to do so may lead to disciplinary action or dismissal.

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Witness (name) \_\_\_\_\_ Position: \_\_\_\_\_

Signature of witness: \_\_\_\_\_



## 1-017 Compliance with Legislation Policy

Version 5

Responsible Person: COM and Manager

Staff Involved: All

Documents referred to: Handbooks - Student, Tutor, Staff, Volunteer and COM

Date that the policy was last updated or revised: October 2021

To be reviewed: every 12 months

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### INTRODUCTION & PURPOSE

To operate correctly as a legal entity and to ensure government acts, legislation and regulations which impact on the businesses operated by LCC are complied with, and acknowledged by staff and members of the organisation.

### POLICY

LCC complies with Commonwealth and State legislation relevant to the business operations.

### RESPONSIBILITIES

LCC will promote it's observance with specific relevant legislation to its participants via the appropriate LCC Handbooks - Student, Tutor, Staff, Volunteer and Committee of Management.

### PROCEDURE

Staff are fully informed of these requirements where it relates to their duties.

Participants are informed of legislative requirements where it relates to their participation at LCC

Regulations and legislation includes but is not limited to:

- Workplace Health and Safety (WHS)
- Harassment, victimisation, bullying
- Anti-discrimination
- Privacy
- Child protection
- Copyright
- Equal Opportunity
- Racial and religious tolerance
- Disability Act
- Access and equity
- Sex discrimination Act
- Age discrimination Act
- Working with Children Act
- Charter of Human Rights and responsibilities Act
- Public records Act
- Electronic transactions Act
- Associations incorporation Reform Act
- Freedom of Information
- Ombudsman
- Audit Act
- Children's Services Regulations

### Procedure

- Special mention is made of LCC's specific requirements and guidelines in respect to:

### Privacy Act

- The Victorian State Government's Department of Education & Early Childhood Development Privacy Policy (<http://www.education.vic.gov.au/Pages/privacypolicy.aspx>).
- Posters received referring to relevant legislation affecting LCC, staff or members will be prominently displayed around LCC.
- Printed copies of any relevant legislation will be held in the office, and can be obtained from the internet.





- LCC Staff, and where necessary tutors and students, will be informed by internal emails of any changes to relevant legislation notified to the Centre.

### **Occupational Health and Safety Issues**

As an employer LCC is bound by the requirements of the Occupational Health and Safety Act. Even if it were not so bound, LCC would be keen to ensure the health, safety and welfare of tutors, students and volunteers in all activities.

Employees are responsible under the Act for the following:

- Informing the employer of all accidents that occur which may affect health and safety in the workplace.
- Taking reasonable care of others at the workplace, and co-operating with the employer in ensuring health and safety.
- Ensuring the workplace is not misused or interfered with.
- Co-operating with the employer, or any other person to meet a requirement made for health and safety under the Act.

### LCC is committed to:

- Undertaking risk management activities to adequately manage risks to persons in the work environment, including review of changes to work methods and practices;
- Compliance with all relevant legislation standards, and other requirements to which the Organisation subscribes;
- Ensuring that all plant, equipment and substances are safe, and without risk to health when used in accordance with standard operating procedures;
- Maintaining safe systems of work, the work premises and the work environment, including systems to adequately manage emergency response;
- Providing adequate facilities to protect the welfare of all employees;
- Providing appropriate OH&S training to all employees and volunteer workers;
- Providing information and supervision for all staff, and students enabling them to work and study in a safe and healthy manner;
- Consulting with all employees and contractors to enhance the effectiveness of the OH&S Management System;
- Providing adequate resources to facilitate the fulfillment of the Organisation's OH&S responsibilities;
- Regularly reviewing and evaluating Health and Safety Management systems, including audits and workplace inspections;
- Establishing measurable objectives and targets to ensure continued improvement aimed at elimination of work-related injury and illness.

### **Responsibilities**

The **Manager** as the responsible officer will be accountable for providing a healthy and safe workplace for employees, and will ensure adequate resources are provided to meet the health and safety objectives, and implement supporting strategies. In particular, the Manager will ensure:

- Appropriate health and safety policies and procedures are developed, and implemented to enable the effective management of health and safety and control of risks to health and safety;
- Mechanisms are provided which enable the identification, development, implementation and review of appropriate health, safety and welfare related policies and procedures;
- Mechanisms are provided to enable employees, and their representatives to be consulted on any proposals or changes to the workplace, work practices, policies or procedures which may affect the occupational health, safety and welfare of employees;
- Staff are provided with the necessary knowledge and skills to effectively enable them to carry out their health and safety responsibilities;
- Mechanisms are provided to regularly monitor and report on health and safety performance;
- Annual health and safety strategic plans are developed and implemented to meet health and safety objectives;
- Occupational Health and Safety Policy is reviewed regularly to ensure it remains accurate and in line with legislative requirements.





Employees have a legal duty to take care to protect their own health and safety, and to avoid adversely affecting the health and safety of any other person. **Employees** and **Volunteers** have a responsibility to:

- report any incident or hazards at work to their Manager or supervisor;
- carry out their roles and responsibilities as detailed in the relevant health and safety policies and procedures;
- obey any reasonable instruction aimed at protecting their health and safety while at work;
- use any equipment provided to protect their health and safety while at work;
- assist in the identification of hazards, the assessment of risks and the implementation of risk control measures;
- consider and provide feedback on any matters which may affect their health and safety;
- Ensure they are not affected by alcohol or another drug which may endanger their own, or any other persons' health and safety.

**Contractors** and **Visitors** to LCC are required to:

- Comply with the occupational health and safety policies, procedures and programs established by LCC.
- Observe directions on occupational health and safety from designated officers of LCC.

### **Reporting of Hazards**

If any staff including contractors become aware of hazards which pose risk to the health or safety or participants at LCC, he/she should advise the Manager of the problem as soon as possible.

If it is felt that conditions are such that there is an immediate danger to participants, activities should be terminated until the premises have been made safe.

### **Reporting of Damage/Injuries**

Damage and or injuries should be reported to the Manager for recording in the accidents and incidents record book as soon as practicable after the incident.

### **PROCEDURE:**

- When an accident occurs involving personnel seek first aid or medical attention if required, and notify your Supervisor/OHS Representative and Manager as soon as possible.
- When an accident occurs outside of working hours the Manager is to be notified where the staff member involved requires medical attention. Minor accidents do not need to be reported to the Manager until the next working day.
- The Manager will notify Committee of Management as soon as possible.
- Completion of an Accident Report Form is to be done by the staff member and Supervisor/OHS Representative for all accidents as soon as possible. The Supervisor/OHS Representative will then forward the completed form to the Manager within 24 hours. The Manager will then decide whether the accident is required to be reported to WorkCover.
- The Manager will investigate the accident, and will include comments of the investigation on the form.
- The form is to be filed in the Accident Report file.
- In the situation when an incident occurs of a non-medical nature out of normal working hours, the Manager should be advised the next working day.

NOTE: An Accident Report Form must be completed irrespective of an insurance or Work Cover claim being made.

For making an insurance or Work Cover claim refer to the Work Cover compensation claims section.

For accidents involving Children please refer to the Children's Services Policy and Procedure.

### **Occupational Health and Safety Committees**



The Occupational Health and Safety Act provides for the formation of the Occupational Health and Safety Committees, where 20 or more persons are employed at a place of work and a majority request the establishment of such a committee. Staff have not requested such a committee at LCC at this time.

If required by State Legislation LCC will establish and maintain an Occupational Health and Safety Committee.

### **Workers Compensation Claims**

When an injury has been sustained from a workplace accident and the employee has incurred medical expenses and time off work, a Work Cover Claim Form is to be completed. The form specifies what the “employer liability” is and what constitutes a “minor claim”. Refer to <http://www.worksafe.vic.gov.au> for employer and employee rights and responsibilities.

The Committee of Management is to be informed at its next meeting of any staff member on Work Cover.

### **PROCEDURE:**

1. The employee must complete a Staff Accident Form and submit it to the Manager within 24 hours of the accident occurring. If the injury requires medical treatment the employee must complete a Work Cover Claim Form immediately and hand it to the Manager who will, in turn hand the form to the Finance Officer for further action.
2. If time off work is involved then a Work Cover medical certificate must be obtained from a medical practitioner and be attached to the form.
3. Follow up action:
  - a. The employer must send the completed form to the insurer within 10 working days of the event.
  - b. The insurer will generally advise LCC of the approval status of the claim within 28 days.
  - c. Further clarification may be obtained by referring to the Work Cover details on the front of the form.
4. An employee must provide a written medical clearance from their medical practitioner to the Manager prior to resuming full duties.

### **Manual Handling**

LCC management aims to identify hazardous manual handling tasks, and implement procedures to minimise the risk.

It is LCC’s commitment to ensure that it is the responsibility of all staff, volunteers and contractors to exercise adequate caution when lifting or handling equipment and carrying out manual tasks.

### **PROCEDURE:**

- Heavy equipment should be lifted by two people.
- Mechanical aids should be used at all times i.e. trolleys, etc. when moving heavy items.
- Ongoing education programs will keep staff informed on manual handling procedures and safe practices.
- Sitting on small children’s chairs by adults must be avoided at all times.
- Consultation with staff and management is practiced and adhered to regarding manual handling and hazard identification; via staff meetings and professional development sessions.
- Manual handling procedures are discussed and communicated with all staff, volunteers and contractors at staff meetings and/or via email etc.

### **Bullying and Harassment**

Workers and participants at LCC have the right to:

- Be free from discrimination, bullying, sexual harassment, and racial and religious vilification.
- The right to raise issues, or to make an enquiry or complaint in a reasonable and respectful manner without being victimised.
- Reasonable flexibility in working arrangements, especially where needed to accommodate their family and carer responsibilities, disability, religion and culture.

### **Action**



Should a participant or worker feel they have been subjected to any of the above, they should speak with a member of staff in authority - the Manager, or address their concerns with a member of the Committee of Management.

Any complaint received shall be handled in accordance with the LCC Complaints and Appeals policy. Any complaint received will be handled with confidentiality and the provisions of the LCC Privacy policy.



## **1-018 Finance Management Policy**

**Version 8**

**Responsible Person:** COM and Manager

**Staff Involved:** Finance Officer

**Documents referred to:** Records Management and Asset Management

**Related Policies:** Records Management, Asset Management, Risk Management and Staff Management

**Date that the policy was last updated or revised:** October 2021

**To be reviewed:** every 12 months

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### **INTRODUCTION & PURPOSE**

To ensure the on-going financial viability of the LCC business, and to meet regulatory and funding body requirements.

### **POLICY**

LCC aims to provide quality programs that are affordable and accessible to the local community.

LCC funds will be sourced and managed in accordance with the Rules, and in line with the Associations Incorporations Reform Act. Funds, assets or profits of LCC will be used to support and promote the purposes, aims and objectives of LCC. Under no circumstances will assets or profits be distributed to individual members both while the organisation is operating, and if it ceases to operate and is wound up.

The Finance Officer is responsible for the day-to-day financial management of the organisation within the committee endorsed budget, and shall carry out this duty in a manner which protects the organisation's financial strength. To ensure that affairs are managed on a prudent basis, the Finance Officer shall work in close collaboration with the Treasurer and Manager.

### **FINANCE ADMINISTRATION**

The Finance Officer will perform duties as outlined below:

#### **Duties include**

- Ensure that the organisation complies with its financial management policies.
- Monitor and report on compliance with financial management policies and procedures, for review and as a basis for improvement.
- When requested by a funding body, provide a full audit report of the financial accounts from a qualified and independent auditor.
- Participate in conducting internal reviews and continuous improvement.
- Liaise with Manager, and other personnel where relevant, on processes and procedures for system maintenance and review

The Finance Officer will assist the Treasurer and the Manager to:

1. Ensure that the organisation does not incur unauthorised indebtedness.
2. Develop an annual budget which shall be discussed and ratified by the Committee.
3. Ensure that all financial transactions are recorded using standard accounting practice.
4. Utilise funds solely for the furtherance of the organisation's purposes and priorities, as approved by the Committee.
5. Not allow ordinary operating expenses to become undischarged debts beyond a two month period from when incurred.
6. Use restricted or tagged contributions for designated purposes only.
7. Financial transactions can be authorised by any two persons, at least one committee member - President, Vice President, Treasurer or Secretary, and one other being the Manager or Finance Officer. Two staff members may sign only when prior written consent is received from one member of the executive.
8. At all times operate within a financial environment as defined by the organisation's approved budget and within the organisation policy.
9. Settle all pay-roll debts in a timely manner.



10. Not approve expenditure which, although in keeping with the ends policies, is beyond the organisation's ability to meet.
11. Ensure that the accounts are certified annually by an independent, qualified accountant to Australian Accounting Standards, in line with current regulatory and funding body requirements which-ever is the higher standard.
12. Conduct an independent Financial Viability audit annually.

### **Conditions of Delegation**

The Manager is authorised to spend up to \$500 on capital items without obtaining permission from the Committee, or any Committee member, provided that such additional expenditure can be achieved within the budgeted limits established by Committee, and is consistent with the organisation's goals and objectives.

### **BUDGETING**

The Committee of LCC conducts a budget planning process each year as part of its annual business planning.

LCC receives funds from a range of sources and activities including;

- Department of Families, Fairness and Housing
- Frankston City Council
- Self-generated funds in the form of fees for children's services programs and room hire.
- Other funding bodies may provide funds to the Centre for successful grant applications.

The organisation operates under a budget that must be flexible in responding to unforeseen events, including possible reductions in cash flow. The annual operating budget must therefore be regularly monitored and reviewed.

It is the responsibility of the Finance Officer to work with the Treasurer and the Manager to develop the organisation's overall annual operating budget for ratification by the committee. The annual budget shall be soundly prepared, reflecting a mix of ongoing operational and capital requirements, and the organisation's critical strategic issues as identified in the strategic plan. The budget shall reflect both expenditure and revenue projections.

The Annual Budget shall:

1. Contain sufficient detail to allow an accurate projection of revenues and expenditures.
2. Present a true cashflow position which does not confuse or mislead any audit trail.
3. Contain projected expenditures which meet the projected reasonable estimate of revenue during the period covered by the budget.
4. Comply with the Committee's stated objectives and priorities.
5. Be presented in such a way as to make it easy to interpret and follow, and shall comply with standard budget presentation formats.

### **Manager's and Treasurer's Responsibilities**

1. The Manager and Treasurer are responsible for the annual presentation of budgets (capital and revenue) and for providing such additional information as to enable the Committee to record its approval.
2. The Manager is responsible for submitting to the Committee explanations for variances from the approved budgets.
3. The Manager is responsible for ensuring that any application to the Committee for expenditure which has not been specifically budgeted for, is supported by precise costings and a recommendation as to how the new expenditure can be funded.

### **Budget Procedure**

The Finance Officer, together with the Manager, and in conjunction with the Treasurer is to prepare an annual budget in April for the following calendar year to assist the assessment of financial viability. The Budget is to be passed at a Committee meeting. The Finance Officer will prepare a financial report on a monthly basis to be presented at the Committee Meeting. The Finance Officer will supply a budget tracking report against actuals on a quarterly basis.

### **FINANCIAL REPORTING**



Financial Reporting to the Committee is presented in a manner determined by the Committee in order to facilitate clear and easy interpretation and analysis by Committee members. All financial reports shall represent a true and accurate account of the financial affairs of the organisation.

#### **PROCEDURE**

The Finance Officer will liaise with the Treasurer and the Manager in making regular financial reports to the Committee that:

1. Reflect a true and accurate picture of the accounts presented.
2. Are a complete representation of the accounts presented.
3. Utilise standard financial reporting formats, which present the data in such a way as to make it easy to interpret or understand, and comply with all legal and standard accounting requirements.
4. Comply with the agreed Committee reporting procedures.
5. The Finance Officer is to reconcile accounting records monthly with bank statements.

#### **Financial Records Management**

- Financial records will be maintained electronically and in line with current financial management guidelines.
- Monies received from funding organisations will only be used for the purpose for which it was received, or as subsequently mutually agreed between the funding body and LCC. All funding organisations will receive a separate job number to assist in the auditing process for income and expenditure.
- Records are backed up automatically electronically as part of the LCC server backup. (LCC currently utilise MYOB in the cloud, data is continuously backed up)  
See Records Management Policy for more detail

#### **DIVERSIFICATION**

LCC will frequently assess and review its business areas to ensure an ongoing viable business operation, which continues to meet the needs of a changing community in a positive and productive manner. LCC will investigate opportunities to expand and diversify its operations to be a financially secure community organisation into the future.

#### **FINANCIAL RESERVES**

The organisation will establish and maintain a general reserve fund, or funds in order to provide protection in the event of an unexpected and/or drastic reduction in income.

##### **Procedure**

1. The reserves should be maintained at 10% of planned levels of expenditure in any financial year.
2. Management will top up the reserve at the end of each financial year to a sum which is 10% (if possible) of the approved budget for the year which is about to begin.
3. The reserve may be used for any other special purposes approved by the Committee.

#### **INVESTMENT OF FUNDS**

The organisation's funds are to be invested in such a way as to maximise long term total returns consistent with prudent levels of risk, whilst maintaining sufficient liquidity to enable the organisation to meet its day-to-day financial commitments.

##### **Procedure**

The Committee considers that the investment of funds should aim at the following:

1. To have all available funds securely invested to achieve the maximum long term return consistent with a low tolerance to risk.
2. To meet the investment interest goals set in the budget.
3. To maintain the real value of assets after funds have been released to meet the organisation's needs.

#### **ALLOCATION OF INVESTMENT RESPONSIBILITIES**

The committee will be responsible for



1. Determining the appropriate level of risk (such as exposure to equity investments and variability of returns) after taking into account the practical difficulties that result from capital losses, be they realised or not.

### **Petty Cash**

- A petty cash float of \$500 is maintained in the office.
- To claim petty cash, receipts must be provided, and may then be reimbursed from the float.
- If unable to provide a receipt, they must provide appropriate documentation (expense claim form) stating the amount to be claimed, what the expense was, and the date it was incurred.
- The Finance Officer balances the petty cash and replenishes the float as necessary.

### **Electronic Funds Transfers (EFT)**

- Two signatories are required for all electronic fund transfers. The Finance Officer is responsible for ensuring that documentation accompanying an electronic fund transfers is correct, and will seek approval from the Manager for large or unusual items.
- The Finance Officer maintains a register of electronic fund transfers issued by LCCManagerBanking account signatories to be kept up dated to reflect current Executive Committee at all times.
- Changes of signatories must be passed and seconded at a Committee of Management meeting, and recorded in the minutes of that meeting.

### **Bank Accounts**

- Bank Accounts and term deposits are held with National Australia Bank, Commonwealth Bank and ME Bank.
- Internet Banking is used extensively in the day-to-day operations of LCC.
- Manager

## **FEES AND REFUNDS**

### **Participant Fees**

A deposit must be paid to confirm participation in a program. Full term fees should be paid within two weeks of commencement. If fees are not paid in full, a payment agreement must be entered into to ensure full fees payable for the program are received prior to the program conclusion.

### **Administration Fee**

All users of LCC are required to pay an annual (calendar year) family administration fee which is ratified by the Committee of Management at the end of each year.

This fee may be charged at a pro-rata rate in term four.

### **Concessions**

Assessed on a case-by-case basis at the discretion of the Manager.

## **REFUNDS**

- Refunds will be considered if seven days' notice is given prior to the commencement of a program or service.
- A \$25.00 (including GST) administration fee will apply if participants cancel.
- If participants cancel during a program or service no refund will be given.
- If a program or service is cancelled by the Centre a full refund will be given.
- No make-up sessions will be given to programs or services.

### **Administration fee**

- Administration fee is non-refundable.

### **Insurance**

LCC maintains adequate insurance cover at all times. Including:

- Professional Indemnity
- Professional Liability
- Personal accident insurance for staff & volunteers;



- Public liability insurance to a minimum of \$20 million;  
Through continued funding from State Government LCC is insured by VMIA's Community Service Organisation Insurance Program for:
  - Public and Products Liability - \$20,000,000
  - Professional Indemnity - \$20,000,000
  - Directors' and Officers' Liability incorporating Entity Liability - \$20,000,000
  - Entity Fidelity - \$100,000
  - Medical Indemnity - \$20,000,000
  - Personal Accident - limited for volunteers
- Building insurance is not required as LCC occupy a Frankston City Council building who maintain building insurance pursuant to the annual Licence Agreement.
- LCC will be responsible for maintaining adequate insurance for, building contents and Workers' Compensation for paid employees

LCC annually reviews its insurance policies, and is responsible for providing its insurer/broker with a detailed and accurate schedule of activities and inclusions to be covered.

All insurance policies are to be submitted by the Manager to the Management Committee on an annual basis.

The Manager is responsible for ensuring all insurance policies are current and adequate documentation maintained.

#### **TIME SHEETS**

All employees must complete a record of their times of work on a time sheet each fortnight. Each employee is responsible for the completion of their own time sheet and submission to the Finance Officer by Monday 5.00 pm of pay week.

#### **Personnel Files**

Files are kept in a locked cabinet in the Administration Office. Access to personnel records will be restricted to the Manager, Finance Officer, Administration Coordinator and the Children's Services Officer.

#### **Archiving Financial Files**

Financial records are kept in a secure location, filed by LCC financial year. Records are retained in line with standard ATO and tax file record keeping practices.

#### **Disposal of Financial Files**

At the expiration of 7 years financial files will be disposed of in a secure manner, mindful of the requirements of the Public Records Act and Privacy legislation.

#### **Annual Audits**

**Copies of the audited Annual Report are to be forwarded after the AGM to:**

- Australian Charities and not-for-profit Commission
- Frankston City Council
- Department of Families, Fairness and Housing
- Any other parties that may become necessary from time to time.

#### **FUNDRAISING**

The organisation's interests are paramount when the organisation may embark on fundraising activities. The level of exposure to risk shall be kept to a minimum.





# 1-019 Advertising and Marketing Policy

Version 6

Responsible Person: COM and Manager

Staff Involved: All

Documents referred to: Advertising and Print Media Checklist and Course Brochure Checklist

Related Policies: Staff Management

Date that the policy was last updated or revised: October 2021

To be reviewed: every 12 months

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## INTRODUCTION & PURPOSE

Advertising is undertaken to promote LCC, a course or special event arranged by LCC, or to fill a staff vacancy. There is an allocation in the LCC annual budget for advertising. The Committee of Management must approve additional advertising.

## POLICY

All marketing and advertising of activities offered and/or supported by LCC must be done in a manner to ensure to the best of staff abilities that it is completed with integrity, accuracy and professionalism in an ethical manner, and consistent with the policies of LCC, avoiding vague, misleading or ambiguous statements.

## PROCEDURE

No member of the Committee or any staff member shall approve or in any way support an action or activity which in any way could bring the LCC name into disrepute.

1. When approving or initiating the publication of material, or the making of statements to any outside agency, the Manager shall be responsible for vetting such material to ensure that it is consistent with the organisation's stated values, and beliefs, or its agreed position on any matter contained.
2. No Committee Member, the Manager or any staff members or volunteers shall make any statements to the press, or any other public media that are derogatory or in any way damaging to the organisation or its members.
3. When embarking on any public affairs program on behalf of the organisation, the Manager shall first inform the Committee of the intention to do so, making clear the relationship between such a program and the organisation's ends, policies and its stated values and beliefs.
4. As a general rule, public statements about the organisation are to be made by the President.

## Logos

The appropriate logos and/or the acknowledgement are required on the LCC program and promotional material where funding has been made available through government organisations that require/request their logo to be displayed, or any other funding body.

The use of these logos is not permitted outside their guidelines, and can only be used in accordance with their conditions of use.

## Employment

When advertising for staff and contractor positions, it must be stated in the ad:

- "A satisfactory police check is required."
- "A current and validated WWCC is required"

When advertising for management positions, the requirement for a satisfactory completion of a Fit and Proper Person Requirement form (or equivalent).

LCC will:

Include in the selection criteria for all jobs:

- Requirement of an understanding of multicultural issues
- Requirement to ensure LCC involves people from diverse backgrounds in all activities, planning and decision making



- Identify particular positions where experience and knowledge of a community language, other cultures or issues of multiculturalism are needed to do the job properly
- Ensure that advertisements for these positions either specify the need for these skills, or include a statement that working with people of non-English speaking background is an important component of the position's responsibilities
- Include people on staff selection panels who are knowledgeable about education and social issues affecting diverse culture, linguistic and religious communities
- Evaluate the staff being employed and whether their attributes and backgrounds reflect the community LCC is located in

**Advertising** may be carried out in the local papers, online job seeker site, Facebook and School newsletters as appropriate, and within budget. Additional advertising may be carried out as seen fit.

Written permission will be obtained where possible from any person or organisation for use in any marketing or advertising material referring to them. At events a sign will be displayed advising that photos may be taken and used for advertising purposes.

LCC will only use appropriate media and/or first names for advertising and promotion of LCC. Collected media may be used on our Internet site or social media.



# 1-020 Personal Accident and Injury Reporting Policy

**Version 6**

**Responsible Person:** COM and Manager

**Staff Involved:** All

**Documents referred to:** Accident Injury and Illness Report and Incident Report

**Related Policies:** Compliance with Legislation, Complaints and Continuous Improvement

**Date that the policy was last updated or revised:** October 2021

**To be reviewed:** every 12 months

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## INTRODUCTION & PURPOSE

The safety of staff and participants at LCC is paramount, but it is acknowledged that incidents may occur. Every attempt will be made to ensure the sound management of the incident to prevent an exacerbation of the situation.

Personnel are required to report to their direct Supervisor or the Manager any incident involving staff or volunteers. This includes incidents involving the use of Centre vehicle or private vehicle used for official engagements, or travelling to and from the workplace. The Supervisor will inform the Manager as soon as practicable.

## POLICY

All incidents occurring on site must be reported on an Incident Report or Accident and Incident Report, located in the Managers office at the earliest possible time.

## PROCEDURE

### Sexual Harassment

Refer to Compliance with Legislation policy, and Complaints Policy.

### Childcare

For injury incidents involving children, follow the *Education and Care Services National Law Act 2010* and the Education and Care Services National Regulations 2011, and fulfill their requirements by completing the Accident, Injury and Illness Report.

### Mandatory Reporting

Childcare Staff are required by law (under the Victorian Children's and Young Persons Act 1989 Section 64 (1C(f))) to report to the Department of Families, Fairness and Housing any concerns regarding the safety of children who attend our service.

Victorian legislation has established new child protection criminal offences to ensure:

- Adults must report suspected criminal child abuse to the police.
- People in authority in organisations must reduce or remove a substantial risk to a child who will become a victim of a sexual offence.

More information on this legislation is available - (link established September 2014)

<http://www.alrc.gov.au/publications/20.%20Family%20Violence,%20Child%20Protection%20and%20the%20Criminal%20Law/criminal-offences-relating-c>

## Injury Reporting

Following the incident (even for a minor incident), the injured party must complete the necessary insurance forms and reports located in the Managers office. It is helpful to have any witnesses complete another form, with their version of the events that may be called upon for future reference, and to assess any Occupational Health and Safety issues that may need to be addressed. (This form is to be attached to the main form).

### Procedure:

- Obtain an Incident Report form from the folder.
- Complete details of the form and ensure that it is signed.



- Completed forms are to be given to the Manager and/or the President of the Committee of Management to discuss any necessary review of procedure, or environment to avoid repetition of the incident. (Refer Continuous Improvement Policy).
- Manager to advise Committee of Management of an incident occurring, and any possible continuing effect, notation to be made at next committee meeting in minutes.
- Report to Frankston City Council if necessary.
- An employee must provide a written medical clearance from their medical practitioner to the Manager, prior to resuming full duties where a significant event has occurred or a Workcover claim has been made.

#### **Injury Reporting Procedure - Special Needs Clients**

If an incident occurs at the Centre with a special needs participant, complete all paperwork necessary for the Centre and forward a copy as soon as possible to the disability service for their information.



## 1-021 Risk Management Policy

Version 5

Responsible Person: COM and Manager

Staff

Involved: All

Documents referred to: Compliance with Legislation Policy, Complaints and Appeals Policy, Finance Management Policy, Business Plan and Continuous Improvement

Related Policies: Quality Services to the Community

Date that the policy was last updated or revised: October 2021

To be reviewed: every 12 months

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### INTRODUCTION & PURPOSE

To be able to manage risk it must be identified, then assessed as to the impact it would have if it (or a breach) occurred to the operations of the LCC business.

#### Definition:

Risk: The chance of something happening that will have an impact on the objectives of the Centre. This is measured in terms of consequence and likelihood.

Risk Management: is the systematic application of management policies, practices and procedures to the task of identifying, analysing, assessing, treating and monitoring risk.

### POLICY

LCC staff should be aware of risk, and assess implementation informally on a continuous basis. The procedure will be formally reviewed regularly to record identified areas that are of concern or significance to LCC staff and management, to ensure risk at LCC is minimised wherever and whenever possible.

### PROCEDURE

Risks as listed in the attached table have been identified by LCC. This list will be reviewed regularly to reflect items identified as being of risk.

To ensure risk is minimised as much as possible, and in line with regulatory and funding requirements, and the LCC policy Quality Services to the Community, LCC will conduct regular audits in the following areas:

- Building - Identify possible risks and items requiring review on an ongoing basis. It is noted that the Frankston City Council conducts its own regular building audits to maintain the building.
- Financial - Audits to be conducted annually prior to the Annual General Meeting.
- Office Administration - processes will be open to regular review to ensure best quality procedures are followed by all staff to support the work of LCC.



## PROCEDURE

| RISK  | STRATEGY   | PLAN  |
|---|--|---|
| <b><u>Legal</u></b>   |  |   |
| Privacy and Confidentiality                                     | Inform all users of government legislation through handbooks   | If breached, discuss with offender and review procedure   |
| Copyright   | Inform all users to adhere to copyright through handbooks  | Installation of copyright log book at photocopier, to record photocopying and dissemination.                                      |
| Contracts:<br>- funding   | Only apply for funding LCC can utilise   | If unable to comply, negotiate with funding body for change of purpose  |
| - Partnerships  | Ensure agreements in place   | Memorandum of Understanding including Complaint procedure   |
| Occupational Health & Safety - safe work and study environments | Implement legislative requirements, provide information in handbooks                                   | - Respond to advice received, and negotiate if necessary<br>- LCC Building audit to be completed before commencement of each term |
| Equal Employment Opportunity                                    | No discrimination, information in handbooks  | Complaint procedure   |
|   |  |   |
| <b><u>Insurance</u></b>   |  |   |
| Work cover  | Insurance paid annually  | Certification annually  |
| Public Liability  | Ensure adequate cover if Department of Families, Fairness and Housing funding ceases                   | Review annually. Arrange alternate cover if necessary   |
| Contents  | Audit  | Annual audit of contents and depreciation schedule to ensure adequate insurance is maintained                                     |
| Professional Indemnity  | Included in Department of Families, Fairness and Housing   |   |
| Personal Accident   | Insurance for Staff and volunteers   | VMIA insurance through state funding  |
| Theft   | Key register<br>Alarm in place and operational   | Change locks<br>Contents Insurance  |
| Fire  | CFA advice   |   |
|   |  |   |
| <b><u>Technology</u></b>  |  |   |
| Computer Virus'   | Maintain updated virus control software<br>Staff advised of possibilities<br>IT support                |   |
| Computer breakdowns   | IT support person advised  | Immediate action  |
| Security  | Network password protected<br>Server structured to provide restricted folders for personal information | Individual passwords to allocate access to folders on server  |
|   |  |   |
| <b><u>Personnel - Members</u></b>                               |  |   |
| Workplace injury  | Incident Register<br>Advise insurer  |   |
| Staff dismissal/contract termination                            | Discussion, moderation, training   | Complaint procedure<br>Legal advice   |



|   |   |   |
|---|---|---|
| Workplace agreements and contracts  | Updated and reviewed annually   | Staff appraisals - annually   |
| Removal of Centre owned information   | Secure Workplace Privacy legislation and policy - information in handbooks  | Complaint procedure   |
| Evaluation - formal and informal  | Monitor and action  |   |
| Misrepresentation   | Policy - Industrial Legislation, Staff Management   | Discuss Discipline  |
| Staff benefits - sick pay<br>- Holidays<br>- Long service<br>- Superannuation | Neighbourhood House Agreement and as per awards - SACS, PACCT and Children's Services   |   |
|   |   |   |
| <b><u>Financial</u></b>   |   |   |
| Bad debtors   | Reminder communication - weekly as required   | Discuss reasons<br>Unable to participate or re-enrol till debt paid     |
| Daily Management  | Policy and Procedure manual   | Assistance when required  |
| Fraud/Embezzlement  | 2 signatories to all financial transactions, term deposit and cash management accounts. Satisfactory Police Check on staff and committee. | Complaint procedure<br>Police   |
|   |   |   |
| <b><u>Internal Risks</u></b>  |   |   |
| GST   | Quarterly   | Treasurer<br>Financial Audit  |
| Management Practices  | Continuous Improvement Policy   |   |
| Planning and Analysis   | Review business plan minimum every two years<br>Self Audit - annually<br>Quality Self Assessment  | Continuous Improvement  |
| Staff training/Competencies   | Professional Development  | Staff reviews<br>Monitoring   |
|   |   |   |
| <b><u>External Risks</u></b>  |   |   |
| Increased competition   | Review program  | Business Plan   |
| Government Legislation and requirements                                       | Keep up to date with changes  |   |
| Memorandum of Understanding   | Retain the right to audit the Partner Organisation.   | Mentor the Partner Organisation to be able to meet the standards of LCC |



# **1-022 COM - Code of Ethics and Proper Practice Policy**

**Version 5**

**Responsible Person:** COM and Manager

**Staff Involved:** All

**Documents referred to:** Conflict of Interest Policy

**Related Policies:** Asset Management Policy

**Date that the policy was last updated or revised:** October 2021

**To be reviewed:** every 12 months

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## **INTRODUCTION & PURPOSE**

To ensure the ongoing ethical conduct in all areas of its operations and responsibilities the LCC Committee of Management endorses the following ethics to guide the actions and decision making of those involved with LCC.

## **POLICY**

The Committee is committed to the adoption of ethical conduct in all areas of its responsibilities and authority. In so doing it binds its members to the same principles and practices.

## **PROCEDURE**

All participants at LCC - Committee of Management members, staff, volunteers and participants:

- Shall observe the provisions of the constitution, policies and rules of the organisation.
- Shall act honestly and in good faith at all times in the interest of the organisation and its stakeholders, ensuring that all stakeholders, particularly those who are recipients of services, are treated fairly according to their legal and ethical rights and responsibilities.
- Shall carry out their association in a lawful manner.
- Shall treat the other members of the organisation, and the staff of the organisation, and the office-bearers of the organisation, and the clients of the organisation, with respect;
- Shall not so act as to bring the organisation or its mission into disrepute.

## **THE COMMITTEE**

1. Shall be diligent, attend Committee meetings and devote sufficient time to preparation for Committee meetings to allow for full, and appropriate participation in the Committee's decision making.
2. Shall carry out their association in a lawful manner, and ensure that the organisation carries out its business in accordance with the law.
3. Shall observe the confidentiality of non-public information acquired by them in their role as Committee Members, and not disclose to any other person such information that might be harmful to the organisation, or an individual associated with the organisation.
4. Shall act in accordance with their fiduciary duties, complying with the spirit as well as the letter of the law, recognising both the legal and moral duties of the role.
5. Accept the principle that the Committee speaks with one voice, that no one member shall publicly express his/her own opinion should this deviate from an agreed Committee position or decision. No member shall express a public opinion on corporate matters without prior Committee agreement.
6. Shall avoid conflicts of interests in as far as this is possible. Where such a conflict arises the member/s concerned must act within the terms of Conflict of Interest Policy.
7. Shall meet regularly to monitor the performance of management and the organisation as a whole. To do this the Committee will ensure that appropriate monitoring and reporting systems are in place, and that these are maintained and utilised to provide accurate and timely information to the Committee and to staff.
8. Shall ensure that the independent views of the Committee Members are given due consideration and weight.
9. Shall provide for continuity of governance between meetings.
10. Shall ensure that stakeholders are provided with an accurate and balanced view of the organisation's performance, including both financial and service provision.
11. Shall regularly review its own performance as the basis for its own development and quality assurance.





12. Shall, as individual Committee Members, also review their own performance with a view to ensuring a suitable contribution to Committee deliberations and decision making, and if found lacking, either pursue training or assistance to improve their performance, or resign.
13. Shall carry out its meetings in such a manner as to ensure fair and full participation of all Committee Members.
14. Shall ensure that the organisation's assets are protected in accordance with the Asset Management policy.



## 1-024 Work Health and Safety Policy

Version 5

Responsible Person: COM and Manager

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Education and Care Services National Regulations (2011), Work Health and Safety Act 2011, Manual Handling Code of Practice and [www.worksafe.vic.gov.au](http://www.worksafe.vic.gov.au)

Related Policies: Conduct and Discipline Policy

Date that the policy was last updated or revised: October 2021

To be reviewed: every 12 months

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### INTRODUCTION & PURPOSE

It is our commitment to provide a safe environment for all major stakeholders in our Service, and recognised as the responsibility of the Licensee and staff. In fulfilling this responsibility the employer/employee has a duty to provide and maintain a working environment that is safe, and where risk to health is recognised and minimised.

The purpose of this policy is to:

- Develop appropriate WHS policy and programs.
- Set up a mechanism to consult about WHS matters with employees.
- Establish a training strategy.
- Establish a hazard identification and workplace assessment process.
- Develop and implement risk control strategies.
- Promote, maintain and improve these strategies.

### POLICY

The Manager will appoint a Work Health and Safety Officer:

- All staff will undergo an induction upon commencement of employment
- Staff and management will support the belief that prevention is better than cure

All staff, along with management take responsibility in:

- Providing and maintaining safe systems of work.
- Maintaining the work place in a safe and healthy condition.
- Providing information, training and supervision for all employees enabling them to work in a safe and healthy manner.
- Maintain information and records relating to employee's health and safety.
- The Manager and WHS Officer are responsible for the implementation and monitoring of this policy. In fulfilling the objectives of this policy, WHS is a standard item on the monthly staff and COM meeting agenda to ensure that it is always being addressed and practices are being reviewed.
- No employee is to commence their shift under the influence of drugs or alcohol; or have any in their possession.
- Smoking is prohibited within 4 metres of the Centre, and within 10 metres of a children's Playground.

WHS Officer - responsibilities:

- Regular equipment checks.
- Regular chemical compliance checks. (MSDS - located in Occasional Care Room, Jones Room and Dame Elisabeth Room under the sinks)
- Monitoring staff Manual Handling procedures.
- Maintaining first aid supplies.
- Reviewing cleaning and disinfecting procedures.
- Complete Service audits regarding WHS and Workplace Safety.
- Seek and provide information on training for staff to attend regarding workplace safety, and manual handling.

Staff - responsibilities:



- Ensure that children, families and visitors to the Service are not exposed to risk to their health or safety, and are free from harm.
- Observe, implement and fulfil the responsibilities under the Work Health and Safety Act 2011.
- Follow the correct manual handling procedures.
- Take all reasonably practical steps for their own health and safety, and of others affected by their actions at work.
- Ensure work areas are safe and help reduce accidents to themselves and others.
- Employees to inform Manager and/or WHS Officer of any incidents and accidents in the work place as soon as practicable.
- Carry out all safety checklists that are implemented including but not limited to; playground, rooms, bathrooms and kitchen.
- Follow correct record keeping procedures for incidents and accidents etc. Including the Quality Improvement Plan and Incident Reporting folder.
- Report any potential, and actual hazards in the work place to the WHS officer or Manager.
- Check children's equipment regularly.
- Supervise children at all times.
- Store all dangerous chemicals appropriately.
- Keep children out of kitchen areas.
- Ensure all power points have safety plugs.
- Do not have hot drinks around children.
- Shut and lock all gates behind you.
- Clean up all spills immediately. (to prevent slipping)

The Service refers to the Manual Handling Code of Practice as part of our commitment to best practice methods. All staff members are required to understand Workplace Health and Safety requirements.

Educators are at risk of work related ergonomic injuries, particularly back injuries, through carrying children, bending, reaching and not using adult sized furniture.

To prevent this, Educators are to be mindful of:

- Use adult height utilities and equipment, including sinks and change tables.
- Use small chairs with good back support, instead of squatting or bending for interaction with children.
- Use an adult feed chair for feeding infants, or sit in a low chair with good back support at child level.
- Use beds that are light weight and stackable with washable mattresses.
- Have shelving, filing cabinets and storage cupboards at a suitable height to avoid stretching to reach them.
- Use child sized ladders for nappy changing.
- Where possible kneel rather than bend to avoid back problems.
- Carry children correctly.
- Be careful to lift with a balanced and comfortable posture when lifting awkward loads.
- Minimise the need to reach above shoulder level, and use a step ladder.
- Avoid extended reaching forward e.g. leaning into low equipment boxes. Share the load if the equipment is heavy, long or awkward.
- Ask for help and organise a team lift when sliding, pulling or pushing equipment.
- Use equipment and furniture that can be moved around safely, easily and as comfortable as possible.
- Place lighter items higher on shelves.
- Lift furniture using at least two or more people.
- Where possible arrange children's activities, around furniture and equipment to minimise manual handling.
- Minimise lifting of children by having steps/foot stools/ladders in areas where lifting of children is likely to be needed, such as nappy change rooms.

## PROCEDURE

- The WHS Officer will ensure that current information on manual handling is available at the Centre and online.
- The WHS Officer or other nominated person will ensure that all staff have been inducted, and orientated to the Centre, and complete all relevant documentation to indicate the understanding and training.



- The WHS Officer will arrange appropriate training in manual handling for staff annually, and will advise the nominated safety officer who has the responsibility, to ensure that staff members on any outing also adhere to the best practice in manual handling.
- Management will ensure that, within budget limits, the safest aids and equipment will be provided.
- All equipment and devices will be well maintained and readily available to staff.
- Adequate seating will be provided at the Service for Educators to sit with children at tables.
- Care will be taken when lifting children, and where possible a child should be comforted by a staff member in a seated position.
- Where developmentally appropriate, children should be encouraged to get on and off chairs, and equipment by themselves.
- Staff members will rotate manual handling tasks whenever possible. Lifting children onto change tables etc.
- The WHS Officer or other nominated person will identify manual handling hazards, and will confer with staff on ways to minimise the hazards.
- Manual handling risks will be constantly monitored and procedures reviewed.
- Where special circumstances exist (such as pregnancy or a pre-existing back injury) which may restrict staff members' ability to lift children or move equipment, they should discuss the situation with the Manager to ensure that there are no unsafe expectations of their capacity in relation to manual handling. If the Centre is not able to offer light duties, the Centre will require a Medical Clearance for all injuries or medical conditions.
- Where possible, kneel rather than bend down, in order to avoid neck and back problems.
- Carry children only when necessary. The correct way to carry a child is with one arm under the child's buttocks and the other supporting the child's back. At the same time, hold the child facing you, as close to your body as possible. Try to avoid carrying a child on your hip because this may strain your back.
- When lifting awkward loads, be careful to lift with a balanced and comfortable posture.
- Minimise the need to reach above shoulder level and use a step ladder.
- Avoid extended reaching forward e.g. Leaning into low equipment boxes. Share the load if the equipment is heavy long or awkward.
- When sliding, pushing or pulling equipment, if the equipment is not easy to move, ask for help and organise team lift.
- All manual handling accidents and injuries will be recorded.
- Never twist while lifting.
- Move equipment when children are not around.
- Rearrange storage so that it is easier and safer to replace and remove items.
- Lift only within the limits of your strength.
- Make sure you can see where you are going when carrying equipment or children.
- Be extra careful when lifting a child with additional needs.

#### **Avoid accidents with careful house keeping**

- The floors and other walking surfaces are uncluttered, even and non-slippery.
- The workplace is tidy.
- There is adequate space to perform each task.
- Equipment is maintained regularly.
- Lighting is adequate.
- Wet floor signs to be used.

**Correct Storage and Shelving Height** - To check the height at which it is safest for each individual to work, stand with feet together and hands by sides. The best height range for handling loads is around waist level, and the acceptable height for lifting is any point between the individual's wrist and shoulder.

#### **How to lift safely**

1. Place your feet in a stride position
2. Keep your breastbone as elevated as possible
3. Bend your knees
4. Brace your stomach muscles
5. Hold the object close to your centre of gravity



6. Move your feet not your spine
7. Prepare to move in a forward-facing direction
8. Ask for help when it is not possible to lift on your own
9. Given that caring for children is physically demanding it is wise to do a warm-up exercises for three to five minutes before starting work. Muscles and tendons are more likely to be damaged when cold



## 1-025 Complaints and Appeals Policy

Version \*

Responsible Person: COM and Manager

Staff Involved: All

Documents referred to: Rules of Incorporation and Code of Practice

Related Policies:

Date that the policy was last updated or revised: October 2021

To be reviewed: every 12 months

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### INTRODUCTION & PURPOSE

LCC has a fair and equitable policy and procedure for complaints and appeals, and is part of the endorsed Rules of Incorporation of LCC.

The LCC aims to ensure that all participants have the right to work and learn within a safe and supportive environment.

It is essential that participants have a clear process for making a complaint. LCC will deal with complaints and appeals in a constructive and timely manner.

It is LCC's policy to endeavor to ensure that all participants are satisfied that our programs and services meet all the standards set by LCC as well as the obligations LCC have under State and Federal Legislation, and funding body requirements.

This policy ensures that:

- All disputes will be handled professionally and confidentially in order to achieve a speedy resolution
- All parties have a clear understanding of the steps involved in the complaints policy.
- Participants are aware of the LCC policy and procedure for handling complaints and are provided with the appropriate Handbook at induction (Staff, Tutor or Volunteer Handbook).
- This complaints procedure is an arrangement for handling grievances, which is accessible to all LCC participants, is free of costs or charges at all internal stages and encourages timely resolution based on principles of natural justice. It is not an instrument for malicious, false or frivolous complaints. Anonymous concerns cannot transpire into formal grievances. As such, the aggrieved must be identified and a written expression outlining the issue must be submitted to LCC for formal proceedings to commence under the complaints and appeals policy and procedure. Malicious or false complaints may lead to action under LCC's policy relating to conduct and discipline. Frivolous complaints will be dismissed.
- The complainant may be assisted and accompanied by a third party (non-legal) if desired, to provide support, information and advocacy as required.

It is a serious breach of this policy to lodge a complaint that is known to be false, malicious or vexatious.

### Definitions

- **Complaint Procedure** - is a procedure or mechanism that allows a member of LCC community who has a complaint or grievance against a LCC user, class leader, volunteer, Committee of Management, staff or persons on placement to have that complaint heard and resolved.
- **Natural Justice** - is a principle that presupposes that a person is to be considered innocent until proven guilty.
- **Disciplinary Procedure** - is a procedure used by the employer when dealing with employee issues. This procedure is set out in the Neighbourhood House Workplace Agreement and Federal Award.

**Participant** Is any member of the public who enters on to LCC property. This includes staff, children and parents of children enrolled in the Childcare Centre or Out of School Hours Care program, and visitors.

A complaint or appeal is deemed to be dissatisfaction with the procedures, outcome or the quality of service provided. For example, in relation to the following:



- Enrolment
- Quality of services provided
- Other issues such as discrimination, sexual harassment, participant amenities, etc.

A complaint or appeal is deemed to be formal when it is made in writing to the Manager, Children's Services Officer or Committee of Management of LCC.

## **POLICY**

All members and staff of LCC have the following rights under this policy:

- The right to complain about the service provided and to question the overall philosophies of the service.
- The right to access this grievance procedure without fear or prejudice.
- The right to a fair hearing.
- The right to a resolution of disputes that is efficient, accessible and simple.
- The right to be fully informed of all processes involved in this grievance procedure.
- The right to confidentiality.
- The right to withdraw a complaint without prejudice or recrimination.
- The right at all times to be assisted by an advocate or friend.
- The right to access LCC information and files where relevant to the complaint, and where confidentiality of other persons is not breached.
- The right to information about persons or organisations outside of the LCC who may be able to provide assistance in resolving a dispute.

## **PROCEDURE**

It is the aim of LCC to create a positive environment for all staff, participants and members.

LCC welcomes suggestions or ideas for improving our services, and being informed about any difficulties in dealing with us.

### **Informal complaint process**

An informal complaint process is a way of solving a complaint without a formal complaint, investigation or discipline being taken against the respondent.

If you do not feel confident to raise or discuss inappropriate behaviour directly with the person involved, you may prefer to raise the matter with another person in the workplace first, such as:

- Your supervisor or Manager.
- The other person's supervisor or Manager.
- In the case of a complaint being made against the centre Manager the matter will be considered by the Committee of Management or their nominee/s.

You may ask a colleague to accompany you to a meeting with the appropriate Manager/supervisor for support.

Non-disciplinary solutions may include organising training for a person or group, a conciliation or three-way meeting (for example, performing self-management with a witness), asking a Manager to have an informal chat with someone, or asking for a decision to be reviewed by someone else.

Informal complaint resolution focuses on solving the problem rather than proving something inappropriate actually happened, and means that a matter can be resolved without any formal findings of misconduct.

### **Formal Complaint process**

If the matter is to be dealt with or managed formally you will be asked to describe what has happened, and why you feel it was a breach, and of which policy or piece of government legislation. You can ask for the matter to be investigated by an independent sub-committee, Manager or supervisor.

Formal complaints of discrimination, bullying or harassment, sexual harassment, racial and religious vilification, or victimisation will be treated quickly, seriously and sympathetically. They will be investigated thoroughly, impartially and confidentially.



You may be interviewed, and so will the person or group you have complained about. Witnesses may also be interviewed, and other evidence will be considered.

Formal complaints may be treated anonymously, but generally the person or people complained about have to know who is making the complaint. Those complained about may face discipline, and have the right to know what you claim they did wrong, and give their side of the story.

The investigator of a formal complaint will produce a report that contains:

- A description of the investigation process.
- A summary of your complaint.
- A summary of the response from the person or group complained about.
- A summary of the evidence.
- A finding: yes or no, there was or was not a breach of policy.
- A recommendation for action (either disciplinary or non-disciplinary).

Both the person who has complained, and the person or people about whom the complaint was made have the right to know what the finding was.

However, the person who lodged the complaint may not be told all details of the recommendation because the level of discipline will be confidential between the person complained about, and their Manager.

Both the person who has complained and the person or people against whom the complaint was made may challenge the fairness of either the finding or the recommendation or both. If challenged, the complaint may:

- be looked at again by a different investigator - identified by the Committee of Management.
- be reviewed by more senior staff.
- be investigated by the Committee of Management or their appointee.

At any stage of the complaint process you may contact an external organisation for information, or to lodge a complaint. Options include:

- Victorian Equal Opportunity and Human Rights Commission: [Victorian Equal Opportunity and Human Rights Commission | Victorian Equal Opportunity and Human Rights Commission](#)
- Fair Work Australia: [Welcome to the Fair Work Ombudsman website](#)
- WorkSafe: [WorkSafe Victoria - Home - WorkSafe](#)
- A lawyer

This procedure describes the process by which participants may have problems addressed effectively, professionally and confidentially.

1. The complainant is encouraged to discuss the complaint with the relevant staff member or the person the complaint is with.
2. If the complaint is unable to be resolved, the complaint should be referred to the Manager, or CS Officer.
3. If the complainant is not satisfied with the response of the Manager to the verbal complaint, then it should be recorded in writing and lodged with the Manager, or CS Officer for referral to the Committee of Management.
4. The Manager, and CS Officer are responsible for investigating the complaint.

If the complaint is about a specific individual the Manager or CS Officer's response will include:

- a. Informing the person about whom the complaint is made and seeking their views and perspective
- b. Giving consideration to the use of a mediator
- c. Informing the complainant of the outcome of the complaint in writing within 7 working days
- d. If the matter remains unresolved the complainant will have the opportunity to direct a written complaint to the committee. The committee will investigate the matter, including an opportunity for both the complainant and respondent to present their case, and respond to both parties in writing within 7 working days.





- e. Should the complainant be dissatisfied with the decision of the committee, they can request in writing an external review to be conducted by:
- A member of the Institute of Arbitrators and Mediators Australia - [CIArb - Home](#). LCC will acknowledge receipt of this request and pass on all information to the designated member of the IAMA. The committee will consider the recommendation of the external reviewer prior to confirming or amending the original decision, and communicate the decision with supporting reasons in writing to the parties involved in the process within two weeks. The cost for the external review process will be borne by LCC.
  - Or by an independent person who will be a qualified representative from the Mediation-Dispute Settlement Centre of Victoria. [Mediation | Dispute Settlement Centre of Victoria](#) Or by the Administrative Appeals Tribunal. The cost for such applications will be borne by the complainant and application details are located at [Administrative Appeals Tribunal | Administrative Appeals Tribunal \(aat.gov.au\)](#)
- f. If the complaint concerns children in care, please refer to the Children's Services section of the Policy and Procedure manual.

The unresolved complaint should be addressed to:

[Make a complaint about child care or children's services \(education.vic.gov.au\)](#)

LCC strongly encourages any participant who believes they have been discriminated against, bullied or harassed, sexually harassed, vilified or victimised to take appropriate action. Participants should not suffer in silence.

ManagerManagerManagerManager

#### **Documentation**

It is the responsibility of the Manager to document the steps taken to resolve the appeal on an LCC Appeal Notification Form. This information must then be reported to the Committee of Management. The Manager must also forward a written statement of any appeal outcomes (including reasons for the decision) to the appellant within 10 working days of the second assessment.

#### **Grievance from Children in Care**

- Children who have concerns are encouraged to talk with the childcare staff in the first instance. If the child's concerns are not resolved, the Child Care Supervisor/or Children's Services Officer will be advised.
- Families with concerns or complaints are encouraged to discuss these with the Child Care Supervisors in the first instance and/or the Children's Services Officer.
- Complaints, which are not resolved to the family's satisfaction, will then be referred to the Manager and thereafter if necessary, the Committee of Management.
- All written complaints and concerns will be addressed verbally within 24 hours, and in writing within 5 working days.

If the complaint is still not dealt with to the family's satisfaction the Department of Human Services can be contacted.

Children's Services Adviser

Department of Education and Training

1300 338 738

[serv@education.vic.gov.au](mailto:serv@education.vic.gov.au)

#### **Treatment of related documents**

Any documentation relating to any investigation will be securely filed, and will not be accessible to staff other than the Manager, and where necessary the Committee of Management representative. The documentation may include formal written complaints or assertions, responses to complaints and allegations and formal minutes of mediation processes.

#### **Outside Mediator**

The independent person will be a qualified representative from the Mediation-Dispute Settlement Centre of Victoria.

Web address: [Homepage | Dispute Settlement Centre of Victoria](#)



## 1-026 Child Safety Policy

**Version 2**

**Responsible Person:** COM and Manager

**Staff Involved:** All and Volunteers

**Documents referred to:** Access and Equity Policy, Complaints and Appeals Policy, Personnel Records Check Policy, Privacy Policy, Photographic Consent Policy, all Centre Handbooks

**Related Policies:**

**Date that the policy was last updated or revised:** October 2021

**To be reviewed:** Every 12 months

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### **PURPOSE**

This policy was written to demonstrate the strong commitment of the management, staff and volunteers of the Langwarrin Community Centre to child safety, and to provide an outline of the policies and practices the organisation has developed to keep everyone safe from harm including abuse.

This policy guides our staff and volunteers on how to behave with children in our organisation.

All children who participate at the Langwarrin Community Centre have a right to feel and be safe. The welfare of the children in our care will always be our first priority, and the Langwarrin Community Centre has a zero tolerance to child abuse. The Langwarrin Community Centre aims to create a child safe and child friendly environment where children feel safe and have fun. The Langwarrin Community Centre activities are always carried out in the best interests of the children.

Langwarrin Community Centre's culture aims for all staff and volunteers (in addition to parents/carers and children) to feel confident and comfortable in discussing any allegations of child abuse or child safety concerns. We offer training to our staff and volunteers to assist them to identify, assess, and minimise risks of child abuse, and to detect potential signs of child abuse.

### **POLICY**

This policy applies to all individuals involved with the Langwarrin Community Centre (paid and volunteer) including, but not limited to Committee of Management, Administration Staff, Child Care Educators, Volunteers and All Centre Participants.

Langwarrin Community Centre is committed to providing the highest level of service. This includes protecting participant's privacy, promoting positive behaviours and attitudes, protecting the health, safety and wellbeing of members, particularly children and the disabled whilst delivering the organisation's activities.

Specifically Langwarrin Community Centre considers that the health, safety and well-being of children take priority over all other competing considerations. The organisation considers that this is necessary to ensure the health, safety and welfare of all participants, and protect the image and reputation of the Langwarrin Community Centre and its associated activities.

Langwarrin Community Centre has a zero tolerance approach to child abuse, and is committed to promoting and protecting children from abuse and neglect to the greatest extent possible. All children have equal rights to protection from child abuse, regardless of their sex, religion, disability or sexual orientation, etc.

Child protection is a shared responsibility between the Langwarrin Community Centre, its employees, contractors, associates, parents/guardians, volunteers and members of the Langwarrin Community. Everyone that participates in the Langwarrin Community Centre's activities are responsible for the care and protection of children, and reporting information about child abuse.

The Langwarrin Community Centre supports the active participation of all children. It listens to their views, respects their views, and involves them when making decisions, where appropriate, especially about matters that will directly affect them (including their safety).



Langwarrin Community Centre is committed to the cultural safety of Aboriginal children, and those from culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children living with a disability.

Langwarrin Community Centre promotes fairness and consideration for all staff, volunteers and participants. For further details please refer to the Access and Equity Policy.

### Related Documents and Legislative Requirements

This Policy must be read in conjunction with:

the law of the Commonwealth and Victoria including but not limited to:

- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015 (Vic)
- Crimes Act 1958 (Vic); and
- Working with Children Act 2005 (Vic)

the organisation policies and procedures, including but not limited to:

- Privacy Policy;
- Constitution;
- Code of Conduct;
- Complaints and Appeals; and
- Photography Policy

### Definitions

Child abuse can take a broad range of forms including physical abuse, sexual abuse, emotional or psychological abuse and neglect. People to whom this policy applies need to be aware that child abuse can occur whenever there is actual or potential harm to a child, and these are circumstances that the organisation is committed to reducing the risk of occurrence.

- Child means a person involved in the activities of the organisation, and under the age of 18 years unless otherwise stated under the law applicable to the child.
- Child protection means any responsibility, measure or activity undertaken to safeguard children from harm.
- Sexual offence means a criminal offence involving sexual activity or actions of indecency, or any act which exposes a child to, or involves a child in, sexual activity or matters beyond his or her understanding or contrary to accepted community standards. Sexually offence behaviours can include the fondling of genitals, masturbation, oral sex, vaginal or anal penetration by a penis, finger or any other object, fondling of breasts, voyeurism, exhibitionism, and exposing the child to or involving the child in pornography. It includes child grooming, which includes actions deliberately undertaken with the aim of befriending and establishing an emotional connection with a child (or the child's carer, family or supervisor) to lower the child's inhibitions, and prepare them for engagement in a sexual offence.
- Mandatory reporter means a person who is legally required to make a report to the Department of Families, Fairness and Housing or the Police if they form a belief on reasonable grounds that a child is in need of protection. It includes teachers, principals, registered psychologists, nurses, doctors and midwives.
- A person may, in the course of participating in activities of the Langwarrin Community Centre or carrying out their work, form a belief on reasonable grounds that a child is in need of protection from child abuse.
- If a person is concerned about an immediate risk to a child's safety, the person must phone "000" as soon as practicable.
- Child **abuse** can be divided into four categories:
  - **Physical abuse:** occurs when a child has suffered, or is likely to suffer, significant harm as a result of a physical injury, such as a non-accidental physical injury.



- **Sexual abuse:** occurs when a child has suffered, or is likely to suffer, significant harm as a result of sexual abuse, such as when a child is exploited, or used by another for his or her sexual gratification or sexual arousal, or for that of others.
- **Emotional and psychological abuse:** occurs when a child has suffered, or is likely to suffer, emotional or psychological harm of such a kind that the child's emotional or intellectual development is or is likely to be significantly damaged; and
- **Neglect:** occurs when a child's physical development or health has been, or is likely to be significantly damaged. It refers to an omission, such as depriving a child of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to and affection from adults, or medical care.

Child abuse includes any actions that results in actual or potential harm to a child, in circumstances where the child's parents have not protected, or are unlikely to protect, the child.

### **Mandatory Reporters**

- Select classes of people in the community (including teachers, nurses and doctors) are required by law to report to the Child Protection Unit of the Department of Families, Fairness and Housing (DFFH) where they have formed a belief, on reasonable grounds, that a child is in need of protection because they have suffered (or are likely to suffer) significant harm due to physical or sexual abuse.
- This report must be made as soon as practicable, and after each occasion where he or she becomes aware of a further reasonable grounds for the belief.

### **Reasonable grounds for belief**

A reasonable belief is formed if a reasonable person believes that:

- the child is in need of protection;
- the child has suffered or is likely to suffer significant harm as a result of physical or sexual injury; and
- the child's parents are unable or unwilling to protect the child.
- To form a reasonable belief, you should consider, and objectively assess all the relevant facts, such as the source of the allegation and how it was communicated, the nature of and details of the allegation, and whether there is any other related matters known regarding the alleged perpetrator.
- A 'reasonable belief' or a 'belief on reasonable grounds' is not the same as having proof, but is more than mere rumour or speculation.

You will have reasonable grounds to notify if:

- a child states that they have been physically or sexually abused;
- a child states that they know someone who has been physically or sexually abused (sometimes the child may be talking about themselves);
- someone who knows a child states that the child has been physically or sexually abused;
- professional observations of the child's behaviour or development leads a professional to form a belief that the child has been physically or sexually abused or is likely to be abused; or
- signs of abuse lead to a belief that the child has been physically or sexually abused.

### **Voluntary Reporters**

- In addition to the mandatory reporting obligations above, any person who believes on reasonable grounds that a child is in need of protection from any form of child abuse, *may* disclose that information to the Police or DFFH.

### **Reporting Child Sexual Abuse**

- If a person receives information that leads them to form a reasonable belief that a sexual offence has been committed in Victoria against a child (under the age of 16 years) by another person (of or over the age of 18 years), the person has a legal obligation to disclose that information to the Police as soon as it is practicable. Individuals who fail to comply with this obligation under the Crimes Act 1958 (Vic) may be subject to a penalty of 3 years imprisonment.



### **The Langwarrin Community Centre's Approach to Reports of Abuse**

- The Langwarrin Community Centre supports and encourages a person to make a report to the Police or DFFH if they form a belief on reasonable grounds that a child is in need of protection, or they are concerned about the safety, health or wellbeing of a child.
- Any person that makes a report in good faith in accordance with their reporting obligations (whether mandatory or discretionary) will be supported by the Langwarrin Community Centre, and will not be penalised by the organisation for making the report.
- If a person is uncertain as to whether they should make a report to an external authority in relation to the safety of a child, they may speak to the Langwarrin Community Centre Manager or the Children's Services Officer for guidance and information. If in doubt, ask for assistance.
- If an allegation is made against a member of staff or volunteer, the Langwarrin Community Centre will follow the reporting procedure outlined in Complaints and Appeals Policy, and take all steps to ensure that the safety of the child is paramount. An initial step will involve the withdrawal of the accused person from active duty, which could entail standing down, reassignment to a role without direct contact with children, working under closer supervision during an investigation, working from home, or any other measures deemed appropriate, depending on the seriousness of the allegation.
- The Langwarrin Community Centre will investigate allegations of inappropriate conduct against a child in accordance with procedural fairness, and will handle the allegations in a confidential manner to the greatest extent possible.
- The Langwarrin Community Centre will cooperate with the directions of the Police and/or DFFH in relation to any investigation conducted by these authorities.
- The Langwarrin Community Centre will keep a register of any allegations regarding inappropriate conduct in a secure location on site.

### **Responsibilities**

All the Langwarrin Community Centre staff and volunteers to whom this policy applies have a role and responsibility in relation to child protection. All must:

- Understand the indicators and risks of child abuse.
- Act appropriately on any concerns raised by children.
- Understand and comply with all applicable laws in relation to the protection of children, and reporting or management of child safety concerns.

The Langwarrin Community Centre encourages children to express their views about their safety. Staff and volunteers listen to their suggestions, especially on matters that directly affect them. The Langwarrin Community Centre actively encourage all children who use the service to 'have a say' about things that are important to them.

The Langwarrin Community Centre activities support children to feel safe, listen to and act on concerns raised by children and their parents.

The Langwarrin Community Centre values diversity in the community, and will not tolerate discriminatory practices by;

- Promoting cultural safety, participation and empowerment of Aboriginal and Torres Strait Island children and their families.
- Promoting cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds and their families.
- Welcoming children with a disability and their families, and act to promote their participation.
- Seek appropriate staff from diverse cultural backgrounds.

The Langwarrin Community Centre takes the following steps to ensure best practice standards in the recruitment and screening of staff and volunteers:

- Interview and conduct referee checks on all staff and for volunteers where deemed appropriate to the role to be undertaken.
- Request Police Checks and Working With Children Checks for relevant positions.



- Our commitment to Child Safety and our screening requirements are included in all advertisements, and as part of the induction process for new staff and volunteers.

To attract and retain the best staff and volunteers, the organisation will provide support and supervision so people feel valued, respected and fairly treated. The organisation has developed a Code of Conduct to provide guidance to all staff and volunteers which is reproduced in all Handbooks provided.

Personnel involved in protecting children include the Committee, Management, Staff and Volunteers within Langwarrin Community Centre. Those people have responsibilities in relation to protection of children and are expected to:

- understand the rights of children, as appropriate to their role;
- respect the cultural and religious practices of families who access the Centre's services, programs or events;
- understand and appropriately respond to the needs of children with developmental delays or disabilities;
- appropriately act on any concerns raised by children;
- understand the definitions, indicators and impact of child abuse;
- know and follow regulations in relation to the care of children;
- co-operate with police and/or other formal investigations to the best of their ability; and
- not harm or exploit children who access the organisation's services.

### **Reporting**

The Langwarrin Community Centre has appointed staff with the specific responsibility for responding to complaints made by staff, volunteers, parents or children. All the organisation participants are encouraged to discuss any concerns or issues with the nominated staff.

- Children's Services Officer or the Manager

### **If a child discloses an incident of abuse to you**

If you receive information or a complaint follow the process outlined below.

- Try and separate them from the other children discreetly and listen to them carefully.
- Let the child use their own words to explain what has occurred.
- Reassure the child that you take what they are saying seriously, and it is not their fault and that they are doing the right thing.
- Explain to them that this information may need to be shared others, such as with their parent/carer, specific people in your organisation, or the police.
- Do not make promises to the child such as promising not to tell anyone about the incident, except that you will do your best to keep them safe.
- Do not leave the child in a distressed state. If they seem at ease in your company, stay with them.
- Provide them with an incident report form to complete, or complete it together, if you think the child is able to do this.
- As soon as possible after the disclosure, record the information using the child's words, and report the disclosure to the Children's Services Officer or the Manager.
- Ensure the disclosure is recorded accurately, and that the record is stored securely.
- Explain that we have a process to ensure all abuse allegations are taken very seriously.
- Ask about the wellbeing of the child.
- Allow the parent/guardian to talk through the incident in their own words.

### **If a parent/guardian says their child has been abused at Langwarrin Community Centre or raises a concern**

- Advise the parent/guardian that you will take notes during the discussion to capture all details.





- Explain to them the information may need to be repeated to authorities or others, such as the Children's Services Officer and/or the Manager, the police or child protection.
- Do not make promises at this early stage, except that you will do your best to keep the child safe.
- Provide them with an incident report form to complete, or complete it together.
- Ask them what action they would like to take, and advise them of what the immediate next steps will be.
- Ensure the report is recorded accurately, and that the record is stored securely.

You need to be aware that some people from culturally and/or linguistically diverse backgrounds may face barriers in reporting allegations of abuse. For example, people from some cultures may experience anxiety when talking with police, and communicating in English may be a barrier for some. You need to be sensitive to these issues and meet people's needs where possible, such as having an interpreter present (who could be a friend or family member).

If an allegation of abuse involves an Aboriginal child, you will need to ensure a culturally appropriate response.

Some children with a disability may experience barriers disclosing an incident. For example, children with hearing or cognitive impairments may need support to help them explain the incident, including through sign language interpreters. Advice on communicating with people with a disability can be found on the Department of Families, Fairness and Housing website - [Communicate and consult with people with a disability - DHHS Service Providers \(dffh.vic.gov.au\)](https://www.dffh.vic.gov.au)

If you believe a child is at immediate risk of abuse phone 000.

### **Procedures and Risk Management**

Langwarrin Community Centre recognises the importance of a risk management approach to minimising the potential for child abuse or harm to occur, and use this approach to inform our policy, procedures and activity planning.

In addition to general occupational health and safety risks, the Langwarrin Community Centre proactively manage risks of abuse to children who participate with the Centre.

To reduce the risk of child abuse occurring, adults to whom this policy applies should avoid direct, unsupervised contact with children. For example, this should be a consideration when:

- Using change room facilities;
- Travel; or
- Physical contact when managing children.

To reduce the risk of child abuse occurring, adults to whom this policy applies:

- Have provided Police Record Check.
- Have provided a Working With Children Check.
- Avoid physical contact whenever possible when managing children.
- Avoid working in isolation with children.

### **Adults under investigation**

Adults under investigation in relation to a matter involving child abuse, or any matter which has the potential to jeopardise their Working With Children Check (WWCC) status may be prohibited by the Committee of Management from participating in any activities at the Langwarrin Community Centre.

### **Engaging New Personnel**

The minimum standard for background checks of employees and volunteers of Langwarrin Community Centre and its members is the law as it applies in Victoria.

The Langwarrin Community Centre undertakes a comprehensive recruitment and screening process for all staff and volunteers which aims to:

- promote and protect the safety of all children who participate in the activities of the Centre;



- identify and recruit the safest and most suitable candidates who share the Centre's values and commitment to protect children; and
- Prevent a person from working at the Langwarrin Community Centre if they pose an unacceptable risk to children.

The Langwarrin Community Centre requires staff and volunteers to pass the recruitment and screening process prior to commencing their engagement with the Centre.

As part of the screening and recruitment process, an applicant must provide appropriate evidence (e.g. WWCC and a Police Record Check) to show that they are suitable to work with children.

All the Langwarrin Community Centre Staff, Committee of Management and Volunteers require a WWCC.

- Refer to the Personnel Records Check Policy.

The organisation will undertake thorough reference checks prior to engaging any personnel.

Once engaged, the Langwarrin Community Centre will provide staff and volunteers with access to this policy, and staff and volunteers must review and acknowledge their understanding of this policy.

### **Policy Breaches**

It is a breach of this policy for any person to which this policy applies, to have been found to have acted in a conflicting manner to this policy. Any person who may breach this policy is subject to immediate termination of engagement.

### **Policy Promotion**

This policy will be made available to all persons via the appropriate Handbook.

This policy will be communicated to all Staff, Committee of Management, Volunteers and Centre clients via (email, meetings and appropriate handbooks).

### **Review**

A review of relevant policies, procedures and internal controls applicable to the area where the abuse has occurred will be undertaken to assess whether these can be revised and strengthened.



# 1-027 Staff Break Policy

## Version 2

Responsible Person: Manager

Staff Involved: All

Documents referred to:

Date that the policy was last updated or revised: October 2021

To be reviewed every 36 months

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## POLICY STATEMENT

The Langwarrin Community Centre provides all employees with rest breaks, and lunch breaks to ensure you're able to remain productive at work. These breaks can be used for any reason such as restroom use, smoking (in designated areas only), coffee breaks, meal or snack breaks or telephone breaks.

## POLICY

### Rest Breaks

Rest breaks are to be no longer than 10 minutes. You are not required to take a break, but we encourage it for your health and well-being.

- Breaks are available to staff twice a day for employees, who work 5 hours or more daily.
- Breaks are available to staff once a day for employees who work 5 hours or less daily.
- Rest breaks are paid breaks.
- Children's Services staff breaks will be at the discretion of the Children's Services Officer or your direct Supervisor. (this is to ensure we have adequate staff to children ratio in place)
- Employees are to remain in the building or on the property during their rest break.
- It is recommended employees remove themselves from their work area, so as not to cause a distraction to other workers not on break.

### Lunch Breaks

Lunch breaks work similarly to rest breaks except that they are:

- 1) longer than rest breaks, and
- 2) the amount of time that you're on a lunch break is not paid time.

With the Children's Services Officer or your direct Supervisor's approval of the appropriate break time, employees are offered a lunch break for 30 minutes.

- Employees who work 5 or more hours a day are offered a lunch break.
- Employees or those who work 5 hours a day or less, do not get a lunch break.
- Employees who work over 10 hours in one shift are offered two lunch breaks.
- You must record your lunch break as unpaid hours on your timesheet.
- Lunch breaks are typically taken after the first 3-4 hours on the job, depending on your schedule. Children's Services staff lunch breaks will be at the discretion of the Children's Services Officer or your direct Supervisor. (this is to ensure we have adequate staff to children ratio in place)

### Emergency Breaks

We understand there are times when an employee has an emergency, such as when they feel ill, or have to take an urgent phone call. Talk to your Supervisor in these situations so that your emergency can be accommodated.

### Break Time Policy Violations

While our break time policy is generous, breaks will be monitored to ensure that work does not suffer. Therefore, we reserve the right to discipline any employee found abusing the break time policy by - taking too many breaks, taking breaks that are too long, disturbing staff that are not on break, or abusing the use of emergency break time.

### Restroom breaks

Employees can take reasonable toilet breaks, whenever they need to, as part of their workday.

## REQUEST TO WAIVE THE REST BREAK OR LUNCH BREAK



An employer may not insist that an employee work more than 5 consecutive hours without granting a 30 minute unpaid lunch break. The exception to this is, if it is feasible for the employee to eat during the performance of their work, and the employer permits them to do so.

I, \_\_\_\_\_ understand that the Langwarrin Community Centre Inc. offers a lunch break after working 5 consecutive hours. I am requesting not to take this time as offered. I also understand that at any time I wish to take the lunch break I will be allowed to do so.

\_\_\_\_\_  
Employees signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Witness

\_\_\_\_\_  
Date



## 1-028 Epidemic/Pandemic Policy

Version 3

Responsible Person: COM and Manager

Staff Involved: All Staff

Documents referred to: Australian Health Management Plan for Pandemic Influenza

Date that the policy was last updated or revised: September 2021

To be reviewed: every 12 months

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### INTRODUCTION

From time to time infectious diseases develop into epidemics or pandemics, and create increased risks for the community. These occasions require specific policies targeted at the particular disease in question and general efforts at preparedness.

The Langwarrin Community Centre wishes as far as possible to protect its clients, its staff, its volunteers, and the general public from infection or contagion by epidemics and/or pandemics.

The Langwarrin Community Centre will facilitate, through its policies and procedures, strategies designed to reduce risks to its clients, its staff, its volunteers, and the general public.

The Langwarrin Community Centre will comply with all directions from authorised public health officers and recognised medical authorities in relation to the epidemic or pandemic.

### PURPOSE

The purpose of this policy is to outline the strategies and actions that the Langwarrin Community Centre intends to take to prevent the transmission of infectious diseases that are epidemics or pandemics, and control the transmission of infectious diseases when a case/s is identified.

**For the purpose of this policy, infectious diseases** mean diseases caused by pathogenic microorganisms, such as bacteria, viruses, parasites or fungi; the diseases can be spread, directly or indirectly, from one person to another. This policy is focused on infectious diseases that are declared to be an epidemic or pandemic.

### SCOPE

This policy applies to:

- Committee of Management
- Staff
- Volunteers
- Clients
- Stakeholders
- Suppliers
- And any other person/s entering the Langwarrin Community Centre property

### POLICY

The Langwarrin Community Centre will as far as possible plan for and make advance preparations for the possibility that its operations will be affected by an epidemic or pandemic.

In the event of an epidemic or pandemic, the Langwarrin Community Centre will, as far as possible:

- Assist its clients, staff, volunteers and others, as relevant, to minimise their exposure to the illness concerned.
- Encourage and assist those who have reason to believe that they are at risk of contracting the epidemic or pandemic to obtain a diagnosis.
- Support employees, volunteers, contractors and clients to take reasonable precautions to prevent infection or contagion.
- Provide standard precautions such as personal protective equipment (e.g. hand sanitiser, masks, soap, and gloves).



- Maintain its services and operations throughout the period of concern, unless otherwise directed by authorised health officers.

In the event of an infectious disease being declared an epidemic or pandemic, the Langwarrin Community Centre requires people covered by this Policy to follow the advice issued from the World Health Organisation and/or the Australian Government; and to take the following precautions:

- Regularly and thoroughly clean your hands with an alcohol-based hand rub or wash them with soap and water.
- Maintain at least 1.5 metres distance between yourself and anyone who is coughing or sneezing.
- Avoid touching your eyes, nose and mouth, or shaking hands with others.
- Make sure you follow good hygiene, and encourage others to do the same. This means covering your mouth and nose with your bent elbow or tissue when you cough or sneeze, and disposing of used tissues immediately.
- Stay home if you feel unwell. If you are well enough to work but would like to minimise the risk of infecting others, ask the Manager whether you can temporarily work from home.
- Keep up to date on the latest hotspots (cities or local areas where the pandemic or epidemic is spreading widely). If possible, avoid traveling to places - especially if you are more at risk.
- If you are, or are likely to be contagious, notify the Manager as soon as possible. It may be necessary for you to self-isolate by staying at home until you recover.
- Seek medical advice promptly and follow the directions of your local health authority.

### **Leave and Flexibility**

The Langwarrin Community Centre recognises that staff may request, or require paid and unpaid leave when they are unwell, at risk of or vulnerable to infection, and at risk of infecting others.

Workers may make use of leave consistent with Langwarrin Community Centre's leave policy, relevant industrial instruments and the National Employment Standards (including access to unpaid leave).

The Langwarrin Community Centre may, at its discretion, direct those affected or reasonably at risk of being affected by the pandemic or epidemic, to remain away from the workplace or work remotely.

### **Notes**

In carrying out the procedures listed below, the Langwarrin Community Centre will be guided by the information and directions provided by local health authorities and the World Health Organisation, and its occupational health and safety obligations.

### **Above and beyond provisions**

- The Langwarrin Community Centre will subsidise any reasonable medical expenses incurred by any workers directed by the Langwarrin Community Centre to obtain medical clearance for the infectious disease before returning to work.
- The Langwarrin Community Centre will offer any permanent staff member who is diagnosed with the infectious disease in question additional - paid Epidemic Leave equivalent to one weeks' pay. This is to assist in covering any period the person is required to spend in quarantine or self-quarantine, presuming that person cannot carry out their duties remotely.
- In the event that the Langwarrin Community Centre is closed due to an infectious disease - Epidemic Leave will be paid equivalent to one weeks' pay. This is to assist staff financially when required to be in quarantine, presuming that person cannot carry out their duties remotely.
- Where possible during an epidemic or pandemic, the Langwarrin Community Centre will aim to provide workers with flexibility to attend medical appointments.

### **Related Documents**

Australian Health Management Plan for Pandemic Influenza ([AHMPPI](#))

[ACT - Australian Capital Territory](#)



[NSW - New South Wales](#)

[NT - Northern Territory](#)

[Qld - Queensland](#)

[SA - South Australia](#)

[Tas - Tasmania](#)

[Vic - Victoria](#)

[WA - Western Australia](#)

### **Legislation & Industrial Instruments**

*This policy & procedure is not intended to override any industrial instrument, contract, award or legislation.*

*Biosecurity Act 2015 (Commonwealth)*

*Fair Work Act 2009 (Cth)*

*Fair Work Regulations 2009 (Cth)*

Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016



## EPIDEMIC/PANDEMIC PROCEDURE

### **Responsibilities**

#### **The Manager is responsible for:**

- Nominating the Epidemic Officer.
- Ensuring that the organisation's Leave and Workplace Health and Safety policies are consistent with the intention of the Epidemic Policy
- Assessing the organisation's vulnerabilities, in the light of the epidemic or pandemic, to:
  - The Langwarrin Community Centres human resources.
  - The Langwarrin Community Centres suppliers of goods and services.
- In the event of an epidemic or pandemic:
  - Giving notice to staff, volunteers, clients, and any persons likely to be affected that epidemic or pandemic procedures are in effect.
  - Bringing into operation the epidemic or pandemic management procedures specified below.
  - Instituting any administrative measures necessary to reduce the impact of the vulnerabilities detailed above.

#### **Supervisors/Managers are responsible for:**

- Ensuring that staff and volunteers are aware of the epidemic procedures in effect at any time.

#### **Employees/Volunteers are responsible for:**

- Abiding by the epidemic procedures specified below, when informed by authorised staff that epidemic or pandemic procedures are in effect

#### **Clients/Stakeholders are responsible for:**

- Abiding by the epidemic procedures specified below, when informed by authorised staff that epidemic or pandemic procedures are in effect

#### **The Epidemic Officer is responsible for:**

- Working with the Manager on the preparation of a comprehensive epidemic plan.
- Advising the Manager on when epidemic procedures should be activated.
- Familiarising staff with recommended procedures regarding epidemic avoidance.
- Working with all sectors of the organisation to identify mission-critical staff and functions.

## PROCEDURES

The following procedures apply in the event of the Manager giving notice that epidemic or pandemic procedures are in effect.

### **Events**

- The Manager, with the advice of the Epidemic Officer, will consider on a continuing basis whether any events involving the attendance of staff or members of the public should be changed, rescheduled or cancelled to minimise the risk of infection.

### **Work procedures**

- The Manager, with the advice of the Epidemic Officer, will consider on a continuing basis whether:
  - It is necessary or appropriate for nominated staff/volunteers to work from home.
  - Staff/volunteer travel, (or other activities that may cause them to come into contact with other people in Australia or overseas) should be modified or terminated.
  - Arrangements for staff/volunteers who work with clients or the public should be modified to minimise risks for all parties.
  - The Manager, with the advice of the Epidemic Officer, may require any member of staff not to attend the workplace, and/or to work from home, or, if this is not feasible or appropriate, to take paid Epidemic Leave/Personal Leave/Annual Leave. Note: in the event that a staff member is on



leave at Managements request, and it is confirmed they are in good health - all leave entitlements will remain untouched.

- The Manager, with the advice of the Epidemic Officer, may require any member of staff to provide satisfactory evidence that they are fit to return to work.

#### **Contractors and suppliers**

- The Manager, with the advice of the Epidemic Officer, will consider on a continuing basis whether arrangements with existing contractors and suppliers need to be modified or supplemented to ensure uninterrupted service delivery.

#### **Health Messaging**

The Epidemic Officer shall familiarise staff/volunteers and others, as relevant, with recommended procedures on epidemic avoidance guidelines (e.g. handwashing, soap, coughing and sneezing) as appropriate.



## **1-029 Staff Leave Policy**

**Version 1**

**Responsible Person: Manager**

**Staff Involved: All**

**Documents referred to:**

**Date that the policy was last updated or revised: March 2021**

**To be reviewed every 36 months**

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### **POLICY STATEMENT**

Unless specified otherwise, employees referred to in this policy mean permanent full-time, or part-time employees.

All employees are entitled to leave in accordance with the Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016.

All planned leave has to be mutually agreed, and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence. Any documents regarding leave will be filed securely.

### **POLICY**

#### **Annual Leave**

Each employee is entitled to 20 days annual leave a year (pro-rata for part-time). Leave entitlements are calculated from the date they started work and accrue in accordance with workplace relations legislation or industrial instruments. Annual leave counts towards continuous service (used when calculating long service leave). Applications for annual leave need to be lodged a minimum of 2 weeks in advance.

An employee is expected to take accrued annual leave for business close down periods. If insufficient leave is accrued, Langwarrin Community Centre may direct an employee to take unpaid leave.

#### **Personal Leave and Carers Leave**

An employee is entitled to sick leave as per the Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016. This leave can also be taken as carers leave if required. Carers leave is available to an employee for the care or support of an ill family, or household member, or if an unexpected emergency affects a family or household member.

The employer can ask an employee to give evidence to confirm why they have been sick or away from work. If an employee doesn't give the employer evidence when requested, the employee may not be entitled to be paid for their sick or carers leave. An employee who has been on sick leave or carers leave in excess of one day, will be required to present satisfactory evidence for the absence for e.g - medical certificate/documentation or a statutory declaration. NOTE - Employees are entitled to one day of leave on three separate occasions within a 12 month period (the 12 month cycle is from commencement of employment), with the exception of before or after a Public Holiday - where evidence would be required.

Text messages and e-mails are not an acceptable method of notification. Other than in exceptional circumstances notification should be made personally to the Children's Services Officer or Manager by phone. An employee should notify his/her Manager as soon as possible if they are unable to attend work due to illness or injury or require carers leave. If the employee is unable to attend work the following day after being on leave, notification must be given at least 12 hours prior to your designated start time.

Employees are not paid for unused sick leave upon termination of employment.

#### **Compassionate Leave**

Compassionate leave is paid leave taken by an employee to spend time with a family member/member of the employee's household, who has a personal illness, or injury, that poses a serious threat to his/her life, or after the death of a family member/member of the employee's household.





Each employee is entitled to a period of up to five ordinary days paid compassionate leave for each occasion where a family member has died, or the employee needs to spend time with a seriously ill family member. Additional unpaid leave may be granted at management discretion.

### **Long Service Leave**

Employees are entitled to long service leave in line with the Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016.

Each employee accumulates 1.3 weeks per year of service, and may access this leave after 7 years of continuous service. If the employee leaves prior to 7 years, but after 5 years - long service leave will be paid out pro-rata.

Long Service Leave is calculated as follows:

- Where the time fraction has been constant, payment is made at that time fraction
- Where the time fraction has been varied, payment is based on either -
  - The average time fraction for the previous 12 months; or
  - The average time fraction for the previous 5 years; or
  - The average time fraction over the entire period of continuous service, whichever is the greater

Applications for long service leave need to be lodged a minimum of 4 weeks in advance.

### **Parental Leave**

Please refer to the Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016 for information regarding paid parental leave.

### **Time In Lieu**

The Langwarrin Community Centre will grant time in lieu to an employee who is required to work outside their normal hours. Time worked towards time in lieu must be approved in advance unless exceptional circumstances exist, in which case, management will consider granting approval after the time is worked.

Time in lieu will be recorded through the payroll system. An employee should take time in lieu within 3 months of accruing the leave. The Manager must approve time-in-lieu leave, and an employee cannot accrue more than 15 hours of time in lieu.

### **Leave without Pay**

Management has the discretion to approve leave without pay that an employee is not otherwise entitled to.

### **Jury Service or Witness Appearance**

An employee is entitled to full pay whilst attending court for jury duty or as a witness, less any amount received from the court by way of fee for attendance. The employee will need to provide an official request to attend, along with the details of attendance.

Other leave entitlements are listed in the Workplace Agreement.

**Please refer to the Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016 for more detailed information regarding all leave entitlements.**

# 1-030 Working from Home Policy

Version 1

Responsible Person: Manager

Staff Involved: All

Documents referred to:

Date that the policy was last updated or revised: September 2021

To be reviewed every 12 months

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## PURPOSE

To outline the policy for staff seeking to enter into a fixed-term or ad-hoc working from home arrangement. The policy and associated procedure assists staff to clearly set in place a working from home arrangement, as part of a staff member's overall negotiated flexible working arrangement.

## SCOPE

The policy applies to all staff of the Langwarrin Community Centre seeking to enter into an arrangement to carry out part of his/her duties from home, for a specified period of time.

## POLICY STATEMENT

The Langwarrin Community Centre is committed to policies and procedures which support flexibility in the workplace. It is recognised that there are circumstances where allowing a staff member to work regularly, or on an ad-hoc basis from home may assist the staff member to balance his/her work, health issues and/or family or other responsibilities.

However, the Langwarrin Community Centre also recognises that it is not always appropriate for a staff member to carry out part or all of his/her duties from home, and there are reasons why approval of a Working from Home Arrangement may be refused or limited.

In all cases where a staff member is seeking to enter into a Working from Home Arrangement, the staff member and the Manager must consult and take into account the following:

## Eligibility

Examine the request for a Working from Home Arrangement in the context of the:

- Victorian Equal Opportunity Act 1995;
- suitability of the staff member's job;
- reasons for the staff member wanting to work from home;
- ability of the staff member to complete the work within the agreed hours of work detailed in relevant Awards or Agreements;
- delegation of work from/to the staff member;
- effect on co-workers and participants of the Centre;
- proposed methods for monitoring and assessing the staff member's work;
- days and hours of the proposed Working from Home Arrangement in the context of the staff member's overall working days and hours, and in accordance with relevant Awards and Agreements;
- staff member having a suitable Home-Office or appropriate space; and
- equipment and resources necessary for the staff member to effectively work from home

## Suitability

The Manager should consider the general nature and requirements of the position, and the staff member's ability to work autonomously. A staff member who requires close supervision, or close interaction with other staff may not be suitable for the independent nature of a Working from Home Arrangement. Duties considered suitable for a Working from Home Arrangement may include; research, general administration, social media, policy writing, projects, report writing and planning. Such duties would usually be definable, office-based tasks involving minimal face-to-face contact with other staff, and/or participants of the Centre. Such duties should be ones which are unlikely to cause a risk to the staff member's health or safety. Duties involving manual handling are unlikely to be suitable for a Working from Home Arrangement.



Any Working from Home Arrangement must be able to be discharged during the agreed Hours of Work, as detailed in the relevant Awards or Agreements.

### **Carer Responsibilities and Medical Conditions**

A Working from Home Arrangement may assist the staff member to discharge carer responsibilities, or to manage a long term health issue. However, the staff member must be able to carry out his/her work at home, as efficiently and effectively as an equivalent staff member working on Centre premises.

Staff members seeking a Working from Home Arrangement to assist with the management of a long term health issue, must provide written advice from a recognised medical practitioner in the form of a letter or detailed medical certificate.

### **WorkCover**

A staff member who is Working from Home under an approved Working from Home Arrangement will be covered by the Langwarrin Community Centre's WorkCover insurance if performing Centre work, in accordance with the Working from Home Arrangement in their Home-Office or appropriate space.

### **Approval of a Working from Home Arrangement**

Each request for a Working from Home Arrangement will be considered on a case-by-case basis, and approved by the Manager, and in accordance with relevant Awards and Agreements.

The Working from Home Safety and Wellbeing Checklist must be completed and signed by the staff member and the Manager prior to commencement of working from home.



## Working from Home Safety and Wellbeing Checklist

|                        |  |
|------------------------|--|
| <b>Employee's Name</b> |  |
| <b>Phone Number</b>    |  |

### 1. Rationale for working from home

#### **Valid reasons for working from home**

*The reasons are valid and sufficient to consider working from home and:*

|  | Yes | No |
|--|-----|----|
| <i>Is not to be a substitute for child-care or dependent care although may support family responsibilities e.g. coordinate with school hours</i> |     |    |
| <i>It enables better balance of work/family/life etc. responsibilities which will enhance performance and commitment and/or reduce stress</i>    |     |    |
| <i>It represents a more productive way of working compared with current arrangements</i>   |     |    |

#### **Nature of work**

*The nature of the work and employee are suited to such an arrangement:*

|  | Yes | No |
|--|-----|----|
| <i>The work can be performed independently</i>   |     |    |
| <i>There are responsibilities e.g. people management/supervision which can feasibly be met by this arrangement</i> |     |    |

### 2. Work Environment

#### **Designated Work Area**

|   | Yes | No |
|---|-----|----|
| <i>A designated work/study area has been identified which provides sufficient clear space to enable the employee to have full range of movement required to work without risk of strain or injury</i> |     |    |
| <i>There are no trip hazards e.g. cabling, mats or clutter</i>  |     |    |

#### **Environmental Conditions**

|   | Yes | No |
|---|-----|----|
| <i>Lighting is adequate for the tasks being performed i.e. easy to see and comfortable on the eyes</i>  |     |    |
| <i>Glare and reflection can be controlled</i>   |     |    |
| <i>Ventilation and room temperature can be controlled, regardless of season i.e. the room temperature is comfortable and there is sufficient air flow</i> |     |    |
| <i>There is no excessive noise affecting the work area</i>  |     |    |
| <i>Non-smoking environment</i>  |     |    |
| <i>For all double storey homes, it is recommended that all work is undertaken on the ground floor, or same level where practicable</i>                    |     |    |
| <i>There are appropriate amenities e.g. kitchen and bathroom</i>  |     |    |



|  |  |  |
|--|--|--|
| <i>Stairs (if any) contain a continuous hand rail from top to bottom</i> |  |  |
|--|--|--|

### **Emergency Exit**

|  | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| <i>Path to the exit is reasonably direct</i>   |            |           |
| <i>Path to the exit is sufficiently wide and free of obstructions or trip hazards to allow unimpeded passage</i> |            |           |

### **Security**

|  | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| <i>Security is sufficient to prevent unauthorised entry by intruders</i> |            |           |

### **Electrical**

|  | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| <i>Power outlets are not overloaded with double adapters and power boards</i>  |            |           |
| <i>Earth leakage circuit protection is in place for work related equipment</i> |            |           |
| <i>Electrical cords are safely stowed</i>                                      |            |           |
| <i>Connectors, plugs and outlet sockets are in a safe condition</i>            |            |           |
| <i>Electrical equipment is free from any obvious external damage</i>           |            |           |

## **3. Workstation Set Up**

### **Work Surface**

|  | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| <i>The area of the work surface is adequate for the tasks to be performed i.e. similar work space to that used while in person at the office</i>     |            |           |
| <i>A document holder is used if transcribing information from hard copy to computer, or if referring to reference material for prolonged periods</i> |            |           |
| <i>The most frequently used items are within easy reach from the seated position</i>   |            |           |
| <i>There are no sharp contact points on the workstation or other equipment</i>   |            |           |

### **Chair**

|  | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| <i>The seat height, seat tilt, angle and back rest are all adjustable</i>  |            |           |
| <i>The chair has a five point base to ensure stability on the floor and it does not slip or roll on the floor</i>                                |            |           |
| <i>There is adequate lumbar support and padding</i>  |            |           |
| <i>The chair height is adjusted so that the feet are flat on the floor and knees are bent at right angles, with thighs parallel to the floor</i> |            |           |
| <i>The seat back is adjusted to support the lumbar curve of the lower back</i>   |            |           |
| <i>The seat pan tilt is adjusted so that the hips and tops of thighs are at right angles or slightly greater</i>                                 |            |           |



|   |  |  |
|---|--|--|
|   |  |  |
| <i>Chair arms are not present, or are low enough to easily clear the desk</i> |  |  |

#### **Desk**

|  | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| <i>The desk is at a suitable height</i>                          |            |           |
| <i>There is adequate leg room under the desk, and no clutter</i> |            |           |
| <i>A footrest is available if needed</i>                         |            |           |

#### **Keyboard and Mouse**

|  | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| <i>Keyboard to user distance allows user to relax shoulders, with elbows close to the body</i> |            |           |
| <i>Keyboard position is flat and in front of screen</i>  |            |           |
| <i>Mouse is placed directly next to the keyboard, fits hand comfortably and works freely</i>   |            |           |
| <i>Mouse is at the same level as the keyboard</i>  |            |           |

#### **Monitor**

|   | <b>Yes</b> | <b>No</b> |
|---|------------|-----------|
| <i>Monitor height is adjusted so top of the screen is level with, or at a slightly lower height than eye level - approximately 400mm above the work surface</i> |            |           |
| <i>Monitor is approximately arm's length from user</i>  |            |           |
| <i>Monitor is positioned to avoid glare, i.e. perpendicular to window or other strong light source</i>  |            |           |
| <i>Connectors, plugs and outlet sockets are in a safe condition</i>   |            |           |
| <i>Electrical equipment is free from any obvious external damage</i>  |            |           |

#### **Laptop (complete if applicable)**

|  | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| <i>A laptop stand is used to raise the laptop screen, such that it is the same height as the user's eyes</i> |            |           |
| <i>An external keyboard and mouse is used with the laptop</i>  |            |           |

### **4. Nature of Tasks**

#### **Physical Demands of Tasks**

|  | <b>Yes</b> | <b>No</b> |
|--|------------|-----------|
| <i>Safe Posture is adopted</i>   |            |           |
| <i>Any lifting, pushing or carrying type task is well within physical capacity i.e. my work does not involve physically heavy, overly repetitious or demanding tasks</i> |            |           |

#### **Work Practices**



|  | Yes | No |
|--|-----|----|
| <i>Wrists are kept straight and not supported on surface while typing</i>  |     |    |
| <i>Sitting posture is upright, or slightly reclined, with lower back supported</i>   |     |    |
| <i>The telephone is in easy reach from the seated position</i>   |     |    |
| <i>Long periods of continuous activity are broken by performing other tasks, changing position, standing up and stretching</i> |     |    |

## 5. Emergency procedures, incidents and check-in

### **Other**

|  | Yes | No |
|--|-----|----|
| <i>A procedure has been established to periodically confirm with the office workplace that the home worker is safe and well</i>  |     |    |
| <i>Telephone or other communication devices are readily available to allow effective communication in an emergency situation</i> |     |    |
| <i>Emergency contact numbers and details are known, i.e. for fire, ambulance or police</i>                                       |     |    |
| <i>Access to first aid supplies is available</i>   |     |    |
| <i>A smoke detector is installed in/near the designated work area, and is properly maintained</i>                                |     |    |
| <i>Any safety incidents will be reported using the business' incident reporting system</i>                                       |     |    |

### **Individual Factors**

|  | Yes | No |
|--|-----|----|
| <i>The employee's fitness and health is suitable to the tasks to be undertaken</i>   |     |    |
| <b>Important:</b> <i>Any special needs to ensure health and safety have been advised to the Manager and can be accommodated e.g. are there any pre-existing injuries, illness or disease that could be accelerated, exacerbated, aggravated, re-occur or deteriorate in performing the inherent requirements of the role - especially when working remotely from a home-based office</i> |     |    |

## 6. Remote Access

|   | Yes | No |
|---|-----|----|
| <i>A request for remote access to IT systems has been made, and approved by the Manager or cloud based systems are in place to allow remote working</i> |     |    |

## 7. Plan of the Home-based Office

|  | Yes | No |
|--|-----|----|
| <i>A plan/photograph of the home-based work office is attached to the checklist, and includes desk layout, power outlets, telephone and lighting</i> |     |    |



# CHILDREN'S SERVICES PROGRAM

## 1-900 Management of the Program Policy

**Version 4**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:**

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### POLICY STATEMENT

The Program will ensure that the financial administration, accounting, reporting processes and tasks are completed to the satisfaction of relevant government departments, the sponsor, parents and staff.

The Langwarrin Community Centre Incorporated is the sponsor body. Day to day management of the overall service lies with the LANGWARRIN COMMUNITY CENTRE INC. Manager. The day to day operation of the Program is the responsibility of the Children's Services Officer. The Child Care Supervisors are employed to operate the individual programs on a day to day basis.

### POLICY

The Committee of Management will ensure that the day to day management of the Service meets with the requirements set by the *Department of Education and Training, and the Department of Families, Fairness and Housing*.

### PROCEDURE

The Children's Services Programs are centrally administered at the Community Centre Site, 2 Lang Road, Langwarrin and provides school age care for children attending Langwarrin Park Primary School, Langwarrin Primary School, Woodlands Primary School and St. Jude's Primary School and the Early Childhood Programs as listed below.

Early Childhood Programs provided at the Centre are:

- Occasional Care
- Three Year Old Pre-Kinder

The Langwarrin Community Centre's Children's Services Programs operate on a non-profit basis.





## 1-901 Management Structure

*Version 4*

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

To be reviewed every 36 months

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Langwarrin Community Centre Inc.  
Committee of Management

LANGWARRIN COMMUNITY CENTRE INC.  
Centre Manager

Children's Services Officer  
Leading Educators  
School Holiday Program Coordinator

Child Care Educators  
Student Placements  
Work Experience Students



**Sponsor - Committee of Management**      **(Approved Provider)**

- The Committee of Management has overall responsibility for all aspects of the programs. This includes policy and program development, approval and expenditure of the budget.

**Centre Manager**      **(Person with Management and Control)**

- The primary role of the Centre Manager is to operate the Children's Services Program and to implement the Community Centre policy in relation to the Program. Other roles and responsibilities are as follows:
- To encourage participation and suggestions from parents and staff in the decisions regarding the Program operation, its policies and the fulfillment of its philosophy and goals
- To regularly review parent and staff needs in relation to the Program's operation, and where appropriate to lobby groups to ensure that these needs are met
- To develop and manage the finances of the Program and comply with the criteria set out by the relevant funding bodies
- Will report directly to the Committee of Management monthly

**Children's Services Officer**      **(Nominated Supervisor)**

- To be responsible for the day to day operation of the Children's Services Program
- To be actively involved in staff recruitment and the development of a positive work environment
- Monthly written report to the Committee of Management
- Supervision of all staff in the Children's Services Program

**Leading Educators**      **(Nominated Supervisor)**

- The Leading Educators, in conjunction with the Children's Services Officer are responsible for the day to day delivery and marketing of the individual programs and for supervision of their staff.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 7: Leadership and Service Management

Education and Care Services National Regulations (2012), Section 168



## 1-902 Enrolment Policy

Version 5

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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### ENROLMENT RECORD POLICY

All children must be enrolled in a Children's Program before receiving care. All children's enrolments are considered to be annual, and must be renewed at the beginning of each calendar year for care to continue.

### PROCEDURE

An enrolment record must be completed for each child who attends a Children's Program. The details on this record must be kept current and up-dated as necessary.

The enrolment process is accessed online via the My Family Lounge parent portal. Links to My Family Lounge (MFL) are listed on the Centre web site.

If no internet access is available, families will be provided with access to a computer at the Centre.

An Enrolment record must include the following information for each child:-

- Child's full name, address and date of birth, gender and language spoken in the child's home
- Name, address and contact details (home and work, mobile) of :
  - (i) Each known parent/guardians/authorised persons
  - (ii) Any person who is to be notified of an emergency involving the child if a parent/guardian cannot be contacted
  - (iii) Any person who is an authorised nominee. (A person who has been given permission, by a parent, to collect the child.)
- The cultural background of the child, and if applicable of the parents
- Any special considerations for the child for example cultural, religious or dietary requirements or additional needs
- The name, address and telephone number of the child's registered medical practitioner, or medical service
- Specific healthcare needs of the child including any medical condition or allergies, including whether the child has been diagnosed as at risk of anaphylaxis
- Medical management plans, or risk minimisation plans that have been developed
- If available the child's Medicare number
- An authorisation, signed by a parent or person named in the enrolment record as authorised to consent:
  - (a) To medical treatment for the child from a registered medical practitioner, hospital and ambulance service
  - (b) To allow transportation of the child by ambulance
  - (c) To be taken on regular outings. Children will be walked or transported via Centre bus to and from school
- Court orders, parent orders or parenting plans relating to powers, duties or responsibilities or authorities of any person in relation to the child, along with any court orders in relation to a child's residence or contact with a parent or other person

All parents will be provided with a copy of the Parent Handbook at enrolment.

Enrolments will be accepted providing:

- Maximum daily attendance does not exceed the licensed capacity of the service
- A vacancy is available for the booking required
- Educator to child ratio is maintained in each room

### WAITING LIST - PRIORITY OF ACCESS



## **POLICY**

The Program will maintain a waiting list for care in application date order, and in accordance with the Australian Government's Priority of Access Guidelines.

Any applications for enrolment received after all places are filled, will go onto a 'wait list'. At Managements discretion, children will be offered a place in the service as vacancies arise. The Children's Services Reception will contact the next family on the list.

Once an offer for a position has been made by the Centre, the family has 24 hours to accept or decline the offer. If no response is received after this time the offer will be deemed as declined.

If a family declines the offer but still wishes to remain on the waiting list, they will be transferred to the bottom of the waiting list.

[National Quality Standard for Early Childhood Education and Care 2011](#)

[Victorian Equal Opportunities Act 2010](#)

[Childcare Benefit](#)

[Privacy Act 1988 - \[www.comlaw.gov.au\]\(http://www.comlaw.gov.au\)](#)

This Policy should be read in conjunction with the following Langwarrin Community Centre documents:

- [Privacy and Confidentiality Policy](#)
- [Enrolment Procedure and Policy](#)
- [Fee Policy](#)
- [Grievance Policy](#)
- [Safety Policy](#)

## **EDUCATION AND CARE SERVICES NATIONAL AMENDED REGULATIONS**

[Quality Area 1: Educational Program and Practice](#)

[Quality Area 2: Children's health and safety](#)

[Quality Area 6: Collaborative partnerships with families and communities](#)

[Education and Care Services National Regulations \(2012\), Section 168](#)

## **CHILDRENS SERVICES REGULATIONS (2020)**

[Part 3 - Records, Division 3 - Child Enrolment Records-General, Regulation 31](#)

[Revised National Quality Standard](#)

[Department of Human Services \(Centrelink\)](#)



# 1-903 Bookings Policy

Version 7

Responsible Person: All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: September 2021

To be reviewed every 36 months

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## POLICY

The Children's Services Program:

OSHC requires all permanent bookings to be made in advance. OSHC casual users can manage bookings and absence notification via My Family Lounge (MFL) once their child is enrolled. If internet access is inaccessible users can contact OSHC Administration or Reception as late as the day of use to ensure a place.

Early Years children's programs, initial bookings are made prior to commencement with reception, and roll over from term to term for the calendar year.

## PROCEDURE OSHC

- All bookings must be made online via MFL or through OSHC Administration or Reception by phone or email
- Cancellations, changes or additions to bookings can be made online via MFL or if unable, with OSHC Administration or Reception between the hours of 9.00 am and 5.00 pm, or after hours via email - [oshc@langwarrincc.org.au](mailto:oshc@langwarrincc.org.au)
- Notification of cancellations of permanent bookings must be made 7 days in advance, or the full fee will apply. Cancellations for School Holiday Program require 7 days' notice in advance of the program commencing or the full fee will apply
- Families requiring emergency or casual care due to unexpected circumstances should contact the Centre by 3.00 pm on the day of care required
- For the safety of all children, notification of non-attendance MUST be given (this includes children who are collected from school early or are absent all day) otherwise additional fees will apply
- Full fees will apply for any absences not covered under Child Care Subsidy
- Permanent bookings will take precedence over casual bookings

## PROCEDURE EARLY CHILDHOOD PROGRAMS

- All bookings must be made with Reception by phone, email or in person
- Cancellation fees will apply if bookings are cancelled during term. If notice is given that a child will not be returning for the following term, no cancellation fee will apply
- Notification of an absence is made with reception
- Full fees will apply for any absences not covered under Child Care Subsidy
- Permanent bookings will take precedence over casual bookings

## EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Quality Area 6: Collaborative partnerships with families and communities

Education and Care Services National Regulations (2012), Section 168



# 1-904 Annual Administration Fee Policy

**Version 5**

**Responsible Person:** All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

To be reviewed every 36 months

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## **POLICY**

An administration fee is charged to families on an annual basis, this fee is non-refundable.

## **PROCEDURE**

- Families will be informed of the requirement to pay the administration fee.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &**

**EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Quality Area 6: Collaborative partnerships with families and communities

Education and Care Services National Regulations (2012), Section 168



# 1-906 Delivery and Collection of Children Policy

Version 6

Responsible Person: All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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## POLICY

A duty of care exists at all times the child/ren are attending the service. To ensure this safety, the service will provide a safe and secure environment for the delivery and collection of children.

## PROCEDURE

- All children are to be greeted by an educator on their arrival and the parent(s)/guardian(s) given any relevant information regarding the program
- The educator needs to make sure parent(s)/guardian(s) are aware of the correct method in which they need to sign their child/ren in using the electronic device to sign in electronically
- All parent(s)/guardian(s) will need to be able to provide photo identification when asked, upon collection of the child. Without photo identification the child cannot be collected from the program
- At any time, a parent(s)/guardian(s) is unable to collect a child, and an emergency contact is called to come and collect. The emergency contact must show photo proof of identity to educators upon request
- Children may only be collected by a legal guardian or a person nominated by a legal guardian who is over 18 years of age. Authorisation must be received from a legal guardian in writing and clearly state the name, address and telephone number of the nominated person who is being given authority to collect a child. In the event of an emergency, staff will follow the procedures in place for emergency situations in reference to the collection of children
- Routine head counts will be carried out throughout the sessions, and rolls will be called and marked on at least two occasions during the School Holiday Program

### All Children's Services Programs:

- The attendance record must be electronically signed which will record the time, and the person who delivers or collects the child to or from the program
- The Supervisor or an Educator will sign the child out for before school, and sign in on arrival after school
- In the event of no access to the internet, children will be signed in and out manually

### For the School Holiday Program:

The attendance record must be electronically signed which will record the time, and the person who delivers or collects the child to or from the program

### For children attending another Service within OSHC Time:

- Hand written and signed notes or an email from the parent/guardian/authorised person must accompany a child requesting to attend an outside activity within the Centre
- Educators will ensure that children attending another activity during OSHC time e.g. drama, etc., are signed in and out on the electronic device
- Children are required to notify the Child Care Supervisor of their return, and be re-signed in on the electronic device

## EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

National Regulations 84

National Quality Frameworks

Quality Area 2: Children's health and safety



Quality Area 6: Collaborative partnerships with families and communities

Education and Care Services National Regulations (2012), Section 168

**CHILDRENS SERVICES REGULATIONS (2020)**

Part 3 - Records, Division 2 - Attendance record kept by proprietor of a Children's Service, Regulation 29

Part 6 - Health and Welfare of Children, Division 1 - Collection of Children, Regulation 72





## **1-908 Insurance Policy**

**Version 4**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** September 2021

**To be reviewed every 36 months**

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### **POLICY**

Management will ensure that professional indemnity, public liability, building and contents, worker's compensation and any other necessary insurance is sufficient to cover the needs of the service, in line with State and Commonwealth Legislation.

### **PROCEDURE**

- The Committee of Management is responsible to ensure that the payments of all relevant insurances are made.
- Allocations will be made in the budget for all relevant insurances.
- This insurance will be paid on time.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

National Quality Standards using Children's Services Programs Policy and Procedure documents as a reference



# CHILDRENS SERVICES PROGRAM - Financial Management

## 1-909 Financial Management Policy

**Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** September 2021

**To be reviewed every 36 months**

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### POLICY

The Committee of Management is responsible for the financial planning and management of the Children's Services Program. The Children's Services Program will operate within the constraints of the financial budget.

### PROCEDURE

- The Centre Manager will prepare a budget each year outlining the anticipated income and expenditure of the Program for Committee of Management approval
  - Past financial year records will be used as a basis for developing the new budget
  - In the case of a surplus of funds, this money will be accrued to the following year and considered when developing the financial year budget
  - All financial records will be audited at the completion of the financial year
  - A cash flow will be developed to ensure the ongoing financial monitoring of the budget
  - All expenditure over \$500 will be approved by the Committee of Management
  - The Centre Manager will have overall responsibility for the day to day financial management of the Programs
- Committee of Management

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

Quality Area 1: Educational Program and Practice

Quality Area 6: Collaborative partnerships with families and communities

Quality Area 7: Leadership & Service Management

Education and Care Services National Regulations (2012), Section 168



## **1-910 Banking/Holding of Money Policy**

**Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every 36 months**

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### **POLICY**

Management will ensure that all money received by the Program is banked at least weekly.

### **PROCEDURE**

- Prior to banking, all money, including petty cash, will be held in a secure place under the direct control of the Centre Manager.
- A reconciliation of fees paid, receipts issued, fee records completed and a bank deposit slip will be completed when monies are prepared for banking.
- Petty cash, up to the limit set from time to time by the Committee, will be controlled and accounted for by the Centre Manager.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &**

**EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 6: Collaborative partnerships with families and communities

Quality Area 7: Leadership and Service Management

Education and Care Services National Regulations (2012), Section 168



# 1-912 Record Keeping Policy

Version 4

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: October 2021

To be reviewed every 36 months

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## POLICY

All legally required records will be maintained in a system that complies with requirements of the Department of Education and Training, and the Department of Human Services, and The Privacy Act 1988.

Management of this system will ensure the confidentiality of children/family records is maintained.

## PROCEDURE

- A daily electronic record of each child's attendance will be maintained by the Program. These records will be kept by the Program as specified by the relevant regulations/legislation.
- An accident, illness and medication book will be maintained by the Program. These documents will be kept by the Program for a period of 21 years. (Please note individual child accidents records must be kept until the child has turned 25 years of age.)
- Electronic records of permission to attend excursions are kept on record.
- A record will be kept of each family's fees paid and fees outstanding, in a form approved by Committee of Management, and which complies with funding requirements.
- The staff will ensure that statistical data is maintained and kept regarding the utilisation levels of the Program.
- All financial records, including records required for Childcare Subsidy financial accountability will be maintained by the Program as specified by the relevant regulations/legislation.
- Staff attendance records outlining sign in and out times will be maintained and kept on file as specified by the relevant regulations/legislation.
- Administration records will be securely stored electronically or in the designated office.
- Administration records will not be moved from the premises.

## EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

Quality Area 1: Educational Program and Practice

Quality Area 6: Collaborative partnerships with families and communities

Quality Area 7: Leadership and Service Management

Education and Care Services National Regulations (2012), Section 168

Public Record Office: [Homepage](#) | [PROV](#)

Privacy: [www.privacy.gov.au](http://www.privacy.gov.au)



# CHILDRENS SERVICES PROGRAM - Partnership with Families

## 1-913 Partnership With Families Policy

Version 4

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: October 2021

To be reviewed every 36 months

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### POLICY STATEMENT

The Langwarrin Children's Services Program is committed to working with families in a collaborative manner, in order to provide a high quality Child Care Program which meets the needs of children, families and the community. We understand that parents are the child's first teacher, and that parent participation and communication is critical to the success of the overall Program.

*"Services should provide for adequate parent and staff participation in the management and in the development of the services policies and programs."* Fascia, 2000

### POLICY

The Program actively encourages parental involvement in the development and management of the Program, and attempts to consider and act upon parental requests where possible and appropriate.

### PROCEDURE

- Management will call for nominations for membership of the Langwarrin Committee of Management on an annual basis.
- From time to time Sub Committee's will be developed to address specific issues relating to the Program.
- Annual evaluations will be conducted to allow families to have input into the future planning of the Program.
- Informal evaluations of the Program will occur throughout the year.
- Current information about community services and resources shall be made available to families, to support parenting and family welfare. This includes displaying information in the foyer and through newsletters.

### The Management is responsible to ensure that:

- Families are encouraged to participate in the programs where appropriate.
- If required family members have a Working with Children Check/Police Check, and any other relevant information prior to families working within our programs.
- Meaningful communication between the Management Committee, CSO, Educators, Parents and Children is an essential component of the successful day to day operation of the Centre.

### The Children's Services Officer has the responsibility to ensure that:

- Formal Evaluations are conducted to allow families to have input into the future planning of the service.
- Informal evaluations of the service occur throughout the year.
- Parents are encouraged to attend the service to observe and participate with their child prior to commencement of care.
- Families are encouraged to participate in ways that acknowledge and value diversity.

### Educators have the responsibility to ensure that:

- Family members are welcomed upon arrival.
- Families are treated with respect, and their concerns are listened to and acted on in a quick manner.
- Educators shall actively seek out and intergrate the ideas of parents/guardians into their programming and planning.
- When dropping children off, parents/guardians are encouraged to advise staff as to whether their child has any special requirements for the day ahead.



- Observations shall be maintained for each child and available for parents/guardians to access.
- Private Social Media Facebook Page is updated for families to view on a regular basis.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Education and Care Services National Regulations (2012), Section 168

National Quality Standard for Early Childhood and School Age Care and Education.



## **1-913A Parental Requests Policy**

### **Version 2**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every 36 months**

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### **PARENTAL REQUESTS**

Supervisors will consider all requests from families in regard to their children. Where a parental request cannot be fulfilled an explanation will be provided.

### **PROCEDURE**

- Discussions will be held with families in regard to the benefits of the experiences provided to the children in the service.
- Developmental advantages and disadvantages are explained to families when a request is made regarding their child to enable them to make an informed decision.
- Respect is given to families in regard their right to make decisions on behalf of their child.

### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 6: Collaborative partnerships with families and communities

Education and Care Services National Regulations (2012), Section 168



# 1-914 Confidentiality Policy

Version 4

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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## POLICY

The Langwarrin Community Centre's Children's Services Program is obligated by law, service agreements and licensing requirements to comply with the privacy and health records legislation when collecting personal information about individuals. All records and information about individual children, families, staff and management are kept in a secure place, and are accessed by or disclosed only to those people who need the information to fulfill their responsibilities at the service, or have a legal right to know.

## PROCEDURE

1. Personal information regarding children and families, will not be disclosed to other families within the Program or external persons.
2. All personal information regarding children and families will be held in a locked and secure place. Access will be restricted to the Children's Services Officer, Child Care Supervisors and the Centre Manager, along with Children's Services administration staff, and other Educators who require the information in the course of their duties.
3. Personal information includes; enrolment records, sign in/out forms, written authority for excursions, credit card details, Childcare Care Subsidy information, and children's developmental records. Personal information for each child and their family will be kept in a secure and accessible place.
4. The Program staff will respect parents/guardians rights to confidentiality when these rights do not conflict with the rights and safety of the children.
5. Information which is required for the daily operation of the Program and the wellbeing of children and staff, may be exchanged between staff members in the normal course of work, and will be treated confidentially.
6. No member of staff may give information on matters relating to children to anyone other than the custodial parent/guardian when that information has been obtained in the course of employment at the service. However, staff must give such information to a court of law if subpoenaed to do so. Notwithstanding these requirements, confidential information may be exchanged in the normal course of work with other staff members at the service, and may be given to the management when it is needed for the proper operation of the service, and the wellbeing of users and staff.
7. Members of staff, educators and administration staff will give information to the Department of Education and Early Childhood Development professionals (Children's Services Assessors) upon request, unless that child/family is under protection from the Victorian Police, in which case permission must be sought prior by the Victorian Police.
8. All matters discussed at staff meetings must be treated as confidential.
9. Information about staff members will be accessed only by the Manager/CSO, the individual staff member concerned, or administration staff if authorised by the Manager/CSO.
10. Staff will protect the privacy and confidentiality of other staff members by not relating personal information about another staff member to anyone, either within or outside the service.





11. Students/people on work experience/volunteers will not discuss staff/children or families at the service outside the service, nor will they ever use family names in oral, recorded or tutorial information.
12. Confidential conversations that staff/educators have with parents, or the CSO has with educators, will be conducted quietly away from others.
13. Langwarrin Community Centre will check all information for accuracy prior to using it.
14. Written consent must be attained for personal information, including photographs to be used or disclosed for any other purpose.
15. Protocol is followed to allow that documents are only kept for as long as needed, and then collected to be disposed of or shredded, using a professional secure document disposal service.
16. Staff/employee contracts include the confidentiality agreement, which is signed by staff on employment or when contracts are updated.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2010)

CCMS: Resource Manual - Privacy Restrictions

Child Care Service Handbook 2011 - 2012



## 1-915 Complaints Policy

Version 4

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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### **DISPUTES AND PERSONAL GRIEVANCES**

#### **POLICY**

All families and children have the right to have their concerns heard by the Supervisor. If a resolution has not been reached, then their concerns will be passed on to the Children's Service Officer and the Manager if necessary.

We value feedback from all families, as it assists in improving our customer service practices, by revealing areas that require changes or updates to our policies, procedures and behaviours.

The Centre appreciates that when people have a complaint, most want:

- To be heard
- To be taken seriously
- To be respected
- To be given an explanation
- To be given an apology (where appropriate)
- To achieve a resolution, or further action as soon as possible

The Centre is committed to ensuring that any complaints received are handled in a way that is responsive, fair, and courteous; and respects the privacy of the person making the complaint. In addition, we undertake to ensure we provide an explanation for any outcomes, or decisions we make in relation to the complaint received.

#### **PROCEDURE**

- Families and children are encouraged to discuss with Supervisors/Educators any complaints or concerns they have about the program or staff
- When receiving a complaint, staff will record the name and contact details of the complainant, and the full details of the complaint including the date this relates to
- The Supervisors will address all complaints and concerns promptly and respectfully
- The Supervisors will endeavour to respond to families/children verbally within 24 hours, and where needed in writing within 5 working days
- Complaints, which are not resolved to the families/child's satisfaction, will be referred to the Children's Services Officer within 2 days of the non-resolution of issue, then if unresolved to the Centre Manager/Committee of Management within 7 days after that time
- All complaints will be dealt with in a confidential manner, and will be documented
- If concerns or complaints are unresolved, the Department can be contacted :

Department of Education and Early Childhood Development  
Children's Services Advisors  
Southern Region  
These address and numbers are all on display at the service

- Educators are encouraged to voice any concerns, comments, suggestions and grievances promptly
- Staff are aware of and practice complaint and issue resolution protocols
- All complaints will be registered in the *Grievance/Complaint book* which tracks complaints made, progress on outcome and final resolution



- The person lodging the complaint /issue is kept informed of actions taken in response to their concerns

If unable to resolve the issue, mediation may be sought from a third external party.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2012), Section 168.

Employment Award and National Employment Standards available on [www.fairwork.gov.au](http://www.fairwork.gov.au)

Occupational Health and Safety Act 2004

**CHILDRENS SERVICES REGULATIONS (2020)**

Part 8 - General/Complaints, Regulation 105



# 1-916 Communications Policy

Version 4

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: October 2021

To be reviewed every 36 months

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## POLICY

The Program will provide information to families on a regular basis via a range of methods; these include:

- Telephone communication.
- Visual display via plasma screen in Centre Foyer.
- Face to Face conversations.
- Emails to individuals.
- Emails to families.
- Annual parent survey.
- Newsletters.
- Noticeboards.
- Social Media.
- Parent Suggestion box.
- Community Events.

## Parents and staff members

- To develop a positive and open relationship between parents and staff.
- To support the parents in caring for their children.
- To support the staff in caring for the children.
- To help staff increase their understanding of the children, and support staff in caring for the children through open channels of communication.

## PROCEDURE

### COMMUNICATION WITH PARENTS

- Information on the Centre's philosophy, policies, procedures and parent handbook are given to new and prospective families, to assist them in finding care that is appropriate to their needs.
- Newsletters and notices will be issued to families, as they become available.
- Parents are requested to read the notice boards and planning sheets displayed in the Program, in order to keep informed of activities offered.
- The Child Care Supervisors are available to discuss Centre Programs and activities at any time.
- Families wishing to discuss matters of a more confidential nature are encouraged to make an appointment with the Supervisor/Children's Services Officer.
- The Program will access the translation and interpreter service for families who cannot speak or read English.
- Every effort will be made to open the channels of communication, to ensure the needs of the parents and staff are being met. Communication books are used in all programs.
- Educators will initiate and facilitate regular communication with parents/guardians.
- Parents will be provided with feedback regarding their children's progress.
- All communication will occur in a respectful and courteous manner.
- Families are to notify the Program Supervisor of all relevant information about the child's health, development and personal/family information.

## Educators have the responsibility to ensure that:

- They will endeavour to learn about the families, names, background etc.
- Family members are welcomed on arrival to the program, and acknowledged at pick up time.



- Families are treated with respect, and their concerns are listened to and acted on in a timely manner.

**COMMUNICATION WITH CHILDREN:**

- Educators are expected to be committed to treating all children in a respectful, positive manner at all times.
- We insist that all educators learn the children's first names, and address them individually as they arrive at the program.
- The key to good communication with children is to be a good role model, and to listen respectfully and actively when they communicate with you.
- All communication with children is expected to be phrased in a positive manner.
- Educators are asked to look for the best in all children, and encourage them to value and accept themselves for who they are.

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)



# 1-918 Custody Collection of Children

Version 8

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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## Rationale

*"To ensure that a child is collected from a children's service by people who have the legal responsibility for caring for the child, it is important that child carers are aware of the different responsibilities that adults may have regarding a child."*

DHHS & Victorian Legal Aid (1999)

## POLICY

All parents and authorised persons have access to the Children's Services Program and their children at all times, unless relevant Court Orders are held by the Program that specify otherwise, or permitting the parents entry would pose a risk to the safety of the children and staff.

## PROCEDURE

The Educators have a responsibility to ensure that:

- A copy of all Court Orders in relation to custody and access/restraint is provided to the Program upon enrolment or as obtained. These documents will be attached to the child's record, and treated confidentially
- Parents need to notify the Program of any changes to these documents as soon as they occur
- If the Program does not have a copy of the Court Order, it will assume that both parents have equal custody of the child - therefore both have access

## REFUSAL OF AUTHORISATION FOR A CHILD TO LEAVE THE CENTRE

In the event that a parent breaks a Court Order and seeks access to the child, the parent with custody entitlements will be contacted immediately, the staff will attempt to stall the parent from taking the child and then the police will be contacted.

If a situation arises that an Educator feels is dangerous, or life threatening, they are to co-operate with the demand of the person, and attempt to discreetly gain the attention of another Educator to call the police.

Under no circumstances is an Educator to put themselves or any other Educator, children or families in the service at risk.

It must be clearly explained to parents that without a Court Order, very little can be done about a child being taken from the service.

In the event of an authorised person who is not in a fit and proper state attempting to collect a child, Educators will contact another authorised person and/or the police if necessary in order to protect the child.

Policy states that minors are not permitted to collect children from the Programs.

## EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Quality Area 6: Collaborative partnerships with families and communities

DHHS & Victorian Legal Aid, January 1999, Legal Aspects of Child Care., can be obtained on DHHS web site [www.dhhs.vic.gov.au](http://www.dhhs.vic.gov.au)



## **CHILDRENS SERVICES REGULATIONS (2020)**

Part 3 - Records, Division 3 - Child enrolment records - general, Regulation 31 (f)



# 1-918A Arrangements for the Delivery and Collection of Children Policy

Version 9

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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## Rationale

*"To ensure that a child is collected from a children's service by people who have the legal responsibility for caring for the child, it is important that child carers are aware of the different responsibilities that adults may have regarding a child."*

DHHS & Victorian Legal Aid (1999)

## POLICY STATEMENT

We aim to ensure the protection and safety of children, staff members and families accessing the Service. Educators and staff will only release children to an authorised person verified on the individual child's enrolment form. The daily sign in and out register will be used to determine who is present at the Service in case of emergencies. All parents and authorised persons have access to the Children's Services Program and their children at all times, unless relevant Court Orders are held by the Program that specify otherwise, or permitting the parents entry would pose a risk to the safety of the children and staff.

## PROCEDURE

**The Children's Services Officer has a responsibility to ensure that:**

- All children being dropped off at a venue are greeted by an educator and ensure the parent(s)/guardian(s) are aware of any new developments in the daily program that they need to be aware of, including upcoming excursion days
- Educators need to ensure parent(s)/guardian(s) are greeted and are aware of the correct method in which they need to sign their child/children in and out using the Children's Services Program daily attendance electronic register
- All parent(s)/guardian(s) will need to be able to provide photo identification when asked, upon collection of the child. Without photo identification the child cannot be collected from the program
- Educators are to check the name on the photo ID against the list of approved persons to collect a child, and sign the attendance roll in completion. A person is not allowed to collect a child if they do not have ID, or if the ID does not match the authorisation list
- On enrolment, parents are to provide the names of people who are authorised to have contact with their children, and who can collect them from the service. This is done to ensure the safety of all children. At any time when a parent(s)/guardian(s) is unable to collect a child, and an emergency contact is called to come and collect. The emergency contact must show photo proof of identity to staff upon request
- Families will be reminded on arrival and departure to sign their child/children into/out of the Service
- Should families forget to sign their child/children in, National Regulations requires the nominated supervisor to sign the child in and out
- In the case of a separated family, either biological parent is able to add a contact in writing unless a Court Order is provided to the Children's Service Officer stating that one parent has sole custody and responsibility
- No child will be withheld from an authorised contact or biological parent named on the enrolment form, unless a current Court Order is on file at the service
- In the case of a particular person being denied access to a child, the service requires a written notice from a Court of Law. Educators will attempt to prevent that person from entering the service and taking the child, however the safety of the educator is also important and they will not be expected to physically prevent any person from leaving the service. In this case the parent with custody will be contacted along with the local police. The Court Order overrules any requests made by parents to adapt or make changes.
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 18 to collect children





- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
  - Discuss their concerns with the person, if possible without the child being present
  - Suggest they contact another parent or authorised nominee to collect the child
  - Educators will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child, but must consider their obligations under the relevant child protection laws
- If the supervisor cannot confirm that the person trying to collect the child is authorised to have access to the child, then the Children's Services Officer will be notified immediately, and under the Children's Services Officer discretion the police may be contacted
- Langwarrin Community Centre Children's Services policy is that all guardians that sign a child out of a service must be over the age of 18 years; and no child is able to sign them self out, even with parental permission.
- Verbal permission over the telephone may be provided to staff to allow another person to collect their child from care-- **This must be followed up with a written confirmation via email, with the full name, address and phone number of the person nominated to collect.** They must provide their contact number for verification of this change in plans, and it must be documented by the educator. Educators should request from parents a description of the person if unknown to them. Identity is to be verified and checked by way of drivers licence or other photo id.
- Parents/guardians cannot sign once for two or more children, they are required to be signed out individually
- Routine head counts will be carried out throughout the day, and rolls will be called and marked on at least two occasions over the day
- The Children's Services Officer will notify supervisors if administration has made them aware of any changes to an enrolment, or if a child is ill, or has changed a day that they are attending
- At the end of each day educators will check the premises including outdoors and indoors, to ensure that no child remains on the premises after the service closes
- Children may leave the premises in the event of an emergency, including medical emergencies
- Details of absences during the day will be recorded

#### For children attending another Service within OSHC Time

- An email or hand written and signed notes from the parent/guardian/authorised person must accompany a child requesting to attend an outside activity within the Centre
- Educators will ensure that children attending another activity during OSHC time e.g. drama, etc., are signed in and out on the electronic register
- Children are required to notify the Child Care Supervisor of their return and be re-signed in on the electronic register

#### **VISITORS**

To ensure we can meet Work Health and Safety requirements, and ensure the safety of our children, individuals visiting our service must sign in when they arrive at the service, and sign out when they leave. It is also a requirement of the National Regulations that visitors are not left alone with children at any time.

#### **LATE COLLECTION OF CHILDREN**

- If there are children still present at the Service upon closing, a minimum of two Educators will be present

#### **Instruction to parents;**

- "Please remember that our Educators have families to go home too, and their own children to collect by a designated time. If you are late to collect your child two Educators have to stay behind, and therefore both have to be paid overtime. To cover this, a late fee of \$3.00 per minute will be charged
- If you know that you are going to be late, please notify the Service and make arrangements for someone else to collect your child
- If you have not arrived by 6:30 pm you will be contacted. If we are unable to contact you and your child has not been collected, we will call alternative contacts as listed on your enrolment form to organise the collection of your child by one of them



- If staff are unable to contact parents/guardians or emergency contacts by 7.00 pm (30 minutes after closing) staff will inform the Children's Services Officer or the Manager, who will then contact the police and ask for assistance in locating parents/guardians or emergency contacts
- If a child has not been collected by 7.30 pm (60 minutes after closing) the Children's Services Officer or the Manager will:
  - Contact DFFH, Family services division for an officer to collect the child
  - Notify the police that DFFH has collected the child
  - Post a message on the front door of the Centre that DHHS has collected their child, with instructions on who to contact for information regarding the child
  - Complete an incident report

#### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &**

#### **EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: Children's health and safety - 2.3 Each child is protected

Regulation 99: Delivery and Collection of Children

#### **CHILDRENS SERVICES REGULATIONS (2020)**

Part 6 - Health and Welfare of Children, Division 1 - Access to and removal of children from the premises, Regulation 72



# 1-919 Child Protection Policy

Version 8

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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## CHILD PROTECTION

### Rationale

*"Children have the right to protection from physical, emotional, verbal and sexual abuse and neglect" FACSIA 2000.*

*"Children have the right to be physically and emotionally safe at all times" (Responding to abuse - DHS July 2003)*

Staff working with children take on a duty of care to ensure that all children are safe from harm.

### POLICY

The health and welfare of all children in care is paramount. The Program will act on behalf of children to protect their rights to safety and security in accordance with Section 64 of the Children and Young Persons Act 1989.

*"From a child protection perspective, using the term 'harm' instead of 'abuse' helps to focus on the effects on the child rather than the actions of the adult. This distinction becomes important when undertaking an assessment of the child's ongoing safety and wellbeing, as well as the parents' capacity to protect the child." (Responding to Abuse - DHS July 2003)*

### PROCEDURE

- The Program will comply with State Government regulations in regard to the mandatory reporting of suspected Child Abuse
- All information regarding these matters is held confidential
- Educators receive training on reporting suspected harm of a child. This training helps Educators when a child or person known to the child discloses harm, and what to do if they notice unusual behaviour of a child relevant to their age
- If Educators are concerned about a child's health and welfare they are required to document their concerns and discuss them with the Children's Services Officer in the first instance, then the Manager
- Educators are mandated to report suspected harm of a child. If an Educator suspects harm of a child they are to contact the Children's Services Officer who will support the Educator in reporting the suspected harm. Mandatory Reporters are not required to prove the abuse has occurred

### Helping the Child

If a child discloses that they have been harmed, it is paramount that the Educator remains calm and supportive of the child. It is important to not ask the child any questions, but to listen actively to the child. At the earliest convenience the Educator is to report the disclosure to the supervisor, and the Children's Services Officer who will then support the staff member in making a report to child protection.

## CHILD PROTECTION



## Procedure

### In cases of actual or suspected child harm:

1. Any case of actual or suspected harm is reported **immediately to the Program Supervisor/Children's Services Officer.**
2. Detailed records of educator's concern to be kept with specific details of incidents, injuries, suspicions, conversations with child /parent/others and any other relevant information. You can never keep too much information.
3. The Program Supervisor will help staff to make a report to Child Protection.

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

| Step 1<br>Responding to concerns   | Step 2<br>Forming a Belief on Reasonable Grounds   | Step 3<br>Making a referral to Child FIRST   | Step 4<br>Making a report to Child Protection   |
|--|--|--|---|
| <p>If your concerns relate to a child in need of immediate protection; or you have formed a belief that a child is at significant harm<br/><b>Go to Step 4</b></p> <p>If you have significant concerns that a child and their family need a referral to Child FIRST for family services<br/><b>Go to step 3</b></p> <p>In all other situations<br/><b>Go to step 2</b></p> | <p>Consider the level of immediate danger to the child. Ask yourself have I formed a belief that the child has suffered or is at risk of suffering significant harm?<br/><b>YES/NO</b></p> <p>Am I in doubt about the child's safety and the parent's ability to protect the child?<br/><b>YES/NO</b></p> <p>If answered yes to a) or b)<br/><b>Go to step 4</b></p> <p>If you have significant concerns that a child and their family need a referral to Child FIRST for family services.<br/><b>Go to Step 3</b></p> | <p>Child Wellbeing referral<br/>Contact your local Child First provider.<br/>Have notes ready with your observations and child and family details.</p> | <p>Mandatory/Protective Report<br/>Contact your local Child Protection Intake provider immediately<br/>Check your step by step guide at the service to get the local child protection phone number<br/><b>For After Hours Child Protection Emergency Services call 13 12 78</b><br/>Have notes ready with your observations and child and family details.</p> |

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

Quality Area 2: Children's health and safety

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)



# 1-1001 Acceptance and Refusal of Authorisation Policy

Version 2

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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*Under the National Law and Regulations, early childhood services are required to obtain written authorisation from parents/guardians, and authorised nominees in some circumstances, to ensure that the health, safety, wellbeing and best interests of the child are met.*

## PURPOSE

We aim to ensure that all educators, staff and volunteers are consistent in how authorisations are managed, and what constitutes a correct authorisation and what does not, which consequently may lead to a refusal.

## POLICY

Our service will ensure we comply with the current Education and Care Services National Regulations, which require parent or guardian authorisation to be provided in matters, which include:

- Administration of medication
- Administration of medical treatment, dental treatment, general first aid products and ambulance transportation
- Excursions including regular outings
- Incursions
- Taking of photographs by people who aren't educators
- Water based activities
- Enrolment of children, including naming of authorised nominees, and persons authorised to consent to medical treatment, or trips outside the service premises

## Management will ensure:

- That the service has an acceptance and refusal authorisation policy in place, which is to be adhered to and maintained by educators at all times
- Parent/guardians are provided with a copy of relevant service policies
- That all staff follow the policies and procedures of the service
- That all parents/guardians have completed the authorised person's section of their child's enrolment form, and that the form is signed and dated before the child is enrolled at the service
- That permission forms for excursions are provided to the parent/guardian or authorised person prior to the excursion (refer to Excursion Policy)
- Attendance records are maintained to account for all children attending the service
- A written record of all visitors to the service, including time of arrival and departure, and reasons for visit
- Where a child requires medication, to be administered by educators/staff, that this is authorised in writing, signed and dated by the parent/guardian or authorised person and included with the child's record. (Refer to Administration of Medication Policy)
- Educators/staff do not administer medication without the authorisation of parent/guardian or authorised person, except in the case of an emergency, including an asthma or anaphylaxis emergency (refer to Administration of Medication Policy, Incident, Injury, Trauma and Illness Policy, Emergency and Evacuation Policy, Asthma and Anaphylaxis Policy)
- Educators and staff allow a child to participate in excursion only with the written authorisation of a parent/guardian or authorised person
- Educators/staff allow a child to depart from the service only with a person who is the parent/guardian or authorised person, or with the written authorisation of one of these, except in the case of a medical emergency or an excursion (Refer to Delivery and Collection of Children Policy)
- There are procedures in place if an inappropriate person attempts to collect the child from the service (refer to Delivery and Collection of Children Policy)



**A Nominated Supervisor/ Certified Supervisor will:**

- Ensure documentation relating to authorisations contains:
  - The name of the child enrolled in the service;
  - Date;
  - Signature of the child's parent/guardian and nominated contact person who is on the enrolment form;
- Keep all authorisations relating to children in their enrolment record
- Exercise the right to refusal if written or verbal authorisations do not comply with National Regulations. If an authorisation is refused by the service, it is best practice to document:
  - The details of the authorisation
  - Why the authorisation was refused
  - Actions taken by the service. For example: if the service refused an authorised nominee named in the child's enrolment record to collect the child from the service, as they were under the influence of alcohol, what action was taken to ensure that the child was collected. (Refer to Refusal of Authorisation Record)
- Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. In accordance with National Regulations and Standards, the service can administer medication without authorisation. In these cases, Management will be required to contact the parent/guardian as soon as practicable after the medication has been administered
- Follow the policy and procedures of the service
- Ensure that medication is not administered to a child without the authorisation of a parent/guardian or authorised person, except in the case of an emergency, including an asthma or anaphylaxis emergency (refer to Administration of Medication Policy, Incident, Injury, Trauma and Illness Policy, Emergency and Evacuation Policy, Asthma and anaphylaxis Policy)
- Ensure a child only departs from the service with a person who is the parent/guardian or authorised person, or with the written authorisation of one of these, except in the case of a medical emergency or an excursion (refer to Delivery and Collection of Children Policy)
- Ensure a child is not taken outside the service premises on an excursion except with the written authorisation of a parent/guardian or authorised person
- Inform the Approved Provider when a written authorisation does not meet the requirements outlined in the service policies

**Educators will:**

- Follow the policies and procedures of the service
- Check that parents/guardians sign and date permission forms for excursions
- Check that parents/guardians or authorised persons sign their child/ren in and out electronically as their child arrives and departs from the service
- Administer medication only with the written authorisation of a parent/guardian or authorised person, except in the case of an emergency, including an asthma or anaphylaxis emergency
- Allow a child to participate in an excursion only with the written authorisation of a parent/guardian or authorised person
- Allow a child to depart from the service only with a person who is the parent/guardian or authorised person, or with the written authorisation of one of these, except in the case of a medical emergency or an excursion
- Follow service procedures if an inappropriate person attempts to collect a child from the service
- Inform the Approved Provider when a written authorisation does not meet the requirements outlined in service policies

**Families will:**

- Read and comply with the policies and procedures of the service
- Complete and sign the authorised person section of their child's enrolment form before their child commences at the service
- Electronically sign and date permission forms for excursions



- Electronically sign the attendance record as their child arrives and departs from the service
- Provide written authorisation where children require medication to be administered by educators/staff, including signing and dating it for inclusion in the child's medication records

### Authorisation Requirements

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

|   |  |
|---|--|
| <b>Administration of medication:</b>  | <ul style="list-style-type: none"> <li>▪ <i>The name of the child</i></li> <li>▪ <i>The authorisation to administer medication, signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication</i></li> <li>▪ <i>The name of the medication to be administered</i></li> <li>▪ <i>The time and date the medication is to be administered</i></li> <li>▪ <i>The dosage of the medication to be administered</i></li> <li>▪ <i>Whether the medication is to be self-administered, such as Ventolin or Insulin</i></li> <li>▪ <i>Method</i></li> <li>▪ <i>The reason for the medication</i></li> <li>▪ <i>The period of authorisation from and to</i></li> <li>▪ <i>The date the authorisation is signed</i></li> <li>▪ <i>From its original container before the expiry or use-by date</i></li> <li>▪ <i>In accordance with any instructions attached to the medication or provided by a registered medical practitioner</i></li> <li>▪ <i>Have a second person checking the dosage of the medication and witnessing its administration</i></li> <li>▪ <i>Educator administering medication and witness must write their full name and sign the medication record</i></li> <li>▪ <i>Details of the administration must be recorded in the medication record</i></li> </ul> |
| <b>Medical treatment of the child including transportation by an ambulance service (included and authorised initially as part of the child's enrolment record):</b> | <ul style="list-style-type: none"> <li>▪ <i>The name of the child</i></li> <li>▪ <i>Authorisation to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service</i></li> <li>▪ <i>Authorisation for the transportation of the child by an ambulance service</i></li> <li>▪ <i>The name, address and telephone number of the child's registered medical practitioner, or medical service and if available the child's Medicare number</i></li> <li>▪ <i>The name of the parent or guardian providing authorisation</i></li> <li>▪ <i>The relationship to the child</i></li> <li>▪ <i>The signature of the person providing authorisation and date</i></li> </ul>  |
| <b>Emergency Medical Treatment (included and authorised initially as part of the child's enrolment record or as updates during enrolment):</b>                      | <ul style="list-style-type: none"> <li>▪ <i>The Service is able to seek emergency medical assistance for a child as required without seeking further authorisation from a parent or guardian in the case of an emergency (i.e. medical practitioner, ambulance or hospital) including for those emergencies relating to asthma and anaphylaxis</i></li> </ul>  |
| <b>Collection of children (included and authorised initially as part of the child's</b>   | <ul style="list-style-type: none"> <li>▪ <i>The name of the child</i></li> <li>▪ <i>The name of the parent or the guardian of the child or the authorised nominee on the enrolment form providing</i></li> </ul>   |





|  |   |
|--|---|
| <b>enrolment record or as updated during enrolment):</b> | <p><i>authorisation</i></p> <ul style="list-style-type: none"> <li>▪ <i>The name of the person/s authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises</i></li> <li>▪ <i>The relationship to the child of the persons authorised to collect the child from the premises</i></li> <li>▪ <i>The signature of the person providing authorisation and date</i></li> <li>▪ <i>Identification corresponding to the child's enrolment form of authorised person</i></li> </ul> |
|--|---|

|   |   |
|---|---|
| <b>Excursions<br/>(Including regular outings)</b> | <p><i>If the excursion is a regular outing, the authorisation is only required to be obtained once in a 12 month period, otherwise;</i></p> <ul style="list-style-type: none"> <li>▪ <i>The name of the child</i></li> <li>▪ <i>The date of the excursion (if not for a regular outing)</i></li> <li>▪ <i>The reason for the excursion</i></li> <li>▪ <i>The proposed destination for the excursion</i></li> <li>▪ <i>The method of transport to be used</i></li> <li>▪ <i>The route to be taken to the excursion and returned</i></li> <li>▪ <i>The activities to be undertaken by the child during the excursion</i></li> <li>▪ <i>The period the child will be away from the premises</i></li> <li>▪ <i>The anticipated number of children likely to be attending the excursion</i></li> <li>▪ <i>The ratio of Educators attending the excursion to the number of children attending the excursion</i></li> <li>▪ <i>The number of staff members and any other adults who will accompany and supervise the children on the excursion</i></li> <li>▪ <i>That a risk assessment has been prepared and is available at the service</i></li> <li>▪ <i>That a risk management plan has been prepared and is available</i></li> <li>▪ <i>The name of the parent or guardian providing authorisation</i></li> <li>▪ <i>The relationship to the child</i></li> <li>▪ <i>The signature of the person providing authorisation and date</i></li> <li>▪ <i>Any water hazards and risks associated with water based activities</i></li> <li>▪ <i>The items that should be taken on the excursion</i></li> </ul> |
|---|---|

|                                      |   |
|--------------------------------------|---|
| <b>Confirmation of Authorisation</b> | <ul style="list-style-type: none"> <li>▪ <i>All authorisation forms received (other than the initial enrolment form) from parents or guardians are to be checked for completion and checked that the authoriser (name and signature) is the nominated parent or guardian on the enrolment form</i></li> </ul> |
|--------------------------------------|---|





|  |  |
|--|--|
|  | <ul style="list-style-type: none"><li>▪ <i>If incomplete or inappropriately signed, the authorisation form should be returned to the parent or guardian for correction</i></li><li>▪ <i>Unless confirmation has been proven, the activity will be suspended for the child's participation until the form has been completed and authorised correctly</i></li></ul> |
|--|--|

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: 2.3.1, Children are adequately supervised at all times

Quality Area 2: 2.3.2, Every reasonable precaution is taken to protect Children from harm and any hazard likely to cause injury

**Education and Care Services National Regulations (2012)**

Regulation: 92 - Medication Record

Regulation: 93 - Administration of medication

Regulation: 99 - Children leaving the education and care service

Regulation: 102 - Authorisation for excursions

Regulation: 160 - Child enrolment records to be kept by approved provider

Regulation: 161 - Authorisation to be kept in enrolment record

Regulation: 168 - Education and care services must have policies and procedures



# CHILDRENS SERVICES PROGRAM - The Children's Program

## 1-920 Educational Program and Practice

Version 4

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012) and Education and Care Service National Regulations (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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### POLICY STATEMENT

The Langwarrin Children's Services Program is committed to nurturing and extending each child's social, physical, emotional and intellectual development in a child-friendly, supportive and fun environment. The Program recognises the United Nations Declaration of the Rights of the Child (1959) and strives to see that the principles stated in the declaration are observed through policy and practice.

### THE PROGRAM

#### POLICY

The Children's Services Program will offer a planned, flexible and balanced program, which will respond to children's interests, needs and stages of development. Children will be actively involved in all program planning, implementation and evaluation process.

The program will be developed in collaboration with children, parents and staff.

Educators are required to base their educational programs on an approved learning framework. The approved frameworks that outline practices, support and promote children's learning are: VEYLDF, MYTOP and EYLF. It means program staff are recognised as Educators and programming will involve more intentional teaching with a stronger focus on educational learning through play.

#### PROCEDURE

- The Children's Services Officer, Supervisor and Educators will be responsible for the development of the program, and for creating an atmosphere and environment responsive to the needs of each individual child, and to the group as a whole which reflects the philosophy and goals of the service
- The Children's Services Officer is the Nominated Supervisor for all programs, and each program will have a Supervisor as the person In-charge. The Children's Services Officer is also the Educational Leader for the program. The supervisors, together with the Children's Services Officer, will make up the Educational Leadership team. Supervisors will also be the Nominated Supervisor when required.
- Educators will be provided with opportunities to further their knowledge of child development theories and practice
- The basis for all programming and children's program will be undertaken using the National Quality Standards - Quality Area 1: Education program and practice as a guide. The National Framework for School Aged Care (My Time, Our Place) and the Victorian Early Year's Learning Development Framework (VEYLDF and EYLF) will also be utilised
- All educators will be encouraged to explore and use good quality resources, and training to offer fresh experiences for children, and to further their own professional development and skills
- The programs will be balanced, providing a range of indoor/outdoor experiences, quiet/active times and settings, structured/unstructured activities, and opportunities to learn and practice life and social skills
- Programs will include opportunities that foster and enhance:
  - friendships between children
  - individual child/staff interactions
  - cooperative and responsible behaviours among children
  - individual and group interests



- the special needs interests and talents of every child
  - Programs will be flexible enough to allow for spontaneity, enjoyment and the unexpected. Parents will be encouraged to have input into program development. Parent evaluations of the program will be encouraged and considered. The extent to which parents wish to be involved will be respected
  - The programs aim to foster respect and care for our environment, developing the child's knowledge and the interconnection of living and non-living things, and implementing sustainable practices. We will ensure all children have equal access to the programs regardless of culture, race, religion or gender, and that activities will be considerate and inclusive of families beliefs and values
  - Opportunities will be provided for the children to broaden their understanding of the world, and their local community. Educators will reflect on, and embed Aboriginal and Torres Strait Islander perspectives into the programs ensuring practices are meaningful and respectful
  - The service will provide a variety of equipment, toys and materials for all children to play with and use regardless of gender
  - The program will be child-centered, and will allow children to experience a variety of experiences and pursue their own interests. There will always be a range of activities that children can choose from. There will be child lead, and intentional teaching practices within the programs
  - Educators are responsible for implementing the planned activities and modifying or changing them if necessary (to suit the needs of individual children and groups). There are opportunities during each day for staff and children to implement their own games and activities. This is a necessary part of the program as it offers children greater choice, enjoyment, and gives them a sense of ownership of the program
  - Children will be actively involved in programming processes through discussions and conversations, group sessions and planning; their suggestions and opinions will be listened to and acted on
  - Children will be appropriately supervised at all times
  - Educators will join in the children's activities where appropriate, and encourage them to try new experiences
  - Educators will be supportive and encouraging, and communicate with children in a friendly, positive and courteous manner. They will be encouraged to form warm and friendly relationships with each child in their care. When communicating with children, educators will ensure they do so at the child's level, and that they are understood
  - All Educators will be responsible for working cooperatively with each other, and the children to plan for the needs of the children, and for evaluating programs in relation to the stated philosophy and goals
  - Educators will regularly talk to parents concerning their child's interests and activities, and respond to suggestions from parents
  - When children first attend the service the needs of both parents and children will be respected. The parent may telephone the service during the session for reassurance that their child has settled in. Staff will provide information to the parent regarding the children's participation and wellbeing
  - The children's planned program will be displayed in all children's rooms, the staff will conduct child centered programs where children have ample opportunity to experience things on their own, and to accept appropriate responsibility, and use their free time creatively
  - Where possible, new children will be encouraged to visit the service with their parents before commencement to facilitate the child's orientation into the service
  - Structured activities and routines will be built around the regular events of the day. (i.e. arrivals and departures, snacks/drinks) The routines will take into account the developmental needs of individual children, children's attendance patterns, the weather and physical environment, the numbers and ages of children in a given group, children with special needs, new children entering the group and the expectations of parents
  - Activities that are planned include art/craft, sports activities, indoor and outdoor play, drama and plays, small and large group activities and individual play such as construction toys or puzzles. Special group activities for older children may be organised from time to time. These will be planned collaboratively by staff, children and parents
- Considerations will include the:
- enthusiasm of the children
  - availability of suitable indoor and outdoor space, or an excursion venue
  - transport, materials or equipment required
  - staffing levels and required staff:child ratio



- cost
- number and ages of children
- service philosophy and policies
- Overall program information will be written, and distributed to parents and guardians via the Parent Handbook

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: Children's health and safety

**CHILDRENS SERVICES REGULATIONS (2020)**

Part 6 - Health and Welfare of Children, Division 2 - Safety, Regulation 75



## 1-921 Planning Policy

Version 6

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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### POLICY

The Children's Services Program believes that planning is an integral part of the program, and encourages all stakeholders (children, parents, and staff) to be involved in its development.

### PROCEDURE

- Educators will provide opportunities for children and parents to participate in program planning.
- This can be verbally, via surveys or written suggestions. The Child Care Supervisors will be paid for non-contact time, to for resource and program plan, evaluating past activities and addressing needs and issues
- The School Holiday Program Coordinator will be allocated 10 hours of planning time per term
- All educators are paid to attend a team meeting usually twice per term
- Supervisors discuss program activities with other educators, children and parents. Feedback from educators, children and parents is included in the planning process
- Children are key to the planning cycle
- Special group activities for older children may be organised from time to time. Educators, children and parents will plan these collaboratively. Considerations will include the:
  - ❖ Enthusiasm of the children
  - ❖ Availability of suitable indoor and outdoor space or an excursion venue
  - ❖ Transport, materials or equipment required
  - ❖ Staffing levels and required staff:child ratio
  - ❖ Cost
  - ❖ Number and ages of children
  - ❖ Service philosophy and policies

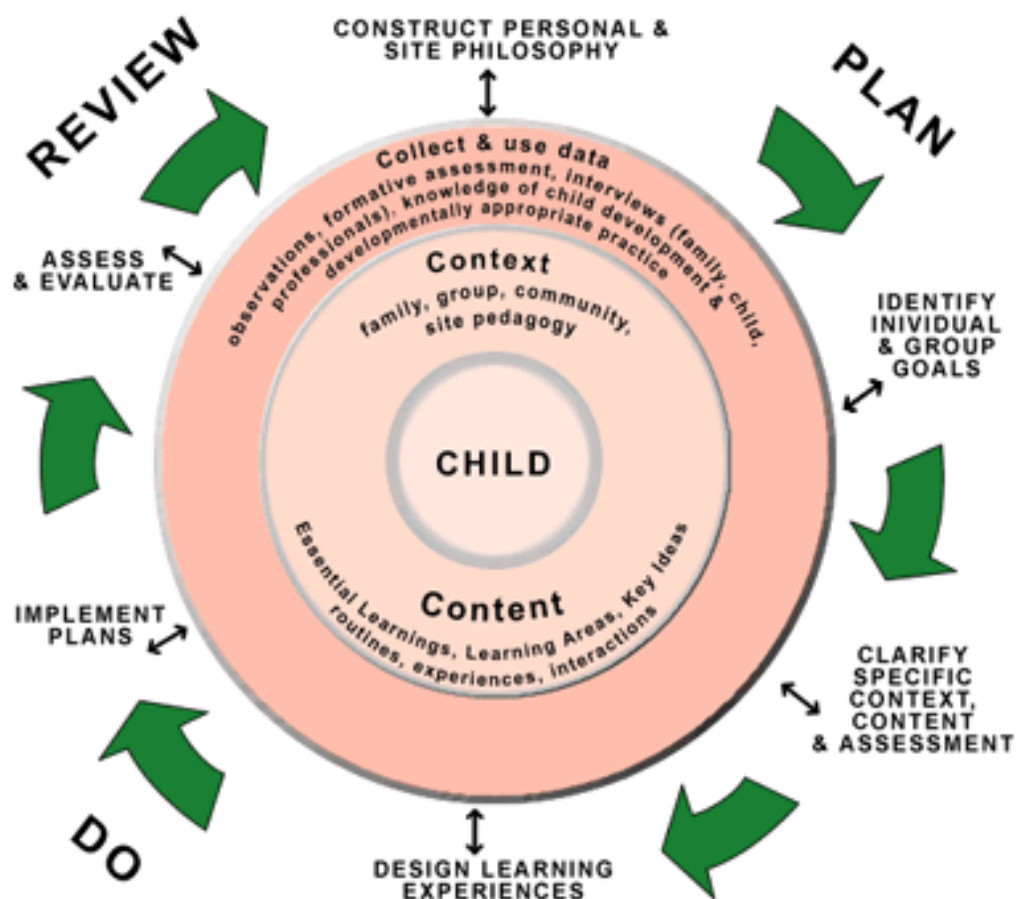
Excursions and/or incursions will be organised and give variety to the program. Children benefit from experiences in the local and wider community (see Excursions policy for specific policies and procedures).

### PLANNING CYCLE

- Our program planning is developed around the VEYLDF, MYTOP and EYLF. All children experience learning in a wide range of settings. Family, school and the community provide diverse opportunities for children to explore relationships and ideas, and build competence and skills. The diversity in family and community life means that all children experience belonging, being and becoming in many different ways. They bring their diverse experiences, perspectives, expectations, knowledge and skills to their learning
- Each child's learning and development is assessed as part of an ongoing cycle of planning, documentation and evaluation. The early years programs will complete an observation on each individual child once a term as a minimum. Documentation will be delivered on whole groups, not necessarily individual children (within the first 3 programs that child attends). Where it is evaluated and reflected upon that an individual child needs extra assistance, then documentation will take place to help assess and monitor that individual child



- Evaluations are carried out throughout the program to assist educators with what activities worked, and which did not. These evaluations also help educators link the learning outcomes of children to the Frameworks and directs future planning
- Children's learning is dynamic, complex and holistic. Physical, social, emotional, personal, spiritual, creative, cognitive and linguistic aspects of learning are all intricately interwoven and interrelated. Our programming and pedagogy scaffolds learning in order for children to actively construct their own understandings and contribute to not only themselves, but others' as well.





Our program builds upon the National Quality Framework's essential 3 elements, which are all intertwined:

- Practice
- Principles
- Outcomes

Practice refers to:

- Adopting holistic approaches
- Collaborating with children - through group discussions, reflections and team projects
- Planning and implementing play and leisure activities
- Acting with intentionality - e.g. intentionally teaching turn taking or knitting
- Creating environments that have a positive effect on children
- Valuing children and their families
- Reflecting and evaluating the program which we provide and always seeking to improve

Principles are:

- Developing secure, respectful and reciprocal relationships
- Valuing partnerships - between children; children and educators; educators and families; and between children and their community
- Having high expectations and equity - "The Rights of the Child"
  - the right;
  - to survival;
  - to develop to the fullest;
  - protection from harmful influences, abuse and exploitation; and to
  - participate fully in family, cultural and social life
- Respect for diversity - the child's sense of belonging, not only to a culture but to a set of values and beliefs of their own family
- Outcomes are:
  - Children have a strong sense of identity
  - Children are connected with and contribute to their world
  - Children have a strong sense of well being
  - Children are confident and involved learners
  - Children are effective communicators

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)



# 1-922 Activities and Excursions Policy

Version 4

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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## POLICY

The Children's Services Program considers age appropriate excursions/incursions to be an integral part of the Children's Services Program as they provide variety, which adds to children's life experiences.

Parents will be asked to contribute to the cost of these extra activities, and will have access to excursion costs via the current fee schedule displayed on the Community Centre website downloads page.

## PROCEDURE

- Parents will be advised about planned excursions listed in the program activities guide displayed on the Community Centre website downloads page, Facebook page and display boards at the Centre
- Parents/guardians will give consent via a written or digital excursion authority to confirm permission for their children to participate in local and major excursions
- Parent/guardians excursion consent records will be retained by the service for the required period under current regulations
- "Best Practice" staff/child ratios will be followed on excursions
  - ❖ Local excursions 1 staff member: 10 children (at CSO discretion, once risk assessment has been conducted)
  - ❖ Major excursions 1 staff member: 8 children (at CSO discretion, once risk assessment has been conducted)
  - ❖ Swimming 1 staff member: 5 children
- The Program will ensure that a minimum of two staff are on duty at all times
- Risk assessments will be conducted, and read by Educators prior to leaving the Centre
- Staff will take the following on all excursions:
  - ❖ Attendance Roll
  - ❖ Parents/guardians information and emergency contacts
  - ❖ Children's health information
  - ❖ Medication and First Aid Equipment
  - ❖ A mobile phone. Bus drivers and nominated Educators must carry the mobile phones on their person, and ensure that they are switched on at all times
  - ❖ Sports equipment etc. if applicable
- Children will be allotted into small groups, and Educators identified as their leaders for the purpose of roll call and headcount throughout the excursion
- Educators will supervise children closely on excursions, and will conduct head counts and similar supervision techniques; they also will require children to adhere to safety precautions
- Children are expected to be responsive to their group leader, and follow usual behavioral expectations
- Educators will hold appropriate First Aid, Risk of Anaphylaxis and Asthma certificates
- When the Program visits an unfamiliar location, a staff member will attend prior to the day to gain safety information, and determine the location of toilets, lunch area, play area and possible activities etc.
- Between September and April, reminders to all children to apply Sunscreen before leaving the Centre if going to be outdoors, and re-applied every two hours. Keep children in the shade where possible when outside





- Between September and April, children are required to wear clothing that covers as much skin as possible. This includes shirts with collars and longer sleeves, longer style dresses, and shorts and rash vests or t-shirts
- Children and educators are required to wear hats that protect their face, neck and ears, e.g. legionnaire, broad brimmed or bucket hats, whenever they are outside between September and April
- An injury or incident involving medical attention must be reported immediately to the Children's Services Officer/Manager for the purposes of Work Safe and/or DET and/or ACECQA incident notification
- Prior to leaving the excursion venue, a full roll call must be undertaken and children counted onto buses to ensure all children are present

#### **References:**

ACECQA National Quality Framework Resource Kit (2012)

- Quality Area 1 - Educational Program and Practice.

- Quality Area 2 - Children's health and safety

Education and Care Services National Regulations (2012).Reg.100-102,168(2) (c)

#### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

#### **CHILDRENS SERVICES REGULATIONS (2020)**

Regulation 100-102, 168 (2) (c)



## 1-923 Positive Guidance of Children

### Version 3

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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### POLICY

The Children's Services Program is committed to developing a secure, caring, inclusive and stimulating environment, which enhances children's self-esteem and encourages them to interact positively and to co-operate with others. Positive behaviour management relies on effective communication between all parties (children, parents/guardians, educators and management.)

### PROCEDURE

- Educators will communicate with all children in a positive and respectful manner
- Educators will provide children with a role model which reflects values and attitudes of the local community and is consistent with the Program policy
- Educators will ensure the safety and security of all children supervising them at all times, monitoring, modeling, teaching and reinforcing safety practices
- Educators will encourage positive behaviour and give clear, consistent reminders to children regarding the agreed behaviours and expectations that they have been involved in establishing
- Educators will ensure that all children and parents/guardians feel welcome, appreciated and respected whatever their socioeconomic status, culture, colour of skin, race, ability, family type, belief system, physical or mental disability or lifestyle
- Educators will consult the child's parent/guardian when their behaviour consistently conflicts with the Programs behavioural guidelines  
Educators and the Children's Services Officer will discuss alternative care with parents/guardians and may exclude a child from the Program or an excursion, if all attempts to modify their behaviour fail or affect/endanger other children, they may be excluded from the program for a set period of time or permanently.

Educators reserve the right to send any child home from the program where the child:

- Acts in such a way that threatens the physical and or emotional health of any child, staff member or themselves
- Repetitively or deliberately does not follow the instructions given by staff
- Consistently absconds or leaves the premises without adult supervision or permission
- Deliberately damages any property or belongings

### GUIDING CHILDREN'S BEHAVIOUR IN A POSTIVE WAY

To implement a proactive behaviour management policy, it is important to consider the adult role, program content and environment. All of this needs to be considered before the behaviour occurs.

#### Adult role

- All behaviour has meaning
- Look past the words or the behaviour to get to the meaning/feelings behind it
- Respect and acknowledge the feelings of the children - active listening
  - Consider what might the child be thinking/feeling?
  - Look at the time of day, food and water intake, and energy levels
  - Think - Is this behaviour normal for this child?
- Ensure that your expectations are appropriate:
  - Is the behaviour hurting anyone?
  - What age and stage is the child at?
  - Does it really matter?



- Is it safe?
- Adults must remember that they are a role model - model positive behaviour

### **Program**

- Ensure that the program:
  - has choice
  - is open ended
  - has a framework to follow
  - has the choice for children to be on their own
  - enables the children to have some control over the program
  - 'process is just as important as product'

### **Environment**

- The environment should show that the children have a say in the program
- There should be choice of activities and choice within activities
- Choose the activity and then choose how to do it (quietly, tidy up, give everyone a turn, etc)

### **Agreed behaviours**

For this policy to be successful, educators must ensure that:

- Children are involved in the process of establishing agreed behaviours
- Agreed behaviours are positively reinforced on a daily basis
- Talk to the children about behaviour in a way they are likely to understand. Some examples: 'Care for the feelings of others', 'Respect yourself and others', 'Follow instructions from staff', 'Look after equipment', 'Use equipment responsibly'

### **Active listening**

- Children express and take in information differently to one another, take time to listen to them as an individual

Try to work out the reasons behind a child's behaviour rather than focusing on the behaviour.

This behaviour management policy complies with regulations that state that no child is to be subjected to:

- any form of corporal punishment,
- any discipline that is unreasonable under the circumstances.

### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

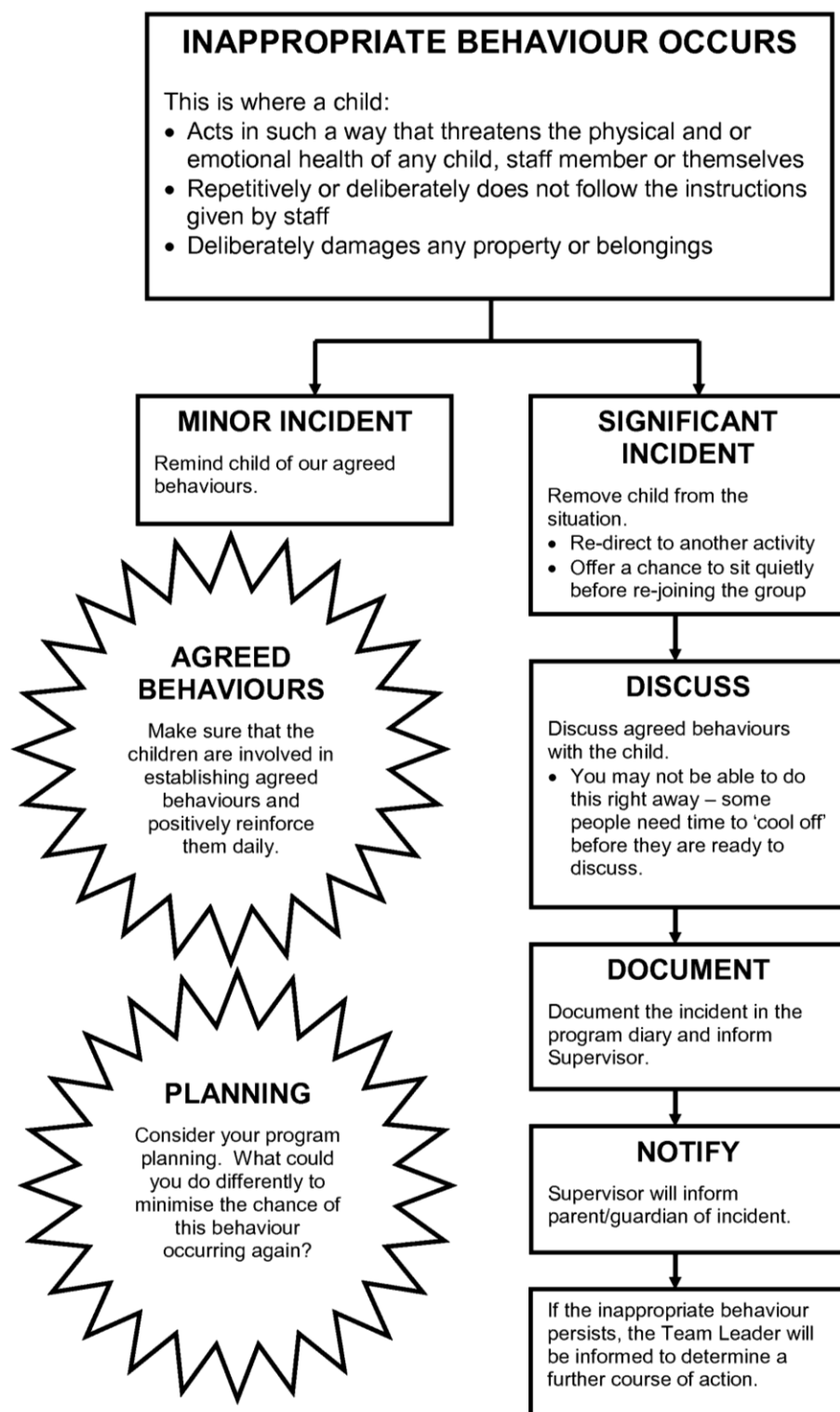
Quality Area 2: Children's health and safety

Quality Area 5: Relationships with children

Education and Care Services National Regulations (2012), Section 168 2j - Interactions with children



## Guiding Children's Behaviour in a Positive Way





# 1-923A Anti-Bullying Policy

## Version 2

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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### POLICY STATEMENT

The Program is committed to providing a positive and safe environment for all children, which encourages children to interact positively, with respect for others. Educators and children establish agreed behaviours including the stance on bullying. The program follows a strict anti-bullying policy.

Bullying is one of the top three concerns for both boys and girls aged between 5 and 14 who call 'Kids Help Line'. It is now recognised that there is an indisputable link between bullying in childhood and adolescent anxiety, low self-esteem, loss of confidence and depression and self-harm. Research has shown that one in six Australian students are bullied every week, and that those children are three times more likely to develop depressive illnesses (Rigby, 1997).

Bullies usually do not realise the effect their behaviour has on their victims. They believe that their actions are justifiable ("They deserved it", "They annoyed us") Bullies have reasons for their behaviour such as; they get attention or even popularity, it's fun, it makes life less boring, "everyone does it", to protect themselves from being bullied or to get food or money or special things.

### PROCEDURE

All children reserve the right to feel safe and protected. They are attending the program to have fun, learn new skills and make new friends. After all incidents, children will be spoken to and asked why that behaviour occurred. They will also be asked if they understand differences that exist between people, and conversations will evolve from there.

Throughout the programs, activities are run that highlight the differences between people, why we are all unique, as well as, developing team building skills.

### EDUCATORS HAVE THE RESPONSIBILITY TO ENSURE THAT:

- They are aware of all forms of bullying behaviour - physical bullying, verbal bullying, and relational bullying
- They make it safe for children to report bullying
- Let everyone know the consequences of bullying
- Children are encouraged to be considerate and supportive to each other
- Children are encouraged and supported in developing friendship skills
- Children are assisted in developing assertiveness and confidence
- Discussion with the children about the program valuing kindness toward others is held on a regular basis, when necessary so that young people know that kindness is valued
- The safety and security of all children is ensured by supervising them at all times, monitoring, modeling, teaching and reinforcing safety practices
- Children are taught ways to resolve arguments without violent words or actions
- Children are encouraged to follow the list of responsibilities to ensure that bullying is minimised or eliminated in the service
- A child's parent/guardian is consulted when their behaviour consistently conflicts with the service's expectation that all children should feel safe whilst in attendance
- Parents are aware that the program may exclude a child from the service if all attempts to modify bullying behaviour fail and other children's safety is compromised

### THE CHILDREN ARE ENCOURAGED TO:



- Report bullying incidents
- Persuade the person being bullied to talk to an adult
- Encourage the person being bullied to talk to them about what is happening
- Offer to speak to an adult on the bullied person's behalf
- Ask the bullies to stop

The Program reserves the right to send any child home from the program or refuse care where the child:

- Acts in a violent or threatening manner towards another child or staff member
- Uses degrading or abusive language towards another child or staff member
- Deliberately tries to isolate another child from an activity due to their gender, age, disability, appearance or religion e.g. "You can't play with us because you are black/brown/Asian/disabled etc"

Where a child's behaviour is classed as inappropriate and acknowledged as a form of bullying, program staff will involve parents/guardians to positively manage the behaviour. The child will be spoken to regarding their behaviour. If the child does not really care for any consequences then the program may not be the best place for them.

Adults can; listen to the child's point of view, provide consequences, focus on the behaviour, use a problem-solving approach, help the young person develop empathy, keep good relationships with the young person, look out for bullying behaviour in adult models - staff members, educators and parents, keep calm, help find other ways of managing situations and problems, say clearly that it is NOT OK to bully, and describe what it might look like if there was no bullying.

#### [EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

Quality Area 1: Educational Program and Practise

Quality Area 2: Children's Health and Safety

#### [CHILDRENS SERVICES REGULATIONS \(2020\)](#)

Section 168

[www.eduweb.vic.gov.au](http://www.eduweb.vic.gov.au) - for Information regarding bullying

[www.kidshelp.com.au](http://www.kidshelp.com.au) - for anti bullying tips and general advice about children

[www.education.unisa.edu.au/bullying](http://www.education.unisa.edu.au/bullying) - Dr Rigby - research on bullying and its effects on children



# 1-923B Child Suspension Policy

**Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every 36 months**

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## **POLICY**

In the situation where a child continues to exhibit unacceptable behaviour, as outlined in the Behaviour Management Policy the child may be suspended from the program.

## **PROCEDURE**

### **Step 1:**

Parent will be notified if a child continuously behaves in an unacceptable manner as per our Behaviour Management Policy, and asked to speak to their child. The parent will be provided with an official written warning by the supervisor at the time.

### **Step 2:**

Upon the child's future attendances if the unacceptable behaviour continues, the parent will be issued with a second written warning by the supervisor at the time, and advised that upon a third official warning, suspension will result, pending an investigation.

### **Step 3:**

Upon a third, official written warning the parent will be advised that their child's care is suspended; pending investigation. The parent will be advised in writing with regard to the outcome within 14 days, with a view to whether the suspension is permanent.

### **NOTE:**

Any child who deliberately and continuously displays socially unacceptable behaviour, including acts of violence or conduct that places Educators and/or other children's safety at risk; will result in an automatic and immediate suspension for 2 weeks without any warning. This may result in a permanent exclusion from the program. The parent will be advised in writing as to whether the suspension is permanent prior to the end of the suspension period.



# 1-924 Inclusion and Diversity Policy

**Version 4**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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## POLICY

A culturally diverse community is one made up of people from a wide range of backgrounds with a variety of beliefs, values and practices. The Centre aims to provide a Children's Program environment that is free from bias, and prejudice, in which children learn the principles of fairness, and respect for the uniqueness of each person. Differences in backgrounds, culture and abilities are valued, and families are actively encouraged to share their experiences with Educators, staff and other families.

The Centre involves the Community to assist Educators, staff and children understand and accept the range of cultures and abilities of the local Community. The Centre will ensure that appropriate inclusion support services are accessed, and referred to families in order to support children's wellbeing, and full inclusion into the programs.

The Children's Services Program will offer an anti-bias approach to programming which is inclusive of all children regardless of their backgrounds etc. Consideration will be given to factors such as culture, ethnicity, language, gender, social class and ability. It is the Centre's Policy wherever possible, to provide culturally appropriate services to the children who attend its Children's Services Program.

## PROCEDURE

- The children's program will respond to individual needs, interests and requests by providing a range of experiences for all children attending the program
- The children's program will offer a balance of experiences, ensuring flexibility and providing for child-initiated activities, enabling Educators to follow children's interests and ideas
- Staff will encourage all children to participate in the range of experiences provided, ensuring gender and racial equity
- Educators will endeavour to develop children's knowledge and appreciation of cultures other than their own
- Educators will encourage children to respect and value others
- Educators will use appropriate data collection methods to enable them to target, plan, develop and evaluate experiences in a way that is relevant, equitable and accessible





## **1-925 Toys From Home Policy**

**Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

The Children's Services Program recognises that children sometimes bring their own toys; in this case children are responsible for these toys. The Program takes no responsibility for any toys that are damaged or lost. Children are not permitted to bring any of their own electronic equipment, with the exception of mobile phones; however these must be switched off and remain in the child's bag. If parents wish to contact their child during the program, please contact the main office.

### **PROCEDURE**

- Children will be reminded they are responsible for toys brought from home, and to return their belongings to their bag, toys from home are encouraged not to be brought to the program
- Children will have access to Electronics at designated times and for limited periods
- Children will be permitted to access Centre owned electronics which include television, iPads, Wii and PS 3. These electronics may be utilised for limited periods and will be strictly monitored

**[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)**

**[CHILDRENS SERVICES REGULATIONS \(2020\)](#)**  
**[Regulation 73.2](#)**



## **1-926 Videos, Computers and Electronic Games Policy**

**Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

The Children's Services Program is an extension of home and children's leisure time. The program endeavours to reflect children's interests, therefore activities such as videos, television, computers, and electronic games will be offered in a balanced program of activities.

### **PROCEDURE**

- The amount of time children can participate in the following experiences; television, video and films, computers and electronic games will be limited
- The staff and children will decide the amount of time the above experiences will be limited to, as a part of the program development
- The content of program and games will be appropriate for all the children present, and will not contain any physical or verbal violence or ridicule. These activities will be limited to C and G ratings. PG ratings will be individually assessed by the program, and parents for appropriateness

**[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)**

**[CHILDRENS SERVICES REGULATIONS \(2020\)](#)**



## 1-927 Homework Policy

### *Version 4*

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every** 36 months

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### **POLICY**

Homework in Children Services Programs is by choice, not by force; children are able to make choices about whether to undertake their work.

### **PROCEDURE**

- A quiet safe area is provided for children to undertake homework tasks
- Time and opportunity will be allocated each session to allow homework to be attempted
- The Program and Educators will not take responsibility for completion of homework; this is the responsibility of the parent and child
- Educators are unable to sign off on homework, however will inform parents that homework was undertaken
- Educators will attempt to assist children with projects, and homework where necessary

### **NCAC**

[Quality Practices of Outside School Hours Care 2003](#)

[Quality Area 3 - Partnerships with families and Community links](#)



# **1-928 Celebrations and Festivities Policy**

**Version 5**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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## **POLICY**

The Children's Services Program respects the values and beliefs of our children, families and staff. Celebrating festivals and special days that are relevant, and meaningful to them helps children, families and educators feel that they belong. Celebrations and festivals assist children to celebrate their own culture and learn about others.

## **PROCEDURE**

- The program will include a range of experiences representing everyday life, and celebrations will not focus on one specific festival or aspect of the culture
- Educators will use the opportunities of holidays, and festivals to teach children that not all people approach these times in the same way as others
- Children are encouraged to celebrate festivities related to their culture or lifestyle with the group
- Parents will be encouraged to provide ideas, and help in selecting materials for the provision of culturally relevant experiences within the program
- Children have opportunities to experience foods from diverse culture's, particularly those represented in the service and local community
- Children's needs and interests are responded to in a culturally sensitive way
- Children and families are consulted to see what their views and thoughts are about celebrations
- Families are aware of the opportunity to access an interpreter and/or translation service if required

**[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)**

**Quality Area 5: Play and Development**



## **1-929 Evaluation Policy**

### **Version 2**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

The Children's Services Program believes continual assessment and evaluation of the Program by the committee, parents, staff and children is an integral part of program planning.

### **PROCEDURE**

- Children and parents will be surveyed regularly to ensure the program offered reflects their needs and interests
- A variety of survey techniques will be used with children which may include informal discussion, pre-enrolment surveys, suggestion box, younger children drawing what they like in the program, written surveys, and children's interest checklist
- Parents and staff to work collaboratively towards continuous improvement via Program evaluation including suggestion boxes, parent surveys, informal discussion, and formal discussion at parent and committee meetings
- Staff will regularly evaluate activities, the program, excursions and incursions informally and at staff meetings

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)



# 1-930 Healthy Eating Policy

Version 7

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012), Heart Foundation, 2002, Eat Smart, Play Smart, A Manual for Out of School Hours Care, Australia and Australian Guide to Healthy Eating - [www.health.gov.au](http://www.health.gov.au)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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## Rationale

*Young children need adequate nutrition for good health and growth. Research indicates that school-aged children's nutritional practices are not ideal. A disturbing number of children are overweight, and many miss breakfast and snack regularly on high-fat, high sugar foods."*

## POLICY

The Healthy Eating Policy is consistent with the current 'Dietary Guidelines for Children and Adolescents in Australia' (2003). Families are encouraged to provide nutritious foods, such as:

- Plenty of vegetables, legumes and fruits;
- Cereals (preferably wholegrain), which include breads, rice, pasta and noodles;
- Lean meats, poultry and fish (or protein alternatives);
- Dairy products, which includes milk, cheese, yoghurts;
- Plenty of opportunity to drink water;
- Foods containing calcium and iron, and low in salt; and
- Moderate amounts of sugars and foods containing added sugars or artificial sweeteners

## PROCEDURE

- The Centre is unable to refrigerate or reheat food or drinks due to food safety regulations
- Food consistent with dietary guidelines will be supplied for all children attending the OSHC program, this will consist of breakfast and an afternoon snack
- Food is not supplied in the School Holiday Program, with the exception of food experienced through cooking activities that form part of planned program activities, or where a child's own food is insufficient or unavailable
- Suitable breaks will be arranged to allow snacks and meals to be eaten  
Children will have access to drinking water at all times, however their own drink bottles are recommended, and essential for excursions
- All meal breaks will be monitored by educators to ensure all children eat and drink
- Educators and children handling food will wash or sanitise their hands prior to the activity
- Educators are aware of dietary restrictions of some individuals due to their medical plans. They are also aware the foods, that cause the child's allergic reaction, allergy free food, and the medical procedure and plan for dealing with an allergic reaction
- To minimise risk, educators will encourage children to be seated whilst eating and drinking
- Educators will role model healthy eating behavior, and they encourage, discuss and model balanced, nutritious and healthy eating practices
- It is recommended that parents place their child's food in thermal, cold pack lunchbox to keep it fresh and cool

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)



## **1-931 Resources and Equipment Policy**

**Version 6**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

The Children's Services Program believes that children should have access to a range of equipment which is developmentally appropriate, safe and well maintained.

A range of equipment will be provided to allow for a balanced program meeting the developmental, recreation needs and interests of all children.

### **PROCEDURE**

- The Child Care Supervisors will seek approval for the purchase of equipment and resources from the Centre Manager
- All equipment purchased or donated to the Program will meet Australian Safety Standards
- An inventory of equipment will be kept
- Staff will check equipment regularly to ensure it is clean, complete and safe. Any equipment not meeting this standard will be removed from use, and reported to the Centre Manager
- Equipment and resources will be stored in a safe and secure place
- Staff will instruct children in the proper use of equipment and resources

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

**CHILDRENS SERVICES REGULATIONS (2020)**



## **1-932 Facilities Available Policy**

**Version 4**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

The Children's Services Committee of Management will ensure that the suitable and appropriate areas are available to the Program in relation to the number of children funded in the Program.

### **PROCEDURE**

#### **LANGWARRIN COMMUNITY CENTRE INC.**

Jones Room

Dame Elisabeth Room

Hempel Room

Craig Room

Childcare Rooms

Childcare Playgrounds

Main Hall (when not in use by other users)

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

**CHILDRENS SERVICES REGULATIONS (2020)**





# 1-933 Environmental Awareness Policy

**Version 2**

**Responsible Person:** COM and Manager

**Staff Involved:** All

**Documents referred to:**

**Date that the policy was last updated or revised:** August 2021

**To be reviewed:** every 36 months

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## POLICY

The Children's Services Program encourages environmental awareness and provides relevant activities.

## PROCEDURE

- Staff will encourage children's environmental awareness through everyday experiences and specific activities or excursions

### ***Staff will use recyclable materials at all available opportunities***

- The staff and children will keep the Children's Services area clean of all rubbish, and will dispose of all items in an environmentally appropriate manner.
- Staff will endeavour to use both formal, and informal opportunities to educate children about caring for the environment.
- When considering purchases for the Program, staff will purchase environmentally friendly products where possible.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

**CHILDRENS SERVICES REGULATIONS (2020)**



## **1-934 Supervision of Children Policy**

**Version 2**

**Responsible Person:** Children's Services Officer

**Staff Involved:** All Educators

**Documents referred to:**

**Date that the policy was last updated or revised:** August 2021

**To be reviewed:** every 36 months

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### **POLICY**

All children within the Children's Services Program must be constantly supervised at all times by staff members.

### **PROCEDURE**

- Staff members are to maintain constant participative supervision of children allocated to their area
- Staff must be constantly aware of children's activities to ensure their safety
- Staff must not leave their allocated area without first ensuring there is another staff member in attendance to cover their area
- Staff must be constantly observing children's behaviour to anticipate and avoid any incidence's which may occur

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &**

**EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: Children's health and safety

**CHILDRENS SERVICES REGULATIONS (2020)**

Part 6 - Health and Welfare of Children, Division 2 - Safety, Regulation 75



# 1-935 Nappy Change and Toileting Policy

**Version 3**

**Responsible Person:** Children's Services Officer

**Staff Involved:** All Educators

**Documents referred to:** Health and Hygiene Policy and Education Health and Safety

**Date that the policy was last updated or revised:** August 2021

**To be reviewed:** every 36 months

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## INTRODUCTION & PURPOSE

Meeting the needs of children by providing clean nappies and a safe and hygienic place for changing children is a basic need that is important for children's comfort and happiness.

## POLICY

Langwarrin Community Centre will follow best practice guidelines for nappy changing to ensure the area is hygienic, and to reduce the spread of infectious disease. The education and care service aims to make the nappy change experience a relaxed, happy and social routine that provides an opportunity for educators, and children to further develop trusting and positive relationships.

## PROCEDURE

### ***Approved Providers will:***

- Provide adequate and appropriate hygienic facilities for nappy changing;
- Ensure nappy change facilities are designed, and located in a way that prevents unsupervised access by children;
- Ensure that hand washing facilities are located within the nappy change area;
- Consider access to children's hand washing facilities within the nappy change area;
- Consult the Building Code of Australia for requirements concerning nappy change benches. (Centre-based services);
- Ensure that the nappy change facilities are designed and maintained in a way that facilitates supervision of children at all times, having regard to the need to maintain the rights and dignity of the children

### ***Nominated Supervisor will:***

- Develop and implement policies, procedures and training with educators to ensure nappy change procedures that support children's safety, protection, relationships and learning
- Develop systems with educators to ensure that soiled clothing and soiled nappies are disposed of, or stored in a location children cannot access

### ***Educators will:***

- Discuss children's individual needs with families to ensure practices are reflective of the home environment, and are culturally sensitive;
- Provide information to families regarding children's nappy change patterns;
- Utilise nappy change times to interact with children on an individual basis. The nappy change time will allow educators to converse, sing, play and generally interact with the child. This time allows educators and children to learn more about each other, and understand each child's personality and personal strengths; and
- Organise the nappy change area to promote positive interactions and promote positive learning experiences, e.g. place pictures or mobiles to stimulate children's interactions, and to encourage learning

### ***Educators will maintain effective supervision at all times by:***

- Fully supervising and maintaining physical contact with children throughout the nappy change experience
- No child will be left alone on a nappy change mat
- Keeping nappy change areas fully stocked with all required materials at all times. Educators are responsible for maintaining the supplies to meet the needs of individual children. Supplies will be readily accessible to staff to ensure efficiency and the health and safety of each child



- Encouraging mobile children to walk to the nappy change area. Educators will assist the child to walk up the steps onto the nappy change bench to reduce repetitive movements by educators, and to promote children's agency. Where a child is not walking, educators will follow manual handling practices to lift and carry the child to the nappy change mat
- All Educators will carry out nappy changing, however at times if a student is required to carry out this as part of their practical requirements - they will be under constant supervision of a qualified Educator
- Should a parent be in the bathroom helping their child, a staff member must accompany any other children needing to use the bathroom at the same time

***Educators will practice effective hygiene by:***

Utilising the 'Staying Healthy in Child Care' practices when changing a nappy to reduce the spread of infection. These are:

- Wash hands
- Place paper towel on the nappy change mat
- Put on gloves
- Remove the nappy and place in the nappy bin
- Remove any soiled or wet clothing
- Clean the child's bottom
- Remove the paper towel and put it in the nappy bin
- Remove the gloves, peeling them back from the wrist and turning them inside out as they are removed
- Put the gloves in the nappy bin
- If a child requires specific cream, place a clean paper towel under the child's bottom. Put on clean gloves and place a suitable amount of cream on the glove, and spread onto the child's bottom. Remove the paper towel and place it in the nappy bin. Remove the gloves and place in nappy bin
- Dress the child
- Wash and dry their hands
- Return the child to the play area
- Clean the nappy change mat and area with detergent and warm water

***Additional strategies:***

- Nappy bins will be emptied at the end of each session
- Educators will clean nappy change mats and areas after each use. They will be thoroughly cleaned with detergent, water and paper towel at the end of each session. Nappy change mats will be placed in direct sunlight after being cleaned
- Children's nappies will be changed at scheduled intervals as determined by the nominated supervisor and educators. Nappies will also be checked throughout the session to ensure children are not susceptible to nappy rash and discomfort. A system to record this routine will be maintained for reporting purposes. (Standards 2.1.2 & 2.3.1)
- Nappy change and hand washing procedures will be displayed visually, and in community languages as appropriate in the nappy change area

**EVALUATION**

Nappy change experiences are safe and hygienic. They are considerate of children's diversity and family practices. Children's learning and development is engaged by staff to ensure the experience is relaxing for both children and Educators.

**TOILET TRAINING**

Our Occasional Care Service accepts enrolments of children who have not yet been toilet trained. Toileting occurs at any time of the day and is specific to individual needs. Educators will communicate with parents/guardians to develop consistency with their child's toileting habits. Educators must be aware of and consider any special requirements related to culture, religion or privacy needs.

Decisions about when to begin toilet training will be made by families, or may occur through shared decision making between families and early childhood professionals. This decision is based on mutual respect and open



communication, which is crucial for a good outcome. Families may have strong views and preferences about when and how their child learns to use the toilet, which may come from their cultural background or individual preferences, which must be respected by Educators and Staff.

The priority of the individual child's wellbeing is paramount, and the decision to begin assisting the child to learn to use the toilet should be based on signs of readiness from the child, and discussion with families.

Early signs of readiness, will often start to appear when children are around 18-24 months old and may include:

- Showing interest in the toilet, including having an interest in others using the toilet;
- Indicating a need to go to the toilet either before, or while they are doing it; and
- Staying dryer for longer
- Talking to children about using the toilet, letting them pull their pants down and up again (the latter is more difficult) and letting them sit on the toilet

It is important to keep the process subdued, and calling unnecessary attention and pressure on the child to perform. Acknowledging children's successes, no matter how infrequent or small is vital for their self-esteem and confidence. Families and Educators can expect accidents, which should be treated respectfully and with a supportive manner.

Educators and families will collaborate and communicate how the toilet learning is going, both in care and at home. This will support children to become more familiar and comfortable with the toilet training process. Children should be given the opportunity to complete the toileting procedure, such as toileting, washing hands, flushing the toilet, keeping the bathroom environment clean independently, while at the same time keeping in mind the importance of hygiene and providing assistance when needed.

During this milestone, children should be empowered and encouraged to be successful. Toilet training varies for individual children, as Educators we can take advantage of the child being in a group, and the many opportunities that provides for learning from each other. Educators and families need to remember that comparing children is inappropriate and unacceptable behaviour.

#### **Source**

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

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2015,

ECA Code of Ethics.

Guide to the National Quality Standard.

Staying Healthy in Child Care. 5<sup>th</sup> Edition

The NSW Work Health and Safety Act 2011

[www.workcover.nsw.gov.au/newlegislation2012/Pages/default.aspx](http://www.workcover.nsw.gov.au/newlegislation2012/Pages/default.aspx)

Storage and Handling of Dangerous Goods: Guidance [www.workcover.nsw.gov.au/formspublications/publications/Documents/storage-handlingdangerous-goods-1354.pdf](http://www.workcover.nsw.gov.au/formspublications/publications/Documents/storage-handlingdangerous-goods-1354.pdf)

Approved First Aid Qualifications [www.acecqa.gov.au/qualifications/approvedfirst-aid-qualifications](http://www.acecqa.gov.au/qualifications/approvedfirst-aid-qualifications)

Health and Safety in Children's Centres: Model Policies and Practices (2nd ed.)

[www.community.nsw.gov.au/docswr/assets/main/documents/childcare\\_model\\_policies.pdf](http://www.community.nsw.gov.au/docswr/assets/main/documents/childcare_model_policies.pdf)

Changing a nappy without spreading germs

[https://www.nhmrc.gov.au/files\\_nhmrc/publications/attachments/ch55h\\_nappy\\_changing\\_poster\\_130701.pdf](https://www.nhmrc.gov.au/files_nhmrc/publications/attachments/ch55h_nappy_changing_poster_130701.pdf)

Raising Children Network

[www.raisingchildren.net.au](http://www.raisingchildren.net.au)

#### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2012): 77, 156, 103, 105, 106, 109 and 115

**CHILDRENS SERVICES REGULATIONS (2009)**

Personal Hygiene of Children: Regulation 78



# 1-1003 Hygiene Policy

Version 3

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to:

ACECQA National Quality Framework Resource Kit (2012)

**DEPARTMENT OF HUMAN SERVICES**

Food Safety Unit

Victoria (June 2000) Sure Protection against Infection

**NATIONAL HEALTH AND MEDICAL RESEARCH COUNCIL (2014)**

Staying Healthy in Childcare: Preventing Infectious Diseases in Child Care

[www.nhmrc.gov.au/guidelines](http://www.nhmrc.gov.au/guidelines)

Date that the policy was last updated or revised: November 2021

To be reviewed every 12 months

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## PURPOSE

This policy will provide guidelines for procedures to be implemented at Langwarrin Community Centre to ensure:

- Effective and up-to-date control of the spread of infection.
- The provision of an environment that is safe, clean and hygienic.

## POLICY

**Langwarrin Community Centre is committed to protecting all persons from disease and illness by minimising the potential for infection through:**

- Implementing and following effective hygiene practices.
- Implementing infection control procedures to minimise the likelihood of cross-infection, and the spread of infectious diseases and illness to children, staff and any other persons in attendance at the service.
- Fulfilling the service's duty of care requirement under the *Occupational Health and Safety Act 2004*, the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*, to ensure that those involved with the services are protected from harm.
- Informing educators, staff, volunteers, children and families on the importance of adhering to the *Hygiene Policy* to maintain a safe environment for all users, and communicating the shared responsibility between all involved in the operation of the service.

## SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, Educators, Staff, Students on Placement, Volunteers, Parents/Guardians, Children and Others attending the programs, and activities of the Langwarrin Community Centre, including during offsite excursions and activities.

## BACKGROUND

Infections are common in children and often lead to illness. A person with an infection may or may not show signs of illness, and in many instances, the infectious phase of the illness may be in the period before symptoms become apparent, or during the recovery phase. While it is not possible to prevent all infections in education and care environments, services can prevent or control the spread of many infectious diseases by adopting simple hygiene practices.

An infection can be spread when an infected person attends the service premises and contamination occurs. A service can contribute to the spread of an infection through poor hygiene practices that allow infectious organisms to survive, or thrive in the service environment.

The implementation of appropriate hygiene and infection control procedures aim to break the cycle and prevent the spread of infections at every stage. The National Health and Medical Research Council (NHMRC) suggest that to reduce illness in education and care services, the three most effective methods of infection control are:

- Effective hand washing.



- Exclusion of sick children, staff and visitors.
- Immunisation.

Other strategies to prevent infection include:

- Cough etiquette.
- Appropriate use of gloves.
- Effective cleaning of the service environment.

The National Health and Medical Research Council suggests that if these strategies are not implemented, all other procedures described in the service's *Hygiene Policy* will have reduced effectiveness in preventing the spread of infection and illness.

## DEFINITIONS

The terms defined in this section relate specifically to this policy.

**Cleaning:** A process that removes visible contamination such as food waste, dirt and grease from a surface. This process is usually achieved by the use of water and detergent. During this process, micro-organisms will be removed but not destroyed.

**Communicable disease:** A disease capable of being transmitted from an infected person or species to a susceptible host, either directly or indirectly.

**Cough etiquette:** The correct way to prevent the spread of infectious organisms that are carried in droplets of saliva, is to cough or sneeze into the inner elbow, or to use a tissue to cover the mouth and nose. Place all tissues in the rubbish bin immediately, and clean hands with soap and water or a disinfectant hand rub.

**Hygiene:** The principle of maintaining health and the practices put in place to achieve this.

**Infectious disease:** A disease that can be spread, for example, by air, water or interpersonal contact. An infectious disease is designated under Victorian Law or by a health authority (however described) as a disease that would require the infected person to be excluded from an education and care service.

**Neutral detergent:** A cleaning agent available commercially and labelled as 'neutral' or 'neutral pH'.

**Sanitising:** A process that destroys micro-organisms. Sanitising a surface can reduce the number of micro-organisms present. The process of sanitation usually involves ensuring a surface is thoroughly cleaned with both heat and water, followed by the use of chemicals.

## PROCEDURES

### A. The Centre Manager is responsible for:

- Ensuring that all staff and volunteers are provided with a copy of this policy, and have a clear understanding of the procedures and practices outlined within.
- Ensuring the staff and volunteers at the service implement adequate health and hygiene practices, and safe practices for handling, preparing and storing food. (Regulation 77(1))
- Establishing robust induction procedures that include the provision of information regarding the implementation of the practices outlined in this policy.
- Developing an appropriate cleaning and sanitising schedule that outlines daily, weekly, monthly, quarterly and annual cleaning and sanitising requirements and responsibilities.
- Arranging for the service to be cleaned and sanitised regularly, including floors and other surfaces, as per the cleaning contract and schedule.
- Reviewing the cleaner's contract and schedule on an annual basis.
- Contacting the local council's Environmental Health Officer for information about obtaining a needle/syringe/sharps disposal unit and instructions for its use.





- Ensuring the service has arrangements for dealing with soiled clothing, nappies and linen, including hygienic facilities for storage prior to their disposal. (Regulation 106 (1))
- Ensuring that the hygiene facilities are located and maintained in a way that does not pose a risk to children or staff. (Regulation 106 (2))
- Ensuring that there are adequate and appropriate hygiene facilities provided for nappy changing which are designed, located and maintained in such a way that prevents unsupervised access by children. (Regulation 112 (2) & (4))
- Ensuring that adequate, developmental and age-appropriate toilet, washing and drying facilities are provided for use by children, and that these are safe and accessible. (Regulation 109)
- Reviewing staff training needs in relation to understanding and implementing effective hygiene practices in Children's services settings.
- Providing a copy of the NHMRC guidelines for the prevention of infectious diseases in child care for the service.
- Provide hand washing guidelines for display at each hand washing location.
- Ensuring there is adequate supply of non-toxic cleaning and hygiene products, including gloves, at all times.

**B. The WH & S Officers are responsible for:**

- Implementing and ensuring that all staff members and volunteers at the service follow adequate health and hygiene practices, and safe practices for preparing, handling and storing food to minimise risks to children. (Regulation 77(2))
- Developing effective hygiene systems for cleaning, such as using colour coded sponges, or cloths in each area.
- Ensuring sponges are cleaned, rinsed and stored separately, and replaced regularly.
- Ensuring any chemicals and cleaning agents are non-toxic, and stored out of reach of children.
- Ensuring that an inspection of the outdoor areas, in particular the sand and soft-fall areas, are conducted daily to ensure they are maintained in a safe and hygienic manner.
- Informing the Approved Provider of any issues that impact on the implementation of this policy.

**C. The Nominated Supervisors are responsible for:**

- Actively encouraging parents/guardians to keep children who are unwell at home to prevent the spread of infection to other children and educators.
- Ensuring that there is a regular, and thorough cleaning and disinfecting schedule for all equipment and toys.
- Ensuring that all educators and staff wear disposable gloves when changing nappies, or dealing with open wounds or other bodily fluids, and dispose of those gloves and soiled materials in a sealed container or plastic bag.
- Actively encouraging educators and staff who have, or are suspected of having an infectious disease to not attend the service in order to prevent the spread of infection to others attending the service.

**D. The Educators are responsible for:**

- Implementing and promoting correct hand washing and hygiene practices, as outlined in this policy.
- Maintaining the service in a clean and hygienic manner throughout the day, such as wiping benches and tables before and after eating, and cleaning up spills.
- Conducting a daily inspection of the outdoor areas, in particular the sand and soft-fall areas, to ensure they are maintained in a safe and hygienic manner.
- Informing the Approved Provider of any issues that impact on the implementation of this policy.
- Actively encouraging parents/guardians to keep children who are unwell at home to prevent the spread of infection to other children and educators.
- Being conscious of their responsibility to not attend the service when they have or suspect they have an infectious disease.

**In terms of changing nappies for children, all educators are responsible for:**

- Attending to the individual personal hygiene needs of each child as soon as is practicable.





- Changing nappies and attending to individual personal hygiene and toileting needs of each child according to recommended procedures. (refer Policy - 1-935 Nappy Change and Toileting)
- Disposing of soiled nappies in a safe and hygienic manner in line with this policy.

**In terms of the toileting of children, all educators are responsible for:**

- Ensuring soap and drying facilities are available at all times when children are in attendance at the service, including ensuring paper towels are available.
- Ensuring children do not share the use of items related to personal care, such as hand towels for drying hands, toothbrushes and hairbrushes.
- Encouraging children to flush the toilet after use.
- Encouraging and assisting (where required) children to wash their hands according to hand washing guidelines after toileting.
- Encouraging children to tell a staff member if they have had a toileting accident.
- Monitoring and maintaining toileting facilities in a safe, clean and hygienic manner while children are in attendance; this requires periodic checking of the bathroom area.
- Respecting diverse styles of toileting children due to cultural or religious practices.
- Respecting the possible need to maintain privacy of toileting and dressing.

**For cleaning toys, clothing and the service in general, all educators are responsible for:**

- Removing toys that a child has sneezed or coughed on. (place in a 'toys to be cleaned' box)
- Wearing gloves when cleaning.
- Washing mouthed toys daily using warm water and detergent and, if possible, dry in the sun.
- Wiping over books with a moist cloth treated with detergent.
- Ensuring washable toys and equipment are cleaned term by term or annually, as required.

**In regard to children's contact with one another, all educators are responsible for:**

Educating and encouraging children in good personal hygiene practices, such as:

- Washing their hands after blowing and wiping their nose.
- Not touching one another when they are cut or bleeding.
- Disposing of used tissues promptly and appropriately, and not lending them to other children.
- Using their own equipment for personal care, such as toothbrushes, hats, brushes and combs.
- Only touching the food they are going to eat.
- Using their own drink bottles or cups.

**For the indoor and outdoor environments, all educators are responsible for:**

- Keeping the indoor and outdoor environments as clean and hygienic as possible at all times, including the safe disposal of discarded needles/syringes/sharps.
- Promptly removing blood, urine and faeces (including animal) either indoors or outdoors, using the appropriate cleaning procedures.
- Emptying water containers, such as water trays, each day.
- Disposing of any dead animals/insects found on the premises in an appropriate manner.

**Safe handling of body fluids or materials in contact with body fluids:**

Accidental spills and secretions of body fluid are a fact of life in a child care setting. In managing these spills, educators and staff must ensure they:

- Avoid direct contact with blood or other fluids.
- Are not at eye level when cleaning/treating a child's face that has blood on it, as a child's blood can enter the mouth/nose of a staff member when a child cries or coughs.
- Wear gloves wherever possible.
- Cover any cuts/abrasions on their own hands with a waterproof dressing.

**Effective environmental cleaning:**



Cleaning is an important part of infection control as germs are unable to multiply on clean, dry surfaces. Effective cleaning with detergent and warm water followed by rinsing and drying removes the bulk of infectious organisms from a surface. Particular attention should be paid to the following:

- Toilets/sinks must be cleaned daily and separate cleaning clothes/sponges must be used for each task.
- Mouthed toys must be washed immediately, or placed in a separate container for washing at a later time.
- All bench tops and floors must be washed regularly.
- Children's cups/drink bottles used for water must be washed daily.
- When washing, staff are to consider washing items separately to minimise cross contamination.
- Nappy change areas/mats must be washed with detergent and warm water after each use and/or disinfectant wipes.

**PARENTS AND GUARDIANS are responsible for:**

- Keeping their children home if they are unwell or have an infectious disease that requires their exclusion from the education and care service.
- Informing the service if their child has an infectious disease.
- Supporting this policy by complying with hygiene practices when attending the service, or when assisting with a service program or activity.
- Encouraging their children to develop and follow effective hygiene practices at all times, including handwashing on arrival at the service.

**Volunteers and students, while at the service, are responsible for following this policy and its procedures.**

**[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)**

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2012): 77, 156, 103, 105, 106, 109 and 115

**[CHILDRENS SERVICES REGULATIONS \(2020\)](#)**

Personal Hygiene of Children: Regulation 78



## **Attachment: 1**

### **Handwashing Guidelines**

These guidelines are based on information provided from 'Hand Hygiene Australia' (for childcare) - [www.hha.org.au](http://www.hha.org.au)

#### **To help keep yourself, and those around you healthy, here are some good hygiene tips**

- Cough or sneeze into a tissue or your elbow, not your hands
- Cover any cuts or scratches
- Remind others to clean their hands
- Stay at home if you are not well

#### **Gloves**

Gloves provide a good barrier when dealing with blood and body fluids. Wear gloves on both hands when

- changing nappies,
- or anticipating contact with blood or body fluids

And remember, always clean your hands before and after glove use.

#### **Additional Information:**

Children love to play and share equipment and toys, but these can carry many germs on them. Remember small children often put these shared items into their mouths.

- Clean all shared toys and equipment regularly as determined by your workplace policy
- Ensure that there is either liquid soap and water or hand rub available in all areas to encourage the children to clean their hands regularly throughout the day
- As a role model you are responsible for cleaning your own hands whilst caring for children to help stop the spread of germs and infections

#### **What is Hand Hygiene?**

Hand hygiene is a general term referring to the use of soap and water or a waterless hand rub to clean your hands.

When should caregivers clean their hands:

- At the start and end of every play session
- Before preparing or serving food
- Before and after assisting children to eat
- Before and after assisting a child in the toilet, or changing a nappy
- After blowing your nose, sneezing or coughing
- Before and after touching any cut, wounds or rashes (yours, or the child)
- After handling dirty items e.g. handling rubbish
- After handling or patting animals
- When your hands are visibly dirty

#### **When should children clean their hands?**

- At the start and end of each meal time
- After playing outside
- After handling/patting animals

Germs on our hands are invisible to our eyes, but when hands are visibly dirty, you should wash your hands with soap and water.

#### **How to wash your hands:**

- Remove any jewellery that may stop you washing all surfaces of your hands
- Wet hands with warm running water
- Apply liquid soap
- Rub hands together to cover all surfaces don't forget in-between your fingers
- Rub hands together for 20 seconds



- Rinse hands making sure you have removed all the soap and bubbles
- Take time to dry your hands thoroughly with single use paper towel

This will usually take between 40-60 seconds.

When your hands are not visibly dirty, it is OK to use waterless hand rub to clean your hands.

**How to use waterless hand rubs:**

- Remove any jewellery that may stop you rubbing all surfaces of your hands
- Squirt enough hand rub into your cupped hands to cover all surfaces
- Rub hands together to cover all surfaces don't forget in-between your fingers
- Keep rubbing your hands together until all areas are dry

This will usually take 20-30 seconds.



# CHILDRENS SERVICES PROGRAM - Fees

## 1-1004 Fees

### Version 4

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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## POLICY

The Langwarrin Children's Services Program operates on a non-profit basis. Any surplus will be expended on equipment and resources for the children's program, minor upgrades and Program improvements as specified by the Committee of Management. All monies obtained through the payment of fees will be used exclusively by the Children's Services Program.

Fees will be set annually by the Committee of Management prior to the commencement of the school year. Fees are set to cover the cost of the programs, and to meet the projected budget for the Program. They are subject to change.

## DEFINITIONS

Permanent Booking

An ongoing pattern of routine bookings that continue until cancelled

Casual Booking

Any booking that is not permanent

## POLICY

The Children's Services Program aims to provide a quality Program which is accessible and affordable to families. The Program will inform parents/guardians of any assistance for which they are eligible. The preferred payment method is by Credit Card supplied with Enrolment Form.

## PROCEDURE

- Fees will be set on an annual basis by the Committee of Management when establishing the budget parameters
- All families are required to pay fees for the care of their children
- Fees are charged on a sessional basis per child for all bookings

## Permanent Care - OSHC

- Statements will be issued twice a term for the following five weeks. After one week to allow time for families to review the statement, credit card payments will be taken with supplied details
- In person payments are to be kept two weeks in advance

## Casual and Emergency Care - OSHC Only

- Fees must be paid at the time of booking

## Permanent Booking - Occasional Care and Three Year Old Pre-Kinder

- Statements will be issued two weeks prior to the end of term
- Approved Childcare Subsidy is applied if applicable
- Paid in full prior to the new term commencing
- In person payments are to be kept two weeks in advance

## EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Quality Area 6: Collaborative partnerships with families and communities



Education and Care Services National Regulations (2012), Section 168



## 1-936 Cancellation of Care Policy

### Version 2

Responsible Person: COM and Manager

Staff Involved: All

Documents referred to:

Date that the policy was last updated or revised: October 2021

To be reviewed: every 36 months

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### POLICY

Families are required to notify the Program of any changes to booking arrangements.

### PROCEDURE

- Seven days notice is required in writing for cancellation of full time and part time booked care, or change of booking.
- Families who do not notify the Program of intention to cancel will be charged the full session fee.
- Families accessing casual care are required to notify the Program the day before for Before School Care, and by 2.30 p.m. on the day of care for After School Care, otherwise the full fee will be charged.

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &

### EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Quality Area 6: Collaborative partnerships with families and communities

Education and Care Services National Regulations (2012), Section 168



## **1-937 Handling of Money Policy**

### **Version 3**

**Responsible Person:** COM and Manager

**Staff Involved:** All

**Documents referred to:**

**Date that the policy was last updated or revised:** October 2021

**To be reviewed:** every 36 months

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### **POLICY**

The Child Care Supervisors and Office staff at LANGWARRIN COMMUNITY CENTRE INC. are the only person/people who will accept payment from families for care.

### **PROCEDURE**

Payments will be accepted through the following methods:

- All payments made to the Supervisor will be given a receipt at the time of payment.
- Cash payments can also be made at the Centre's Reception Office during 9.00am to 5.00pm.
- The person who receipts the fees is not responsible for the physical banking of money.

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)





## 1-938 Receipting Policy

### Version 2

**Responsible Person:** COM and Manager

**Staff Involved:** All

**Documents referred to:**

**Date that the policy was last updated or revised:** October 2021

**To be reviewed:** every 36 months

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### **POLICY**

All families will be provided with an electronic receipt for payment, generated through QlkKids.

### **PROCEDURE**

- All Payments will be acknowledged as soon as possible with a receipt sent via email.
- Receipts will be in line with the requirements of the Children's Services Programs Handbook

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)



## **1-939 Payment of Fees Policy**

**Version 3**

**Responsible Person:** COM and Manager

**Staff Involved:** All

**Documents referred to:**

**Date that the policy was last updated or revised:** October 2021

**To be reviewed:** every 36 months

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### **POLICY**

It is the policy of the LANGWARRIN COMMUNITY CENTRE INC. that all fees for the Children's Services Programs, Program must be paid in advance as requested by term statements, and always prior to care being used. A family's account balance must always remain at nil owing or in credit.

### **PROCEDURE**

- Upon enrolment, all new parents enrolling their child/ren into the program are required to pay a non-refundable enrolment fee, and a nominal annual administration fee; as documented in the current fee schedule. Outside School Hours Care bookings are only accepted if the Centre holds the details of a valid Credit/Debit Card. Permanent bookings will be charged up to 6 weeks in advance, and Casual bookings will be charged as booked. This is the only payment method accepted.
- All fees are to be paid in advance of care at all times. Accounts falling into arrears will be sent a reminder advice or phone call regarding overdue fees. Discussion will include issues such as financial hardship, awareness of overdue fees and other general information.
- If within one week of reminders being made and no payment has been received, the parent will be requested to make an immediate payment to avoid a late payment fee of \$50.00.
- If within two weeks of the first reminder a sufficient payment has not been received, all bookings will be cancelled, and a \$50.00 late payment fee will be applied to the account.
- In the situation where a debt collection agency is required, a further \$100.00 will be applied to the account. Families excluded from the Program due to non-payment of fees will be provided with information regarding family support and financial advisory Programs available in the local community.
- The Centre Manager has the ability to waive fees under special circumstances.
- All Before/After School Care Fees are to be paid in full to the end of the term prior to any School Holiday Program bookings being accepted by the Centre.
- All Occasional Care, Three Year Old Pre-Kinder and Playgroup fees are to be paid for the full term, within the first 2 weeks of the term commencing.

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)



## **1-941 Childcare Subsidy (CCS) Governance Policy**

### **Version 3**

**Responsible Person:** COM and Manager

**Staff Involved:** All

**Documents referred to:** Training and Professional Development Policy, Recruitment Policy, Vision, Mission, Purpose, Values and Quality Statement, Langwarrin Community Centre Inc. Business Plan, Langwarrin Community Centre Inc. Strategic Plan, Fee Schedule, Bookings Policy, Financial Management Policy, Banking/Holding of Money Policy, Petty Cash Policy, Cancellation of Care Policy, Receipting Policy, Late Payment or Non Payment of Fees Policy, Dishonoured Cheques Policy, Allowable Absences Policy, Activities and Excursions Policy and Late Pick Up Fees

**Related Policies:** Fees Policy and Enrolment Policy

**Date that the policy was last updated or revised:** November 2021

**To be reviewed:** every 36 months

### **POLICY**

All families will be notified of the availability of Child Care Subsidy, and their responsibilities in accepting this Government fee assistance.

To comply with legislation when either applying for, or maintaining the Child Care Subsidy (CCS) a CCS Governance Policy is required. Our policy covers: evidence ensuring ongoing compliance with family assistance law, organisation size and structure, decision making, employment and administrative procedures, operational structure, financial viability and risk management.

### **PURPOSE**

To comply with Child Care Subsidy legislative requirements in administering fee assistance to eligible families. We will continuously examine our business and Service model to identify opportunities that ensure fee assistance is managed effectively and with integrity. This includes evaluation, to ensure staff training has been effective, and that processes ensure data reports submitted to the department are accurate.

### **SCOPE**

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



## APPROVED PROVIDER DETAILS

To claim Child Care Subsidy, our Service must be approved by a delegate of the Secretary of the Department of Education and Training by showing the required evidence and information to ensure ongoing compliance with the family assistance law.

Required information includes:

|  |                                   |   |                        |
|--|-----------------------------------|---|------------------------|
| Provider & Service Approval Number   |                                   | <b>Provider ID: 0001626</b><br><b>OSHC Centre - SE: 00004907</b><br><b>Occasional Care - SE: 00015702</b> |                        |
| Business Name  | Langwarrin Community Centre Inc.  |   |                        |
| Trading Name   | Langwarrin Community Centre       |   |                        |
| Contact Person   | Samantha Neeman                   |   |                        |
| Telephone  | 03 9789 7653                      |   |                        |
| Mobile   | 0400 852 404                      |   |                        |
| Email  | sam.n@langwarrincc.org.au         |   |                        |
| Address  | 2 Lang Road Langwarrin VIC 3910   |   |                        |
| NQA ITS Details  | Are you registered? <b>YES</b> NO |   |                        |
| Provider Entity Name   | Langwarrin Community Centre Inc.  |   |                        |
| ABN  | 93 342 036 070                    |   |                        |
| Relevant Entity Documents (Financial Statements, signed partnership agreement etc.) provided |                                   | <b>YES</b> NO   |                        |
| PRODA RA Number and Contact Details  |                                   | 5130986829  |                        |
| Working with Children Check  | WWCC Number<br>03647388-02        | Expiry Date<br>31-05-2022   | State/Territory<br>VIC |
| Details in which the provider or their personnel have an interest                            |                                   | Manager   |                        |
| External Management Organisation   |                                   | Is your Service under the management of an external group? YES <b>NO</b>                                  |                        |
| Number of years of operation   |                                   | Since 1990  |                        |



## OUR SERVICE AND BUSINESS STRUCTURE

The following information describes the type and size of our childcare service operation, including: personnel, recruitment and professional development strategies, fee structure, philosophy and financial position.

|   |  |
|---|--|
| Entity Type   | <b>Incorporation - Not For Profit</b>  |
| Information provided with application for provider approval | <b><u>YES</u></b> NO   |
| Number of Managers  | Committee of Management x 8<br>Manager x 1<br>Children's Services Officer x 1<br>Nominated Supervisors x 5 |
| Number of operation personnel                               | 22   |
| Recruitment and Professional Development Plans              | Refer to -<br>1-951 Training and Professional Development Policy<br>1-953 Recruitment Policy               |
| Structure of the business                                   | See diagram on next page   |
| Number of sites and locations                               | Two  |
| Service Type  | Outside School Hours Care x 2<br>Occasional Care   |

## OPERATIONAL STRUCTURE

|                              |   |
|------------------------------|---|
| Days of Operation            | Monday to Friday  |
| Hours of Operation           | OSHC Centre - 6.45 am to 9.00 am and 3.30 pm to 6.30 pm each day<br>OSHC St Jude's - 3.00 pm to 6.00 pm each day<br>Occasional Care - 9.00 am to 2.00 pm each day   |
| Weeks of Operation           | 50 weeks - Closed for a maximum of 2 weeks over the Christmas period  |
| Fee Schedule                 | Please refer to current Fee Schedule  |
| Number of Licensed Children  | OSHC Centre - 100<br>OSHC St Jude's - 40<br>Occasional Care - 36  |
| Services Provided            | Refer to -<br>1-002 Vision, Mission, Purpose, Values and Quality Statement  |
| Current Staff Qualifications | Qualifications <ul style="list-style-type: none"> <li>• Advanced Diploma of Children's Services</li> <li>• Diploma in Early Childhood Education and Care</li> <li>• Certificate III in Early Childhood Education and Care</li> <li>• Provide an emergency first aid response in an education and care setting</li> <li>• Provide CPR</li> <li>• Anaphylaxis Training</li> <li>• Protecting Children - Mandatory Reporting and other Obligations for the Early Childhood Sector</li> </ul> |
| Collection of Fees           | Refer to Policies as listed on next page  |
| Liabilities                  | Nil   |

## ORGANISATIONAL STRUCTURE DIAGRAM



Langwarrin Community  
Centre Inc.

Committee of Management

Manager

Children's  
Services Staff

Children's  
Services Officer  
In Charge  
Diploma  
Assistant

Administration  
Staff

Administration  
Coordinator  
Finance Officer  
Community  
Development  
Officer  
OSHC  
Administration  
Receptionists  
Volunteers

Registered  
Training  
Organisation  
Staff

Registered  
Training Officer  
Program  
Coordinator  
Tutors

Children's Services

Occasional Care  
Three Year Old  
Pre Kinder  
Outside School  
Hours Care  
Playgroup

Community  
Development

Facility Hire  
Youth Services  
Community  
Garden  
Advocacy  
Volunteers

Adult Education  
and Recreation

Accredited  
Training  
Pre-Accredited  
Training  
Fee For Service



## FINANCIAL OBJECTIVES

Refer to the following documents:

Langwarrin Community Centre Inc. Business Plan  
Langwarrin Community Centre Inc. Strategic Plan  
Fee Schedule

1-903 Bookings Policy  
1-909 Financial Management Policy  
1-910 Banking/Holding of Money Policy  
1-911 Petty Cash Policy  
1-1004 Fees  
1-936 Cancellation of Care Policy  
1-938 Receipting Policy  
1-939 Late Payment or Non Payment of Fees Policy  
1-940 Dishonoured Cheques Policy  
1-944 Allowable Absences Policy  
1-945 Activities and Excursions Policy  
1-946 Late Pick Up Fees

## NON-COMPLIANCE RISK MANAGEMENT

To ensure our continued commercial, operational and financial viability our Service will maintain a current Quality Improvement Plan, Professional Development and Training Plan, Personnel files, Professional Indemnity and Public Liability Insurance and a Child Care Management System.

| TYPE OF RISK            | PREVENTION / STRATEGIES IN PLACE  | ACTION TO BE TAKEN   |
|-------------------------|---|--|
| CCS Compliance          | QikKids - Employment of Childcare management software and approved staff trained in program operation, usage, Government regulations and requirements. Continuous software and Departmental checking and updates.   | Regular and ongoing: Reports analysis, relevant and appropriate procedures and practices, overseeing, monitoring and checking by trained operators.  |
| Insurances              | DHHS provide insurance through VMIA under our funding agreement   | Automatically renewed whilst funded under DHHS   |
| Service Competition     | Self-assessment and quality improvement processes will be undertaken via both planned and ad hoc forums, where the service is measured in relation to industry benchmarks, Government regulations and requirements. | Regular and ongoing: discussion between relevant staff and management, industry research and comparison, assessment of practices and procedures for relevance and compliance. Quarterly administration meetings. |
| Submission of attendees | Attendance submission will be managed via Childcare management software - carried out by approved staff, trained in program operation.  | Adherence to regular weekly administration practices and procedures for the uploading of attendances via childcare management software.  |



|                            |  |   |
|----------------------------|--|---|
|                            |  | Ongoing monitoring and overseeing via management.   |
| Submission of vacancies    | Vacancy submission will be managed via Childcare management software - carried out by approved staff, trained in program operation.  | Adherence to regular weekly administration practices and procedures for the submission of Vacancies via childcare management software. Ongoing monitoring and overseeing via management.                                |
| Staff Skills and Knowledge | Professional Development is offered on an ongoing basis, and as required by Children's Services Regulations and Legislation  | Weekly  |
| Accurate Data Reports      | Accuracy of data reports will be managed and maintained via approved Childcare management software, and data checking practices by approved staff at management level, trained in program operation. | Adherence to regular administration practices and procedures by management for the checking, monitoring and overseeing of data input accuracy within the childcare management system for current services and families. |

#### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &**

#### **EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 7.1: Governance - Governance supports the operation of a quality service

Quality Area 7.1.2: Management Systems - Systems are in place to manage risk, and enable the effective management and operation of a quality service

Quality Area 7.1.3: Roles and Responsibilities - Roles and responsibilities are clearly defined, and understood, and support effective decision making and operation of the service

Education and Care Services National Regulations (2012): 2.1 Provider approvals, 2.2 Service approvals

Division 1 - Applications for Service approvals

Division 3 - Transfer of Service approvals

#### **CHILDRENS SERVICES REGULATIONS (2020)**





## **1-944 Absences Policy**

**Version 4**

**Responsible Person:** COM and Manager

**Staff Involved:** All

**Documents referred to:**

**Date that the policy was last updated or revised:** August 2021

**To be reviewed:** every 36 months

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### **POLICY**

The Children's Services Program will comply with the requirements outlined in the Australian Government Department of Education's Child Care Provider Handbook, in accordance with related government legislation, including the Minister's Rules regarding the management of absences.

### **PROCEDURE**

- Families will be informed of their responsibilities in regard to absences from care.
- Staff members will always ensure that an authorised parent or carer confirms absences for their child, either electronically or in writing.
- Absences incur the same fee as the booking, payable by the parent, carer or primary account holder.
- All absences must be notified prior to occurring, via the app, email, or verbally. A non-notification fee of \$25.00 may apply if sufficient notification is not received.

NOTE: An exception where the fee for an absence may differ from the booking fee:

If Child Care Subsidy (CCS) is withdrawn from an absence due to the Minister's Rules, the cost of the absence will be at full fee

## **1-946 Late Pick Up Fees**

**Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:**

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

A late fee will be charged for children remaining in care after the advertised closing time.

### **PROCEDURE**

- The Program will charge \$3.00 per minute or part thereof.
- The late pickup fee will be added to the parents' statement.



# CHILDRENS SERVICES PROGRAM - Staffing

## 1-947 Staffing

**Version 2**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:**

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### POLICY STATEMENT

Through Program agreements sponsors are responsible to maintain National Standards and State and Commonwealth legislation. Job descriptions ensure the Committee of Management and Program staff are clear about their duties, accountability and standard of performance allowing for the maintenance of appropriate standards.

There is a general acceptance within the children's programs industry of the principle that high quality care is dependent on relevant staff training. The need for qualified staff is based on recognition of the fact that the care of children requires specialist knowledge and skills; and in addition an understanding of Children's Services Regulations.

### CONTRACT / LETTER OF APPOINTMENT

#### POLICY

All staff will be provided with a contract, or a letter of appointment outlining their conditions of employment. This will be reviewed on a regular basis.

#### PROCEDURE

The contract will include:

- Staff hours and days of work (clarification of contact and non-contact hours)
- Employment classification i.e. Part time, casual, and temporary
- Award entitlements and conditions
- Hourly rate to be paid
- Superannuation and commencement date
- Staff appraisal arrangements

### CHILDRENS SERVICES REGULATIONS (2020)

Part 5 - Staffing, Division 1, 2 and 3



## 1-948 Position Descriptions

**Version 2**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

All Children's Services employees will have a position description, which accurately reflects their duties, accountability and standard of performance.

### **PROCEDURE**

Position descriptions will be accurate, outlining in detail:

- Position Aims and Objectives.
- Key responsibilities and duties.
- Qualifications and/or experience.
- Professional development.
- Accountability.
- Performance measurements/appraisal
- All position descriptions must be signed, and dated by staff to indicate their acceptance of and adherence to the content of same.
- Those applicants requiring regular medication will need a medical certificate confirming the applicants' ability to care for children.



## **1-949 Qualifications**

**Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:**

**Date that the policy was last updated or revised:** July 2021

**To be reviewed every 36 months**

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### **POLICY**

It is the policy of the Langwarrin Community Centre Inc. that all childcare workers who are employed in the Children's Services Program will possess or be working their way toward appropriate qualifications i.e. a minimum of Certificate III in Children's Services.

### **PROCEDURE**

Management will ensure that:

- Qualifications will be reflected in all Children's Services staff position descriptions
- Original qualification certificates will be sighted and a signed copy be kept on each staff member's personnel file



## **1-950 Child: Staff Ratios**

### **Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** March 2022

**To be reviewed every 36 months**

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### **POLICY**

Management will ensure Staff: Child Ratios are in accordance with the National Standards for Children's Services Programs. (3.1)

### **PROCEDURE**

- Management will ensure the following staff: child ratios are maintained:
- A maximum of 15 children to one staff member
- That a minimum of 2 staff are employed at all times
- Management will also ensure that a minimum of one staff member on the premises will be trained in first aid

### **Child: Staff ratio - limited hours service - Type 2 licence**

- 1 staff member or volunteer for every 4 children under 3 years of age
- 1 qualified staff member for every 11 children or fraction of that number

### **CHILDRENS SERVICES REGULATIONS (2020)**

**Part 5 - Staffing, Regulation 55**



## **1-951 Training and Professional Development**

**Version 2**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** July 2021

**To be reviewed every** 36 months

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### **POLICY**

The Centre Manager will ensure that all Children's Services employees are offered training appropriate to their position, to increase work satisfaction and provide an effective Program.

All Children's Services staff are required to complete a minimum of four professional development training sessions annually.

### **PROCEDURE**

- The Committee will ensure finance is available for relevant and approved training in the budget
- The Centre Manager will outline guidelines for acceptable training i.e. first aid, child care, safety equipment training
- The Centre Manager will pass on all relevant training information to the staff via email noticeboard
- The staff member will seek approval from the Centre Manager to attend any training
- An evaluation of the training will be forwarded to the Children's Services Officer



## **1-952 Staff Appraisal Policy**

**Version 3**

**Responsible Person:** COM and Manager

**Staff Involved:** All

**Documents referred to:**

**Date that the policy was last updated or revised:** July 2021

**To be reviewed:** every 36 months

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### **POLICY**

The Children's Services Officer shall conduct a yearly staff appraisal to ensure Children's Services Program obligations to the staff are properly met and also allow staff to make comments.

### **PROCEDURE**

- An appraisal date will be set between staff and management
- The Committee of Management will ensure all relevant paperwork is available i.e. Award, Position description and Contract
- Documentation of the meeting will be kept on file with the staff member's and the Children's Services Officer's signature
- Any changes will be implemented

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

**CHILDRENS SERVICES REGULATIONS (2020)**



## **1-953 Recruitment Policy**

### **Version 1**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every** 36 months

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### **POLICY**

The Committee of Management will provide appropriate staff for the Program as per the National Standards for Children's Services.

### **PROCEDURE**

- Staff will be suitably qualified and/or experienced and meet the requirements set out in the position description, and duty statement.
- References to support the applicants work application will be checked.
- Programs will also request proof of identification.
- Prospective staff will require a Working with children and a satisfactory Police Record Check.
- Those applicants on regular medication will require a medical certificate confirming the applicants' ability to care for children.
- For insurance and WorkCover purposes medical documentation indicating a staff is physically able to perform their duties is required.

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)





## **1-954 Induction/Orientation Policy**

### **Version 4**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every** 36 months

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### **POLICY**

The Centre Manager or Finance Officer will provide a work induction/orientation for all new staff members.

### **PROCEDURE**

- New staff will meet with the Centre Manager or Finance Officer to go through documents, and to be informed of important documents, some of which will be physically handed over and others will be emailed.
- The Centre Manager, Finance Officer, Children's Services Officer or Administration Coordinator will then introduce the new staff member to their direct Supervisor, who will ensure that the new staff member is aware of the location of the Policy and Procedure Manual, and orient them with the Centre environment and staff.

The Centre Manager, Finance Officer, Children's Services Officer or Administration Coordinator will allocate a direct Supervisor to act as a Mentor to the new staff member.

An extended orientation/induction process is undertaken within the required program or role. Areas of need are given additional support to the staff member by the Centre Manager, Finance Officer, Children's Services Officer or Administration Coordinator.

The Manager or Finance Officer will complete all documents required for the personnel file. The Finance Officer will then process paperwork and file documents securely.

**[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)**

**[CHILDRENS SERVICES REGULATIONS \(2020\)](#)**



## **1-956 Disciplinary Procedures Policy**

**Version 2**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every** 36 months

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### **POLICY**

A documented disciplinary procedure will be available to all staff, and follows the appropriate award procedures for disciplinary action.

### **PROCEDURE**

The Committee of Management will have an up to date copy of the award, and will document all the steps of the grievance procedure as they occur.

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)



# 1-957 Work Experience Students and Volunteers Policy

## Version 4

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** September 2021

**To be reviewed every 36 months**

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### POLICY

Volunteers and Students in Children's Services will be permitted to assist with staff: child ratios on excursions or to enhance program activities. Students in appropriate fields of study will be accepted to undertake their placement in the Children's Services Program, or within other relevant positions within the organisation.

### PROCEDURE

- The Program may use voluntary staff to assist in the Programs
- The Program may maintain correct staff: child ratios by using volunteers
- The relevant Child Care Supervisor will give volunteers an orientation of the Programs
- All students on placement/work experience will meet with the Children's Services Officer, or the Administration Coordinator prior to being accepted for placement.
- The Administration Coordinator will complete all necessary paperwork i.e. insurance, WorkCover, etc.
- The Children's Services Officer or Administration Coordinator will ensure that students in the Program are:
  - Under the direction of Program Supervisors or Qualified Staff
  - In excess of staff: child ratio
  - Never left in charge
  - Not permitted to give advice to parents
  - Not allowed to be left unsupervised
- The Child Care Supervisors or Administration Coordinator will give students a comprehensive orientation of the Program, or the relevant position.
- The staff will complete any course evaluation/documentation required.

### Work experience students and volunteers will:

- Inform the Student Supervisor, in writing of what will be expected of them by their training body, university, school or any other training organisation.
- Be required to do different shifts during their time, so as to gain knowledge of each different aspect of the service's day.
- Bring in a photo and a short statement addressing the following:
  - Name
  - Time they will be at the service
  - What is it they are studying
- Discuss any problems they may be experiencing with the Student Supervisor.

### The Room Leader will:

- Communicate with the student, volunteers and work experience people and discuss progress of their written work and performance.
- Discuss any issues raised by the student with the Student Supervisor.

### Fail Procedure:

If educators feel that the student is at risk of failing their practicum, the following steps are to be taken:

- Room Leader is to alert the Student Supervisor of any concerns with the student.
- Both the Student Supervisor and the Room Leader are to discuss these issues with the student.



- The Student Supervisor is to arrange with the student's teacher/supervisor to visit the service, and discuss those issues that have arisen.
- The education institution of the student will ultimately determine the outcome of the practicum.

**Termination of practicum:**

Termination of student's placement will occur if:

- The student harms a child in the care of this childcare service.
- The student is under the influence of drugs or alcohol.
- The student has disregard for the Service, and fails to notify if not able to attend the service.
- The student is observed using repeated inappropriate behaviour at the service.
- The student does not comply with all policies and procedures addressed in the student package.
- The student does not provide the photo with an introduction on commencement.

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)



# 1-1005 Responsible Persons Policy

## Version 3

**Responsible Person:** Children's Services Officer

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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## INTRODUCTION & PURPOSE

The policy has been formulated to fulfil the requirements regarding the role and determination of the responsible person present at the service. The aim of this policy is to ensure that a Responsible Person is on duty, on the premises at all times, and that written procedures outline the process of determining who the Responsible Person will be at any given time during the day.

## POLICY

A Centre-based education and care service must have at least one of the following people present at the service at all times. This person is sometimes referred to as the 'responsible person' for the service;

- the approved provider, or
- the nominated supervisor, or
- an appropriately qualified person placed in day to day charge

The Licensee of the Service, the Nominated Supervisor and the person placed in day to day charge are responsible for ensuring a Responsible Person is on duty while children are being educated and cared for by the service.

Nominated Supervisor: is a person with responsibility for the day-to-day management of an approved service. The Nominated Supervisor has a range of responsibilities under the Law and Regulations that govern the operation of education and care services.

### The Nominated Supervisor is responsible for:

- Providing written consent to accept the role of Nominated Supervisor
- Ensuring that, in their absence from the service premises, another Responsible Person is placed in day-to-day charge of the service
- Ensuring they have a sound understanding of the role of the Responsible Person
- Ensuring that the name and position of the Responsible Person in charge of the service is displayed, and easily visible from the main entrance of the service
- Developing rosters in accordance with the availability of Responsible Persons, hours of operations and the attendance patterns of children
- Notifying the Approved Provider and the Regulatory Authority within 7 days of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper, such as the suspension or cancellation of a Working with Children Check card or teacher registration, or if they are subject to disciplinary proceedings

### Persons placed in day to day charge are responsible for:

- Providing written consent to accept the role
- Checking that the name and position of the Responsible Person in charge of the service is displayed and easily visible from the main entrance of the service
- Informing the Approved Provider and/or Nominated Supervisor in the event of absence from the service due to leave or illness, so they can be replaced by another Responsible Person
- Ensuring they have a sound understanding of the role of Responsible Person, understanding that a person placed in day-to-day charge of an approved service does not have the same responsibilities under the National Law as the Nominated Supervisor



- Notifying the Approved Provider and the Regulatory Authority within 7 days of any changes to their personal situation, including a change in mailing address, circumstances that affect their status as fit and proper, such as the suspension or cancellation of a Working with Children Check card or teacher registration, or if they are subject to disciplinary proceedings

**Responsible Person:** is a person who is physically at the service and has the role of Nominated Supervisor or the person placed in day to day charge. The Responsible Person has consented to be placed in day to day charge of the service, but does not take on the responsibilities of the Nominated Supervisor, rather they ensure the consistency and continuity in practices

**Both the Nominated Supervisor and persons placed in day to day charge must:**

- Be at least 18 years of age
- Meet the minimum requirements for qualifications, experiences and management capability
- Satisfy the Regulatory Authority that they are a fit and proper person to be the supervisor of the Service

**The minimum requirements for qualifications, experience and management are:**

- Sufficient skills to be placed in the day to day charge of the Service and at least one of the following:
- At least three years' experience working as an Educator in an education and care service or school
- An approved diploma level Education and Care qualification; or
- An approved Early Childhood Teacher qualification

**IMPORTANT**

- There must be a Responsible Person on the premises at all times the service is delivering education and care programs for children
- The person eligible to be nominated as a Responsible Person must consent to being a Responsible Person and have appropriate skill level, experience, qualifications and approval to work with children, as required under the National Law and National Regulations
- At all times the name and position of the Responsible Person in charge of the service is displayed and easily visible from the main entrance of the service
- At no time does the Service operate without a Nominated Supervisor, and that this person has given written consent
- At all times the name of the Nominated Supervisor is displayed prominently at the service
- All information about the Nominated Supervisor, including name, address, date of birth, evidence of qualifications and approved training, and a Working with Children Check is kept on file at the Service
- The Regulatory Authority will be notified in writing if there is a change of person in the role of Nominated Supervisor
- Educator shifts are rotated to ensure continuity of care for all children. Responsible persons are on duty during both early and late shifts. The person placed in day to day charge, will replace the Nominated Supervisor in their absence
- The person placed in day to day charge who opens the service will sign their name, the time present and place their name on the provider notice record. The person placed in day to day charge will be determined by the shift they are on, and if the Nominated Supervisor is present
- The Nominated Supervisor will sign-in on upon arrival as the Responsible Person, and the person placed in day to day charge will sign off. When the Nominated Supervisor leaves the service for any reason, such as meetings the person placed in day to day charge who is on the late shift, will sign in and take over the role of



the Responsible Person. If for any reason the person placed in day to day charge leaves the service, they will sign out and ask the next person placed in day to day charge to sign on

- The Responsible Person will be identified by their name and position, and this be posted up on the provider information sheet at the entrance of the service for families, visitors and authorities and will need to be changed as the responsible person changes
- All Staff are aware that they have to sign off when they have finished their duty, and will ensure the Nominated Supervisor or the person placed in day to day charge will sign-on and take on the role of Responsible Person. The service cannot operate without a Responsible Person
- Records of the signing 'on and off' are maintained and kept at the service

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Regulations 35-46, 146, 168(2) (i) (ii), 173, 176(2) (c)

Quality Area 4.1 and 7.1, element 7.1.5

Education and Care Services National Regulations (2012)



# CHILDRENS SERVICES PROGRAM - Health and Safety

## 1-959 Medication Policy

Version 5

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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### POLICY STATEMENT

The Health and Safety of the children, staff and families of the Program are paramount. The Program will ensure that the Health and Safety needs of all concerned are met.

**Definition: Medication includes all prescription and over the counter drugs.**

### POLICY

It is the policy of the Langwarrin Community Centre Inc. that it does accept, into its programs any child who requires the administration of Epi Pen Injections, however children who require invasive injections such as needles, syringes etc. - unless self-administering are not accepted into the program. Children who require the administration of oral medications are accepted into the Centre's Children's Services Program.

### Policy Statement

All Medication will be administered in accordance with the Education and Care Services National Regulations (2012) In order to ensure that the interests of staff, children and parents/guardians/approved persons are not compromised, medication will only be administered with explicit permission from parent/guardian/approved person or in the case of an emergency, with permission of a medical practitioner. Medication will be kept out of reach of children with the environmental conditions of the medication in mind (fridge or cabinet). Educators must supervise all children in administration of medication, even when self-administering, and ensure appropriate documentation is completed.

### PROCEDURE

- Over the counter drugs must be accompanied by a Doctors letter authorising administration
- Authorisation, in writing on the appropriate medication form, from a parent/guardian/approved person will include the child's name, the name of the medication, the dosage and times and/or circumstances of administration. The date and time the medication was last administered, and the method of administration i.e. orally, injection, cream
- Where children require medication regularly, approval, in writing on the appropriate medication form, from parents/ guardians/approved persons will be updated on a regular basis
- Notification, in writing on the appropriate medication form will be obtained from parents/guardians/approved persons where a child self-administers medication
- All personal medication including asthma pumps will be stored separately to ensure against access by other children i.e. not left in the regular bags storage area etc.
- Medication will only be accepted if the medication is clearly marked with the children's name, in the original container and label and within the use-by date. All medication must have a chemist label and doctors instructions on how and when to administer
- All medication must be in date to be administered, it is the responsibility of parents/guardians and educators to ensure all medication stored at the Centre is current and in date
- Written consent will be kept in the child's individual file. This file will be held in a locked area and kept confidential (Standard 5.3)





- Action Plans will be easily accessible in a folder, so educators are aware of those children who are asthmatic or have a serious allergy
- In an emergency, if the parent /guardian/approved person is unable to be contacted the Program will contact emergency services. Two staff (minimum a supervisor and educator) will be present, and both will check the medication form, medication package, expiry date and dosage when medication is administered, and both will sign the medication register to acknowledge the medication has been administered correctly
- A parent/guardian/approved person will be asked to sign the Medication Form at collection time to verify the medication was administered correctly
- If medication is administered without authorisation in the event of an asthma or anaphylaxis emergency, the parent/guardian of the child, and emergency services will be notified as soon as possible.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2012)



# 1-959A Children's Individual Medical Plans

## Version 3

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: July 2019

To be reviewed every 36 months

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### POLICY STATEMENT

1. Enrolment forms provide families with the opportunity to share their child's medical information with the program.
2. Medical details are kept in accordance with the Privacy Act 1988.
3. Individual medical health plans are designed for children with serious health conditions and must be current.
4. Individual medical health plans are reviewed on an annual basis to ensure relevance and accuracy.
5. Risk minimisation plan is in place and is revised in accordance with child's needs.

### PROCEDURE

- 
- Individual medical health plans are designed and reviewed in conjunction with parents, staff and health professionals
- Individual medical health plans are reviewed annually
- Educators in the Service will be sensitively informed of children with medical conditions via staff meetings, or an asterisk/code on the sign in sheet. The rights and dignity of the children will be upheld at all times
- Ensure all medical management and risk minimisation plans are accessible to all staff
- It is mandatory for staff to be qualified in Level 2 First Aid and CPR as approved by ACECQA
- It is mandatory for staff to be qualified in Anaphylaxis Management
- It is mandatory for staff to be qualified in Asthma Emergency Management training

### Families are responsible for ensuring that:

- The service is notified that their child has a medical condition requiring a medical plan. These children must be enrolled with completed Medical Plans signed off by a medical practitioner. Enrolment will be terminated if documentation is not complete
- Medication provided by the parent/guardian will be stored appropriately for children regularly using the program
- All medication must be in date to be administered, it is the responsibility of parents/guardians and educators to ensure all medication stored at the Centre is current and in date
- Children at Risk of Anaphylaxis are unable to attend if medication is not provided
- Parents/Guardians must complete the medication form, and sign off if medication has been administered
- If asthma, anaphylaxis or epilepsy no longer exists, the parent/guardian must provide the program with a doctor's letter confirming this. Without this a signed medical plan and relevant medication is required at the program

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

Quality Area 1: Educational Program and Practice - Standard 1.1 Offences related to required programs

Quality Area 2: Children's health and safety - Standard 2.1

Education and Care Services National Regulations (2012). Reg. 90,168(2) (d)

- Code of Ethics



## **1-960 Illness**

### **Version 2**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012) and National Health and Medical Research Council - Staying Healthy in Child Care 4<sup>th</sup> Edition

**Date that the policy was last updated or revised:** August 2021

To be reviewed every 36 months

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### **POLICY**

Parents/Guardians or other approved persons of children who become ill at the Centre, will be contacted by Program staff to make arrangements for the child to be taken home as soon as possible. If a child vomits whilst in care he/she will be sent home and may not attend care for 48 hours from the last vomiting incidence.

### **PROCEDURE**

When a child becomes ill the parent/guardian or approved person will be contacted to make arrangements to have the child taken home as soon as possible.

The staff will make the child as comfortable as possible while they are waiting for the parent.

Signs and symptoms are recorded regarding the illness.

The illness is documented on the forms held by the program and placed on the child's file.

### **Families have a responsibility to ensure that:**

- A child with a fever over 38 degrees Celsius should be kept at home for at least 24 hours
- A child with an acute illness requiring medication should be kept at home for at least 24 hours
- A child who is vomiting should be kept at home for 48 hours after the vomiting has stopped
- A child who is experiencing diarrhoea should be kept home for 24 hours after the last loose bowel motion

### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &**

### **EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Quality Area 6: Collaborative partnerships with families and communities

### **CHILDRENS SERVICES REGULATIONS (2020)**

Part 6 - Health and Welfare of Children, Regulation 75 and 88



## Public Health and Wellbeing Regulations 2019

Extract of Schedule 7 - Minimum period of exclusion from primary schools, education and care services premises and children's services centres for infectious diseases cases and contacts

| Conditions                                     | Exclusion of cases  | Exclusion of Contacts  |
|--|---|--|
| Chickenpox                                     | Exclude until all blisters have dried. This is usually at least 5 days after the rash appears in unimmunised children, but may be less in previously immunised children                                       | Any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection. Otherwise not excluded |
| Conjunctivitis                                 | Exclude until discharge from eyes has ceased  | Not excluded   |
| Cytomegalovirus (CMV) infection                | Exclusion is not necessary  | Not excluded   |
| Diarrhoeal illness <sup>1</sup>                | Exclude until there has not been vomiting or a loose bowel motion for 24 hours  | Not excluded   |
| Diphtheria                                     | Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after finishing a course of antibiotics and the other 48 hours later | Exclude family/household contacts until cleared to return by the Chief Health Officer  |
| Glandular fever (Epstein-Barr Virus infection) | Exclusion is not necessary  | Not excluded   |
| Hand, Foot and Mouth disease                   | Exclude until all blisters have dried   | Not excluded   |
| <i>Haemophilus influenzae</i> type b (Hib)     | Exclude until 48 hours after initiation of effective therapy  | Not excluded   |
| Hepatitis A                                    | Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness   | Not excluded   |
| Hepatitis B                                    | Exclusion is not necessary  | Not excluded   |
| Hepatitis C                                    | Exclusion is not necessary  | Not excluded   |
| Herpes (cold sores)                            | Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible   | Not excluded   |
| Human immuno-deficiency virus infection (HIV)  | Exclusion is not necessary  | Not excluded   |
| Impetigo                                       | Exclude until appropriate treatment   | Not excluded   |

<sup>1</sup> Diarrhoeal illness includes instances where certain pathogens are identified including Amebiasis (*Entamoeba histolytica*), Campylobacter spp., Salmonella spp., Shigella spp. and intestinal worms, but is not limited to infection with these pathogens.



|   |  |   |
|---|--|---|
|   | has commenced. Sores on exposed surfaces must be covered with a watertight dressing  |   |
| Influenza and influenza like illnesses                                    | Exclude until well   | Not excluded unless considered necessary by the Chief Health officer  |
| Leprosy   | Exclude until approval to return has been given by the Chief Health Officer  | Not excluded  |
| Measles   | Exclude for at least 4 days after onset of rash  | Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of exposure with any infectious case, or received Normal Human Immunoglobulin (NHIG) within 144 hours of exposure of any infectious case, they may return to the facility |
| Meningitis (bacterial — other than meningococcal meningitis)              | Exclude until well   | Not excluded  |
| Meningococcal infection   | Exclude until adequate carrier eradication therapy has been completed  | Not excluded if receiving carrier eradication therapy   |
| Mumps   | Exclude for 5 days or until swelling goes down (whichever is sooner)   | Not excluded  |
| Molluscum contagiosum   | Exclusion is not necessary   | Not excluded  |
| Pertussis (Whooping cough)  | Exclude the child for 21 days after the onset of cough or until they have completed 5 days of a course of antibiotic treatment | Contacts aged less than 7 years in the same room as the case who have not received three effective doses of pertussis vaccine should be excluded for 14 days after the last exposure to the infectious case, or until they have taken 5 days of a course of effective antibiotic treatment  |
| Poliovirus infection  | Exclude for at least 14 days from onset. Re-admit after receiving medical certificate of recovery                              | Not excluded  |
| Ringworm, scabies, pediculosis (head lice)                                | Exclude until the day after appropriate treatment has commenced  | Not excluded  |
| Rubella (German measles)  | Exclude until fully recovered or for at least four days after the onset of rash  | Not excluded  |
| Severe Acute Respiratory Syndrome (SARS)                                  | Exclude until medical certificate of recovery is produced  | Not excluded unless considered necessary by the Chief Health Officer  |
| Shiga toxin or Verotoxin producing <i>Escherichia coli</i> (STEC or VTEC) | Exclude if required by the Chief Health officer and only for the period specified by the Chief Health Officer                  | Not excluded  |
| Streptococcal infection (including scarlet fever)                         | Exclude until the child has received antibiotic treatment for at least   | Not excluded  |



|   |  |  |
|---|--|--|
|   | 24 hours and the child feels well  |  |
| Tuberculosis (excluding latent tuberculosis) <sup>2</sup> | Exclude until receipt of a medical certificate from the treating physician stating that the child is not considered to be infectious | Not excluded   |
| Typhoid fever (including paratyphoid fever)               | Exclude until approval to return has been given by the Chief Health Officer  | Not excluded unless considered necessary by the Chief Health Officer |

**Note:**

- All of the exclusion periods can be over-ridden by a medical certificate signed by the family's doctor stating that the child/ren are fit and well and are able to return to the Centre
- All children suffering from any of the illnesses outlined will require a medical certificate stating that the child/ren are fit and well and able to return to the Centre

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<sup>2</sup> This means that exclusion of cases and contacts is not necessary for latent tuberculosis.



## 1-961 Infectious Diseases

### Version 6

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### POLICY

The Children's Services Program policy on infectious diseases is consistent with Commonwealth and State legislation, which outlines the exclusion practices for children who have an infectious disease, or who have been exposed to an infectious disease. The Children's Services Officer will ensure that the policy is practiced.

### PROCEDURE

**The Staff have a responsibility to ensure that:**

- The correct hygiene practices are followed, and meet the requirements of State and Commonwealth Legislation
- Parents/guardians/approved persons are notified of any infectious diseases present at the Centre
- Information on common infectious diseases is available for families as required
- The Children's Services Officer will ensure the Program has access to current information pertaining to infectious diseases provided by relevant authorities
- The Program will hold information regarding immunisation schedules, providers of immunisations and contact details of the Departments Health Office
- Children will be excluded from the service in accordance with appropriate legislation
- Details of specific individuals are not disclosed
- Parents/guardians are notified of any symptoms their child is showing regarding illness as soon as is practicable

**Families have a responsibility to ensure that:**

- The Program is notified as soon as possible that their child has contracted an infectious disease
- The Program is provided with a medical certificate stating that they are no longer infectious, and when it is appropriate for the child to re-enter the program

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &

### EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Education and Care Services National Law Act (2010), Section 167

Education and Care Services National Regulations (2012),

Section 168: Must have Policies and Procedures in place

Section 88 (1) (2) Infectious Diseases

### CHILDRENS SERVICES REGULATIONS (2020)

Part 6 - Health and Welfare of Children, Regulation 89



# 1-961A Infection Control

## Version 3

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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### POLICY STATEMENT

1. Staff will follow universal precautions in regard to the management of blood/bodily fluids.
2. A blood spills kit is provided within the facility.
3. Used syringes found on the premises are removed safely and placed in a syringe container.

### PROCEDURE

- Staff will model effective hand washing techniques to children
- Posters outlining effective hand washing will be displayed for children and staff
- All spills of bodily fluids will be mopped up with paper towel, placed in a sealed bag along with the gloves the staff member was wearing, and disposed of in a bin with a lid. All tissues from injuries, blood noses etc. are also disposed of in this manner. (All items can be found in the blood spills kit)
- Gloves will be worn when dealing with spills of bodily fluids, and will be cleaned up with bleach solution
- Hands are washed in hot soapy water after cleaning up a spill
- Equipment exposed to blood or bodily fluids will be cleaned with hot soapy water as soon as possible
- Staff will be trained in effective infection control methods and reasons for these behaviours
- Open wounds will be covered by a water-proof bandage when working

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &

### EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Education and Care Services National Law Act (2010) Section 167

Education and Care Services National Regulations (2012) Section 168 c





# 1-962 Sun Smart Policy

## Version 6

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: September 2021

To be reviewed every 36 months

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### POLICY

Educators will observe strict sun protection practices in accordance with relevant government guidelines to minimise risk to children. This applies to all Program events on and off site.

### Rationale

A healthy balance of the sun's ultraviolet (UV) radiation exposure is important for health.

Too much UV from the sun can cause sunburn, skin damage, eye damage and skin cancer. Australia has one of the highest rates of skin cancer in the world. Over exposure to UV during childhood and adolescence is known to be a major cause of skin cancer.

Sun Protection is needed whenever UV levels reach three and above. In Victoria average UV levels are three and above from September to April. During these months, particular care should be taken during the middle of the day between 10 am - 4 pm when UV levels reach their peak.

Too little ultra violet light from the sun can lead to low vitamin D levels. During the winter months outdoor activities will be encouraged to allow healthy exposure for all children.

### Objectives

The goals of the Sun Smart Policy are to:

- Ensure that all children and staff maintain a healthy UV exposure balance
- Encourage the use of a combination of sun protection measures whenever UV index levels reach three and above
- Encourage safe UV exposure whenever UV Index levels are below 3
- Work towards a safe environment that provides shade for children and staff at appropriate times
- Assist children to be responsible for their own sun protection
- Ensure that families and new staff are informed of the Program's Sun Smart Policy

### PROCEDURE

From September to April in Victoria -

- Our Sun Smart policy is considered when planning all outdoor events e.g. excursions and outside play
- Where possible, outdoor activities or events are held earlier in the morning or later in the afternoon, or by using indoor venues
- Educators will check the UV levels for the day utilising one of the following methods - BOM weather app or website and/or Cancer Council SunSmart app - MyUV.com.au
- Educators will check the UV levels every 30 minutes whilst outside
- Children and staff use a combination of sun protection measures whenever UV Index levels reach three and above
- SunSmart behaviour is regularly reinforced and promoted in the program through newsletters, the Centre website, staff meetings, group assemblies, child and educator activities and on child/rens enrolment

#### 1. Shade

- The availability of shade is considered when planning excursions and all outdoor activities
- Shaded areas will be used when possible or exposure will be limited to early morning or late afternoon
- Children who do not have appropriate hat or clothing for sun protection, will be restricted to inside activities



## **2. Clothing**

- Children are required to wear clothing that covers as much skin as possible. SINGLET TOPS or SHOE STRING TOP DRESSES do not offer enough protection, and are not appropriate for outdoors from September to April

## **3. Hats**

- Children and staff are required to wear hats that protect their face, neck and ears, e.g. legionnaire, broad brimmed or bucket hats, whenever they go outdoors between 10.00 am and 4.00 pm during the day as appropriate. BASEBALL CAPS do not offered enough protection and are therefore not recommended

## **4. Sunglasses**

- It is suggested that close fitting wrap-around sunglasses that meet Australian Standard 1067 are worn

## **5. Sunscreen**

- Children are to bring their own broad spectrum SPF 30+, water resistant sunscreen, which should be applied to clean dry skin at least 20 minutes prior to going outdoors, and reapplied every two hours; or more frequently if there are water play activities, swimming or excessive perspiring. Relevant information regarding applicable SunSmart practices will be made available to the Children's Services educators
- Educators will adhere to these practices to set an example for children such as wearing sun protective hats, clothing and sunglasses when outside
- Applying SPF 30+ broad spectrum, water resistant sunscreen
- Seeking shade whenever possible
- Educators will encourage the children to observe correct SunSmart sun care
- Sunscreen (factor 30 or more) is available for use by the Children's Services Program, however it is preferred that children provide their own
- Parents to advise staff if their child/ren are allergic to sunscreen

## **6. May to August**

Average UV index levels below 3

- To maintain winter vitamin D levels, sun protection measures are not followed from May to April, unless the UV index level reaches 3 or above

### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2012), Section 168 2a (ii) - Sun protection

SunSmart - [www.sunsmart.com.au](http://www.sunsmart.com.au)



# 1-963 Accidents or Injury Policy

**Version 8**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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## **POLICY**

The child's wellbeing is of prime concern, and should be dealt with immediately - to ensure the best outcome for the child. It is vital that sound accident prevention strategies are developed, monitored and practiced by staff. These strategies are designed to provide for a safe and healthy environment for staff, children and parents and thereby reduce the incidence of an accident occurring.

Every attempt will be made to ensure the sound management of the injury to prevent an exacerbation of the situation. Parents will be informed immediately if medical aid or hospitalisation is required, and the Child Care Supervisor will complete all required paperwork. If required, an investigation of the cause will be completed.

The Service will ensure that staff, families and children are provided with counselling services to assist in managing stress or grief associated with a trauma or death.

## **PROCEDURE**

### ***General***

- Children will be in sight of an Educator at all times to ensure prompt attention
- Educators will administer basic first aid as quickly, and effectively as possible to prevent any serious harm or secondary issues
- Emergency procedures are placed in key areas within the facility for staff, parents and children to refer to
- The 000 emergency number is kept near telephones
- Counselling is offered to staff, families and children as required

## **PROCEDURE**

### ***Minor Accident***

- An accident report will be completed and signed by the Educator in attendance as well as a witness
- The parent will be informed at the time, or on arrival to collect the child and asked to sign the form
- The report will be given to the Child Care Supervisor for sighting, and the form filed in the accident file
- The Children's Services Officer will be informed, and an investigation undertaken within twenty-four hours if deemed necessary

## **PROCEDURE**

### ***Major Accident***

- Children will be in sight of an Educator at all times to ensure prompt attention
- Staff will administer first aid and a co-worker will call for an ambulance
- Co-worker will notify the Child Care Supervisor giving details of the emergency
- Senior Staff will contact the parents and the Children's Services Officer. The Children's Services Officer will then contact the Centre Manager. In the case where the Centre Manager cannot be contacted, the Children's Services Officer must contact one of the Committee Executive i.e. President, Vice President, Treasurer or Secretary. Names and phone numbers can be found in the diary located in the reception office
- Co-worker will take other children to another part of the building
- The Nominated Supervisor - or a staff member delegated, will accompany the child in the ambulance and remain with the child until the parent/s arrives
- The initial accident report will be completed and forwarded to the Children's Services Officer within 24 hours. The Children's Services Officer will forward the accident report to the Centre Manager and to the



Australian Children's Education and Care Quality Authority via the NQITS Portal within 24 hours. The Centre Manager will use her discretion in the timing of advising the Committee of Management members

## PROCEDURE

### Death

- Children will be in sight of an Educator at all times to ensure prompt attention
- Staff will administer first aid and a co-worker will call for an ambulance
- Co-worker will notify the Child Care Supervisor giving details of the emergency
- Senior staff will contact the Children's Services Officer and Centre Manager and one of the Committee Executive i.e. President, Vice President, Treasurer or Secretary. Name and phone numbers are located in the diary in the reception office
- Co-worker will take other children to another part of the building
- The Nominated Supervisor - or a staff member delegated, will accompany the child in the ambulance and remain with the child until the parent/s arrives
- As the senior person, the Centre Manager will contact the family, the Australian Children's Education and Care Quality Authority via the NQITS Portal, Department of Families, Fairness and Housing. If police need to be involved they will arrive and question Child Care staff
- Documentation - staff members need to document clearly and specifically all details of the emergency in the child accident report
- In the event of a child's death, a full report must be lodged with the State Government Director General Staff must have all supporting documentation to concur with the report, and prove all precautions had been taken
- If the child has been transported via ambulance to hospital, the immediate Service environment is not to be cleaned or otherwise disturbed until the Nominated Supervisor gives the clearance. The police and other relevant authorities may need to undertake a detailed investigation
- The Approved Provider or the Nominated Supervisor are the only persons to comment on the incident. No other staff member is to provide information about the incident to the family concerned, to other families, or to the media. In addition, no staff member is to make public comment or admit liability for the incident

## RESPONSIBILITIES

- **Committee of Management and Centre Manager:** The Committee of Management and Centre Manager will sight all accident reports, and ensure that preventative strategies are developed and maintained
- **Children's Services Officer and Child Care Supervisors:** The senior staff will ensure all preventative strategies are put in place, and that reporting of an accident or hazard is properly documented. In most cases, the senior staff will record the accident details, carry out an investigation and follow through on any recommendations arising from the investigation
- **Support staff:** Support staff will report all accidents immediately to the Child Care Supervisors, and provide necessary information to carry out a thorough investigation into the cause

## TRAUMA

A death or serious injury at the Centre can traumatise staff, children and/or parents. Counselling will be made available to the community through appropriate channels.

## ACCIDENT INVESTIGATION

The purpose of an investigation is not to lay blame, though at times the facts may indicate where fault may be found. The purpose is to:

- Learn from the event via careful fact-finding
- Make decisions and take actions to ensure a safer environment
- Prevent similar accidents from occurring in the future
- The investigator should be someone who has knowledge of the work, and has the ability to communicate with staff



**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice - Standard 1.1 Offences related to required programs

Quality Area 2: Children's health and safety

Quality Area 4: Staffing Arrangements

Quality Area 5: Relationships with Children

Quality Area 6: Collaborative partnerships with families and communities

Education and Care Services National Law Act (2010), Section 167, 174(5) Serious Incidents

**CHILDRENS SERVICES REGULATIONS (2020)**

**Regulation 57**



# **1-964 Emergency Procedures Policy**

## **Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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## **PURPOSE**

We aim to maintain the safety and wellbeing of each child, educator and individual using the service during an emergency situation.

To ensure the safety of children and staff in the case of an emergency, emergency procedures will be known and practiced. Emergency evacuations will be practiced and reviewed frequently.

## **PROCEDURE**

- A disaster plan for the Program is to be in a place for all to see and follow in times of emergency
- The Program will practice emergency evacuations and procedures on a regular basis (minimum every three months) ensuring all staff and children are familiar with the emergency procedures
- Rehearsals will be evaluated and documented to ensure educators and children are fully aware of the expectations during an emergency
- All emergency exits will remain clear and exit signs will be checked regularly to ensure they are in working order
- Procedures are in place to handle harassment and or threats to children by persons known or unknown
- On commencement staff will receive a copy of the Emergency Management Plan
- If an emergency occurs an evaluation will follow to ensure all procedures were in place and were adequate for the occasion

## **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &**

## **EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2012)

Section 168, (2) (e) Must have P & P Emergency Evacuations"

97 Emergencies and Evacuation procedures

Education and Care Services National Law Act (2010) Section 167

## **CHILDRENS SERVICES REGULATIONS (2020)**

Part 6 - Health and Welfare of Children, Division 2 - Safety, Regulation 75



## **EMERGENCY EVACUATION PROCEDURE**

- Emergency will be notified with an alarm, during office hours it will also include an announcement through the speaker system, please listen for instructions of where to proceed.
- If you need to report an emergency to others in the building, please go immediately to the fire panel located in the foyer and use the microphone (push button to speak). If it is unsafe to come to the front of the building pick up the nearest phone handset and dial \*10 then speak into the phone to make your announcement - ensuring that you state what and where the emergency is.
- If there is an emergency and the alarm has failed to activate, please press the emergency button on bottom left corner of fire panel, this will manually activate the system.
- If it is dangerous to stay inside the building for any reason - leave immediately.
  - STAY CALM
  - COLLECT EMERGENCY SUPPLIES BAG
  - CLOSE WINDOWS and DOORS if time allows
  - ACCOUNT for all in room
  - LEAVE BELONGINGS in the room
  - MOVE calmly to outside Assembly Areas by safest route
  - FOLLOW WARDEN'S (Orange Hat) instructions, if present.
  - Please remain at assembly point until given the all clear to leave

### **Assembly Areas**

If Warden (orange hat) is **not** present to direct you, select from the following:

- War Memorial next to garage
- St Jude's Primary School

### **Children's Services**

- Take Roll Call of all present
- Obtain signatures against roll for those wishing to leave immediately
- *Note that all children must have a parent or guardian to sign for them before leaving the scene*
- Wait for further advice and instructions from Emergency Services personnel
- Ensure a second roll call of all present is made at assembly point
- Contact all parents/guardians to advise them of the situation, and to collect their children when circumstances permit
- Ensure children are signed out in usual way when they are collected
- Remain with children until they have all been picked up, and signed for, by a parent or guardian
- If Emergency Services are not present on site, notify 000, that the building is fully evacuated. If building has been evacuated, ensure that no one re-enters the building until it has been declared safe to do so by Emergency Authorities

### ***In the emergency supplies bag:***

- First aid Kit (gloves, tissues, bandaids, bandages)
- Wipes
- Water
- Dry biscuits
- Hand sanitizer
- Paper towel
- Disposable plastic cups
- Accident forms and pens
- Plastic bags

Same emergency bag as  
Occasional Care

*Supplies to be checked by the Children's Services Officer for use by dates, the first week of each Term.*



## **1-965 Non Collection of Children Policy**

**Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every 36 months**

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### **POLICY**

To provide guidelines that ensures safe delivery, and collection of children attending the Langwarrin Community Centre Children's Program, and to ensure Duty of Care obligations are being met under National Law.

The Children's Programs sees its role as being to protect the child's feeling of security and self-worth, while also ensuring staff safety and welfare.

OSHC Program operating hours are 6.45 am to 6.30 pm, and staff are employed to work only during these hours and have a right to finish on time. The Occasional Care and Three Year Old Pre-Kinder Program operating hours are 9.00 am to 2.30 pm, and staff are employed to work only during these hours and have a right to finish on time. Staff who are delayed due to the late collection of children may suffer public transport delays, or may have their own family commitments that are unable to be met.

A child/staff ratios apply throughout the program, a minimum of two staff will be in attendance one of which must be qualified. These staff, when delayed beyond their normal working hours, must be paid overtime to comply with employment conditions. To cover overtime costs and to compensate for inconvenience to staff, Langwarrin OSHC Program will impose a fine on parents if they collect their child/children after the programs finish time.

### **PROCEDURE**

If the parent has not contacted the Langwarrin Community Centre, and fails to collect their child/children by 6.30pm the staff on duty at closing time will:

- Remain at OSHC Program and attempt to contact the parents/guardian.
- If not contactable, staff will immediately call the emergency contact number on the enrolment form.
- Staff will document their efforts to contact an authorised nominee with times and conversations.
- Ensure the parents/emergency contact electronically sign out the child/ren when they arrive, this will note the time of collection.
- Inform the OSHC Administration staff so an appropriate late fee can be imposed.

If staff have been unable to contact parents or emergency contacts by 30 minutes after the end of the session, staff must inform Children's Service Officer who will contact the police. Police will be asked to assist in locating the parents/emergency contacts.

If the child has not be collected by one hour after the end of the session, the Children's Service Officer will:

- Inform Management
- Maintain two staff at the Centre until alternative arrangements are made for the child.
- Maintaining calm and positive interactions with the child, explaining in simple terms the situation, and what is happening.
- Make notes for the Department of Families, Fairness and Housing and Police about the child's history in relation to general care, allergies, medication and providing them with a copy of the child's enrolment form.
- Contact the Department of Families, Fairness and Housing for direction.
- Complete Incident Form.





**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2012), Section 168, 99 - Delivery and Collection of Children

Education and Care Services National Law Act (2010), Section 167



# **1-966 First Aid Policy**

## **Version 6**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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## **POLICY**

In the event of an accident or a child falling ill, first aid equipment and expertise will be available.

## **PROCEDURE**

- A first aid kit will be accessible to the staff and maintained in good order
- One educator on duty will hold a current Level 2 First Aid Certificate, Risk of anaphylaxis management and training and Asthma Training

A first aid kit will be taken on drop off and collection from schools, and on excursions as well as all medical information relating to the children.

Where first aid has been administered, an injury report will be filled out, and signed by parents and staff.

All head injuries are to be reported to the parents immediately, and documented on the appropriate forms.

## **References:**

ACECQA National Quality Framework Resource Kit (2012)

- Quality Area 1 - Educational Program and Practice.

- Quality Area 2 - Children's health and safety St. 2.1

Education and Care Services National Regulations (2012), Section 168 2(iv) - The administration of first aid

## **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety, Standard 2.1

Education and Care Services National Regulations (2012)

Section 168 2 (iv) - The administration of first aid

## **CHILDRENS SERVICES REGULATIONS (2020)**

Part 6 - Health and Welfare of Children



# **1-967 Tobacco, Drug and Alcohol Free Environment Policy**

## **Version 6**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012) and Education and Care Services National Regulation 2012, Reg.84 (1)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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## **POLICY**

The Children's Services Program operates in a tobacco, drug and alcohol free environment as per Education and Care Services National Law (2010) and to:

Provide clear guidelines to the Educators and all stakeholders ensuring that the environment is free from the use of tobacco, illicit drugs and alcohol. This will in turn ensure the health and safety of the children being educated and care for.

## **PROCEDURE**

- No person, staff member or parent or guardian may smoke whilst at the program venue
- Procedures will be put in place if a staff member does smoke, to maintain the staff: child ratios, and abide by the above policy
- Signs are posted to notify that it is a smoke free environment
- Parents who are smoking will be asked to move to the designated smoking area

## **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: Children's health and safety

## **CHILDRENS SERVICES REGULATIONS (2020)**

Part 6 - Health and Welfare of Children



## **1-968 Animals, Birds, Reptiles and Fish Policy**

**Version 6**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

Animals kept on the premises shall be maintained in a clean and healthy condition, and will in no way be detrimental to the well-being of the children.

Pets assist children from a young age to learn and care for other living beings. They can teach a sense of responsibility, caring and tolerance, in addition they offer many opportunities for developing observation skills and basic natural science experiences.

### **PROCEDURE**

- Animal enclosures will be cleaned regularly whilst wearing gloves, with particular attention given to the safe and correct disposal of animal waste
- Animal health will be closely monitored and where necessary, the animal checked by a veterinary surgeon
- The Program will check for any child with allergies that relate to animals, and ensure that the needs of the child are paramount
- Educators and children will wash and dry their hands thoroughly after touching animals to avoid contamination to sandpits, plants and vegetable gardens

### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

### **CHILDRENS SERVICES REGULATIONS (2020)**



## **1-969 Transport**

**Version 6**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

The Children's Services Program will ensure any child, while in transit, will be safe.

### **PROCEDURE**

The Committee of Management will ensure that:

- The vehicles owned and operated by the Program will comply with the Bus Safety Act 2010 (Vic.), be roadworthy, registered for the maximum number of passengers, and be comprehensively insured
- A Roadworthy certificate will be obtained annually, and kept on file
- When hiring transport, the Program will ensure insurance policies are in place
- Drivers will hold appropriate licence's (not probationary)
- Seat belts must be worn by all children and educators
- All educators have undertaken and hold a current First Aid qualification, and have participated in Anaphylaxis and Asthma Management training
- Children, when in transit, will be supervised by educators
- When children are waiting to be transported from their school to the venue, the children will be supervised at the school
- Appropriate documentation will be completed to sign the children into the program
- Excursion educator/child ratio's apply whilst transporting children

### **EMERGENCY PROCEDURE - TRANSPORT:**

- A breakdown contingency plan has been developed to ensure the safety of children and staff, in the event that the transport arrangements breakdown
- In the event of an emergency i.e. vehicle breakdown, the bus driver/staff member will phone the RACV on the mobile phone to arrange an RACV mechanic to inspect the vehicle
- The bus driver/staff member will also contact the Centre on mobile phone to advise Children's Services Supervisor (out of hours) and the Children's Services Officer (in hours) of vehicle breakdown, and to arrange the transport of children by the other Centre bus or taxi's, if not in close proximity to their destination i.e. School or Community Centre
- Bus driver/staff member will walk children to their destination i.e. School or Community Centre, if in close proximity
- The bus driver/staff member will stay with the vehicle until the RACV has attended and repaired vehicle. The bus driver/staff member will then drive the bus to its normal destination
- Where the bus is involved in an accident, the appropriate emergency services will be called, and the Children's Services Officer/Manager notified. The Educators are to remain with the children at all times, and where possible move them from the accident scene and reassure children. The Children's Services Officer will arrange alternate transport if necessary, and parents will be notified of the accident

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

**BUS SAFETY ACT 2010 (VIC)**



# 1-969A Centre Vehicle Bus Drivers - Procedural Guidelines

Version 2

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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(This document is in addition to the Centre's Policy & Procedure for Centre Vehicles)

1. All new bus drivers must complete a bus driving induction. Trainee bus drivers are to complete "Behind the Wheel" driving exercises, such as turning, parking, reversing and controlling the bus. They will practice driving the normal bus routes under the supervision of an experienced bus driver.
2. All bus drivers must adhere to the following Policies:
  - 1-800 Motor Vehicle Use Policy
  - 1-969 Transport Policy
3. Mobile Phones are to be carried and switched on at all times whilst in the bus - mobile phones are not to be used by the bus drivers whilst driving the bus. The other educator on the bus will have the phone in their possession, and may answer it in transit. If the bus driver is the only person on the bus, and the mobile phone rings, they are to pull over to the side of the road to answer it.
4. First Aid Kits to be regularly checked, and ensure necessary supplies are replaced when required.
5. Children are to sit in the seats at the back of the bus at all times. Front seats are only to be used by the oldest children (must be a minimum of 8 years of age) and extra staff member/s when all seats in back of the bus have been utilised.
6. The educator will sit in the back of the bus to supervise the children at all times.
7. Children are to use the seat belts provided on the buses, and educator to check that each belt is secured.
8. Children to be reminded to use quiet voices only, and not to play with any buttons/knobs/switches within the bus. This includes opening of the windows.
9. Children are to be reminded that feet are in front of them, not around to the side of the seats. Feet are not to kick at the seat in front.
10. Children are to remain on their bottoms at all times once seated.
11. Seat belts are to remain secured on all children until they are given permission by a staff member to exit the bus.
12. Children to be monitored by bus driver/educator as they enter/exit the bus. E.g. small children may need assistance to reduce the risk of a fall.
13. Children are responsible for their own school bags, and should have them in front of their person at their feet.
14. No food or beverages are to be consumed on the bus.
15. Children to exit bus in an orderly fashion. e.g. children in the front seats first.



16. All staff are to strictly monitor radio program's which are on, and ensure that content is appropriate for children in a childcare setting. Our duty of care requirements should not be compromised e.g. some modern song contents do make sexual references, and use inappropriate language.
17. The radio is to be at an appropriate level of sound that does not compromise the concentration of the bus driver/educator, or compromise the ability of educators to communicate with the children.
18. During afternoon sessions bus drivers are to communicate with the Children's Services Supervisor as to the number of children still at the schools, or other relevant information during each bus run.
19. During morning sessions, if in the childcare room, please ensure that you are seen to be supporting the childcare team during routine transition times e.g. when staff are endeavouring to encourage children to pack up and sit on the mat. Please re-direct any children who choose instead to engage you in any conversation, questions or activity at this time.
20. Each driver will be allocated, on a roster basis the school they will be responsible for, however this needs to be flexible and can be changed at the discretion of the Children's Services Supervisor if required.
21. There is no staff ownership of any particular bus.
22. At the end of each bus run the bus drivers are to check if the phone needs to be recharged, and inform Reception if necessary.
23. Credit on mobile phones should be checked weekly prior to the regular shopping, and Reception notified to include purchase on shopping list.



# **1-970 Venue Availability Policy**

**Version 4**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every 36 months**

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## **POLICY**

The personal safety and security of children, staff and parents, guardians and authorised persons while at the Children's Services Program is of primary importance. To ensure their safety, the Children's Services Program will provide a safe and secure environment.

## **PROCEDURE**

- The Program will ensure that the venue, grounds, and all equipment and furnishings used by the Program are maintained in a safe, clean, hygienic condition and in good repair at all times.
- The Program will ensure that facilities remain vermin free.
- The Program area will have appropriate heating, ventilation and lighting both indoors and outdoors.
- The Program will ensure safe designated play areas.
- The code of conduct used at the Program will be on display.
- Indoor and outdoor safety checklists and urgent maintenance reports will be available for staff to notify the Children's Services Officer/Centre Manager of any dangerous broken or damaged equipment, and/or repairs and hazards at the venue.
- A list of appropriate emergency telephone numbers will be at the Program to contact should there be damage to or repairs needed at the venue.
- To ensure the venue is secure, a closing routine must be completed when leaving the premises.
- A telephone is accessible to the Program at all times for incoming and outgoing calls, and on excursions.
- Emergency exits are clearly identified.
- Heating and cooling units will be adequately guarded, and positioned so as not to threaten the children's safety.
- No access to pools or wading pools will be permitted unless children are supervised with correct staff: child ratios.
- Fire safety equipment will be accessible to staff at all times.

[Education and Care Services National Regulations \(2012\), Section 168](#)

[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)

[CHILDRENS SERVICES REGULATIONS \(2020\)](#)





## **1-971 Cleaning and Maintenance Policy**

**Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every 36 months**

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### **POLICY**

The provision of a clean and well-maintained facility is essential in ensuring that Parents and Children using the Children's Services Program are provided with a high quality Program.

### **PROCEDURE**

It is the responsibility of all staff members to maintain a clean and hygienic venue. Environmentally friendly cleaning products are used where appropriate. A cleaning service will be contracted in to clean three times a week during term time and nightly for School Holiday Program.

At the conclusion of the day:

- The floors are to be swept
- Tables and chairs wiped with disinfectant.
- All resource materials and equipment to be packed away.
- Any dishes are to be washed, dried and put away and the kitchen surfaces to be wiped.
- Toilet areas should be checked periodically during the session for unflushed toilets, 'accidents', water spills, toilet paper etc.
- Toilets and hand basins are to be wiped with disinfectant after each session and as per roster on School Holiday Program or as necessary.
- Staff clean tables throughout the day, sweep floors after activities, pack up resource materials and equipment, and put away into the appropriate tub/s.
- Encourage the children to help with this process whenever possible.
- Construction toys and materials are to be washed in warm soapy water and rinsed as needed.
- Expectations of the cleaning contract are documented.
- The indoor and outdoor facilities are to be regularly checked for cleanliness and safety.
- Educators are to be aware of the process to organise, to enable routine and emergency maintenance to be carried out.
- All toilets are cleaned regularly.
- Staff will ensure food preparation areas are not used for other purposes.
- Sand pit area is to be swept at the end of each session.

### **Emergency Out of Hours Maintenance Procedure:**

In the situation where maintenance is required out of hours in an emergency situation i.e. replacement of broken glass pane, external door lock not working etc. staff are to contact the Frankston City on 1300 322 322 or the Manager of the Centre.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: Children's health and safety

**CHILDRENS SERVICES REGULATIONS (2020)**



## 1-972 Storage of Dangerous Products Policy

### Version 7

**Responsible Person:** All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### POLICY

The Children's Services Program will store all dangerous products in a cupboard out of reach of children, or with childproof locking devices. Less toxic products will be selected for cleaning and other purposes where appropriate. All educators will be trained in the storage, preparation and first aid of all dangerous products held at the Program.

### PROCEDURE

When purchasing cleaning and other dangerous supplies, consideration is made to the purpose of the product, health and regulatory requirements and alternative products.

- Material Safety Data Sheets (MSDS) are obtained for all chemicals stored on the premises, and are easily accessible and known to educators
- Cupboards out of children's reach or with childproof locking devices are used for cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment and medication
- Storage cabinets/cupboards are appropriately labelled 'chemical storage' or 'first aid' and contain warning signs
- All chemicals and dangerous products are returned to the cabinet immediately after use
- All chemicals, medications and dangerous substances are stored in their original containers
- A secure container for medications, first aid and records will be taken on excursions
- Kitchen refuse and garbage will be lidded, cleared and cleaned on a daily basis
- Hazardous machinery, chemicals and activities which are likely to cause potential danger to children are not to be used or undertaken while the Program is in operation
- If poisoning does occur a staff member will apply First Aid measures according to the MSDS while another staff member will telephone the Poisons Information Centre on 13 11 26 immediately for First Aid advice  
The telephone number of the Poisons Information Centre is on the emergency services poster displayed

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

Quality Area 2: Children's health and safety

### Education and Care Services National Law Act (2010), Section 167



# **1-973 Food Preparation Facilities Policy**

**Version 3**

**Responsible Person:** All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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## **POLICY**

The Early Years Program and School Holiday Program do not provide or prepare snacks or meals for the children, except in emergency situations where single serve, prepackaged shelf life products are provided. The OSHC Program provides snacks for all children in Before and After School Care, and Educators consult with the children when planning the menu. All children's health and allergies are taken into consideration when devising the menu. The Children's Services Program will comply with State and Local Authority legislation when it is necessary to handle or store food.

Areas used for the preparation and storage of food will be kept free from contamination, and will be prepared and handled hygienically.

## **PROCEDURE**

- Information on correct food preparation procedures will be available to educators
- Safe, hygienic facilities for the preparation, storage, heating and cooking of food for children, including a sink, refrigerator and hot and cold running water supply will be accessible to educators
- The above facilities shall be in a room within the boundaries of the program venue
- All Children's Services Programs offer cooking within the curriculum and staff will ensure that children are supervised when participating in cooking activities
- Items that could be considered dangerous will be safely stored in cupboards that children are unable to access
- The environment and equipment will be cleaned regularly in compliance with food safety regulations
- Garbage receptacles will contain a lid and will be emptied and cleaned on a daily basis. (2.9.3)

## **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &**

## **EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Quality Area 6: Collaborative partnerships with families and communities

## **CHILDRENS SERVICES REGULATIONS (2020)**

Part 6 - Health and Welfare of Children, Division 2 - Safety, Regulation 75

## **Education and Care Services National Regulations (2012)**

Section 168 2d - Dealing with medical conditions in children, including the matters set out in regulation 90.



## **1-974 Health of Staff Policy**

### **Version 2**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every 36 months**

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### **SCOPE**

This policy applies to Management, Administrative Staff and Childcare Staff working at the Centre.

### **POLICY**

The Committee of Management will ensure that staff employed by the Program are free from the influence of drugs or alcohol, and are fit and proper persons able to care for children. The Committee of Management are obliged and responsible for ensuring that staff are provided with a stress free healthy work environment, and the best possible working conditions, and working arrangements in order to achieve their work goals and tasks.

### **PROCEDURES**

- Employees shall not present for work, or perform any work, while under the influence of an illegal drug or alcohol.
- Staff should inform the Children's Services Officer or Centre Manager immediately if another staff member is under the influence of drugs or alcohol.
- The Children's Services Officer or Centre Manager should ensure a relief staff is put in place immediately, and the offending staff member removed from the presence of children.
- The Children's Services Officer or Centre Manager should then encourage the staff member to seek counselling.
- Disciplinary action taken if required.
- In the situation where staff workloads are heavy, alternative work arrangements should be offered to alleviate workload stress and pressures, which include arrangements for staff to work out of the office.
- If a staff member requires regular medication the Children's Services Officer will require a medical certificate confirming their ability to care for children.
- Where an employee is required to take prescription medication under the direction of a medical practitioner or over-the-counter drugs, the employee shall immediately advise her or his supervisor of any adverse side effects that may affect the employee's ability to undertake any required duties.
- For insurance and Work Cover purposes medical documentation indicating a staff is physically able to perform their duties is required.
- The consumption of alcohol by staff in the Centre is prohibited other than at functions authorised by the Manager or Committee of Management.
- Smoking is not permitted in the program venue; staff will be informed of the designated area for smoking.
- The possession and use of illegal drugs on Centre property, and whilst performing duties as an employee of the Centre, is prohibited and will be treated as gross misconduct.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

**CHILDRENS SERVICES REGULATIONS (2020)**



# 1-975 Medical Conditions Policy

## Version 4

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: August 2021

To be reviewed every 36 months

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To support children's wellbeing and manage precise health requirements, our Service will work in accordance with the Education and Care Services National Regulations, to ensure health related policies and procedures are developed and implemented.

### **PURPOSE**

We aim to efficiently respond to and manage medical conditions at the Service ensuring the safety and wellbeing of children, staff, families and visitors.

### **SCOPE**

This policy covers the practices in relation to the management of Asthma, Diabetes, and the diagnosis that a child is at Risk of Anaphylaxis, or any other medical condition whether diagnosed by a medical practitioner or a parent/guardian. This policy applies to children, families, staff, management and visitors of the Service.

**Asthma** is a chronic health condition affecting 10% of children. Asthma is the narrowing of the air passages in the lungs.

**Diabetes** occurs when the body cannot maintain normal blood sugar levels. Glucose levels need to be monitored carefully to ensure hypoglycemia (Low blood Sugar level) or Hyperglycemias (High Blood sugar Level) does not occur.

**Anaphylaxis** is a severe, life threatening allergic reaction that can develop within minutes of exposure to an allergen.

### **PROCEDURE**

Our Service is committed to adhering to privacy and confidential procedures when dealing with individual health requirements. All Medical details will be kept in accordance with the Privacy Act 1988.

- Enrolment forms will provide families with the opportunity to share their child's medical information with the service staff. This will include potential undiagnosed conditions.
- Educators and Staff have a clear understanding about children's individual medical conditions.
- Communication between families and Educators is on-going and effective.
- Educators receive appropriate training in managing specific medical conditions.
- All Centre Educators possess a current accredited first aid and CPR training for specific medical conditions.
- Educators have a clear understanding about their role and responsibilities when caring for children with a medical condition.
- Families provide required information on their child's medical condition, including:
  - Medication
  - Allergies
  - Medical Practitioner contact details
  - Medical Management Plan
- A Medical Action Plan/Risk Minimisation Plan has been developed in consultation with families and the child's medical practitioner.
- Educators have emergency contact information for the child.
- All Staff are informed of children and staff who have specific medical conditions or food allergies, the type of condition or allergies they have, and the Service's procedures for dealing with emergencies involving allergies and anaphylaxis.
- A copy of the child's medical action plan is readily available in a folder, and known to staff in the Service.



- A child is not enrolled at the Service without a Medical Action Plan and prescribed medication by their medical practitioner. In particular, medication that is life threatening such as asthma inhalers, adrenaline auto injection devices and Insulin.
- Individual Medical Action Plans are designed for children with serious health conditions, and reviewed annually (unless otherwise specified by a Medical Practitioner) to ensure relevance and accuracy unless there is a change in condition.

#### **Families will ensure**

- They provide management with information about their child's health needs, allergies, medical conditions and medication on the enrolment form and through verbal communication/meetings.
- The Service enrolment form is completed in its entirety providing specific details about the child's medical condition.
- If a child requires any medication that may need to be administered whilst in care; the medication must have a doctor's prescription or chemist label affixed, with the child's full name clearly visible.
- They notify the Service if any changes are to occur to the Medical Action Plan.
- They provide the required medication; complete the medication authorisation form, and medication administration record.
- They provide an updated copy of the child's Medical Action Plan every 12 months (unless otherwise specified by a Medical Practitioner).
- A request will be made to the parent to hold the medication at the program otherwise it will need to be signed in prior to the child being accepted each day.
- Ensure their children/s medication is in date, and provide a replacement prior to the medication expiry date.

#### **Medical Action Plan**

- Any Medical Action Plan provided by a child's parents and registered medical practitioner requires the following information:
  - supporting documentation if appropriate
  - include a photo of the child
  - if relevant, state what triggers the allergy or medical condition
  - medication dosage
  - include first aid needed
  - Include contact details of the doctor who signed the plan
  - state when the plan should be reviewed

A copy of the Medical Action Plan will readily available for Educators and Staff to ensure the safety and wellbeing of the child.

#### **Risk Minimisation Plan**

All children with a diagnosed medical condition must have a risk minimisation plan in place.

A meeting will be arranged with the parents/guardian and Children's Services Officer/Supervisor of the Program as soon as the Service has been advised of the medical condition. During this meeting a risk minimisation plan will be developed in consultation with the parent/guardian to ensure:

1. That the risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised.
2. That practices and procedures in relation to the safe handling, preparation and consumption and service of food are developed and implemented.
3. To ensure that the parents/families are notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented.
4. Practices ensuring that all staff members and volunteers can identify the child, the child's medical management plan and the location of the child's medication are developed and implemented.
5. That the child does not attend the Service without medication prescribed by the child's medical practitioner in relation to the child's specific health need, allergy or relevant medical condition.



7. Plan(s) in conjunction with parents/guardians will be reviewed at least annually and/or will be revised with each change in the Medical Action Plan.
8. Educators will ensure all relevant information pertaining to the child's health and medical condition is communicated to parents at the end of each day.
9. Educators will notify parents in advance of any special activities taking place such as celebrations, sporting events and excursions so plans of safe inclusion can be made.
10. Educators will ensure appropriate hygiene practices are followed when managing medical conditions in line with the Control of Infectious Diseases Policy

At all times, families who have a child attending the Service who have a diagnosed medical condition will be provided with a copy of the current policy document or a digital link - this policy includes a communication plan and any other relevant policies.

#### **Communication Plan**

- Supervisor will inform staff at the commencement of each session of those expected with a specific health need.
- Parents are to advise in writing any changes to the Medical Action Plan.
- Individual Medical Action Plans are designed and reviewed in conjunction with parents, staff and health professionals.
- Individual Medical Action Plans are reviewed once a term by the Children's Services Officer.
- It is mandatory for Educators to have a First Aid qualification as listed on the ACECQA website.
- It is mandatory for Educators to be qualified in Anaphylaxis Management.
- It is mandatory for Educators to be qualified in Asthma Emergency Management training.

#### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice. Standard 1.1 Offences related to required programs

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2012) - Regulation 90, 90(1)(iv), 91, 92, 93, 94, 95, 96 and 168

#### **OCCUPATIONAL HEALTH AND SAFETY ACT**



# 1-975A Asthma Policy

## Version 6

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every 36 months**

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Asthma is a chronic health condition that can be treated, but not cured. It affects approximately 1 in 10 Australian children and adults. It is one of the most common reasons for childhood admission to hospital. While an average of two people die in Victoria each week from asthma, many of these deaths are thought to be preventable. Community education and correct asthma management will assist to minimise the impact of asthma.

Asthma is defined clinically as the combination of variable respiratory symptoms, (e.g. wheeze, shortness of breath, cough and chest tightness) and excessive variation in lung function, i.e. variation in expiratory airflow that is greater than that seen in healthy children. (variable airflow limitation)

Symptoms of asthma include wheezing, coughing (particularly at night), chest tightness, difficulty in breathing and shortness of breath, and symptoms vary between children. It is generally accepted that children under the age of six do not have the skills and ability to recognise and manage their own asthma effectively. With this in mind, Langwarrin Community Centre recognises the need to educate its staff and parents/guardians about asthma, and to promote responsible asthma management strategies.

- Legislation that governs the operation of approved children's services is based on the health, safety and welfare of children, and requires that children be protected from hazards and harm. Our Service ensures that all Educators have the current approved emergency asthma management training in accordance with the Education and Care Services National Regulations.

## PURPOSE

We aim to distribute a safe and healthy environment for all children enrolled at the Service, and providing an environment in which all children with asthma can participate to their full potential.

We are committed to be an Asthma Friendly Service as outlined by Asthma Australia. This means:

- All Educators have current training in Asthma First Aid and routine management conducted, or approved by the local Asthma Foundation.
- All Educators hold a current certificate for ACECQA with approved competency assessed Emergency Asthma Management training.
- Asthma Emergency Kits (AEKs) are accessible to staff, and include in-date reliever medication, single person use spacers with masks for under 5 year olds.
- Asthma First Aid posters are on display, and information is available for staff and parents.
- Policies are Asthma Friendly.

## Aims

This Asthma Policy aims to:

- Raise the awareness of asthma amongst those involved with the Children's Service.
- Provide the necessary strategies to ensure the health and safety of all persons with asthma involved with the Children's Service.
- Provide an environment in which children with asthma can participate in all activities to the full extent of their capabilities.
- Provide a clear set of guidelines and expectations to be followed with regard to the management of asthma.





### **Plan of action for a child diagnosed with asthma**

The staff, together with the parents/guardians of a child with asthma, will discuss and agree on a plan of action for the emergency management of an asthma attack based on the Asthma Action First Aid Plan. This plan will be included as part of, or attached to, the child's asthma plan and enrolment record. This plan should include action to be taken where the parent/guardians have provided asthma medication, and in situations where this medication may not be available.

### **The Children's Services Officer will:**

- Ensure all Educators have approved first aid qualifications, anaphylaxis management training and Emergency Asthma Management (EAM) training are current, and meet the requirements of the National Law and National Regulations, and are approved by ACECQA.
- Provide all staff with a copy of the Asthma Policy, and brief them on asthma procedures upon their employment to the Children's Service.
- The details of approved Emergency Asthma Management (EAM) training are included on the staff record.
- That when medication has been administered to a child in an asthma emergency without authorisation from the parent/guardian or authorised nominee, the parent/guardian of the child and emergency services are notified as soon as practicable or within 24 hours of the incident.
- Notify parents about the Children's Services Asthma Policy upon enrolment, and provide a current Asthma Management Plan on the Asthma Australia template (where possible) to be completed in consultation with, and signed by, a medical practitioner prior to the child starting at the Service. Children's Services Asthma Policy provided upon request.
- A long-term medication record is kept for each child to whom medication is to be administered by the Service.
- Identify children with asthma during the enrolment process.
- Store Asthma Action Plans in the child's enrolment record.
- Display Asthma Action Plans and ensure that all staff have read, and are aware of the children with asthma in their care.
- Encourage open communication between parents/guardians and staff regarding the status and impact of a child's asthma.
- The asthma first aid procedure is consistent with current national recommendations.
- That all staff members are aware of the asthma first aid procedure.
- The expiry date of reliever medication is checked regularly and replaced when required, and that spacers and facemasks are replaced after every use.

### **Supervisors and Educators will:**

- Ensure that they maintain current accreditation in Emergency Asthma Management. (valid for three years)
- Ensure that they are aware of the children in their care with asthma.
- Ensure, in consultation with the parent/guardian, the health and safety of each child through supervised management of the child's asthma.
- Identify and, where practicable, minimise asthma triggers.
- Where necessary, modify activities in accordance with a child's needs and abilities.
- Ensure that all regular prescribed asthma medication is administered in accordance with the information on the child's written Asthma Action Plan.
- Administer emergency asthma medication if required according to the child's written Asthma Action Plan. If no written Asthma Action Plan (in an emergency situation only i.e. where a child has not previously been diagnosed with Asthma) is available, the asthma emergency procedures outlined in this document should be followed immediately.
- Ensure that children with asthma are treated the same as all other children.
- Ensure that the First Aid Kit contains a blue reliever puffer (e.g. *Airomir*, *Asmol*, *Epaq* or *Ventolin*), a spacer device, concise written instructions on Asthma First Aid procedures and 70% alcohol swabs
- Ensure the program's spacer device is for single use only. If a child does not bring their own spacer and requires the use of the program's spacer device. The family of that child, must replace the program's spacer within 24 hours of its use.



- Ensure that an accredited staff member correctly maintains the asthma component of the First Aid Kit.
- Provide a mobile Asthma First Aid Kit for use at activities outside the Education and Care Service.
- Encourage open communication between parents/guardians and staff regarding the status and impact of a child's asthma.
- Promptly communicate any concerns to parents should it be considered that a child's asthma is limiting his/her ability to participate fully in all activities.
- Any asthma attacks are documented, advising parents as a matter of priority, when practicable.

**Parents/guardians will:**

- Inform Administration Staff upon enrolment, that their child has a history of asthma.
- Provide all relevant information regarding the child's asthma via the Asthma Action Plan.
- Provide a current Asthma Management Plan on the Asthma Australia template (where possible) to be completed in consultation with, and signed by, a medical practitioner prior to the child starting at the Service.
- Ensure the Asthma Action Plan is reviewed and updated at least annually.
- Complete an asthma minimisation plan upon their child's first day, or prior to their child commencing care.
- Ensure that their child has an adequate supply of appropriate asthma medication (including reliever) at all times.
- Ensure that their child has their own spacer device (including a child's face mask if required), and if they cannot provide one, and the child uses the programs, ensure they replace it within 24 hours of its use.
- Communicate all relevant information and concerns to staff as the need arises.
- Encourage their child to learn about their asthma, and to communicate with Service staff if they are unwell, or experiencing asthma symptoms.
- Ensure the health and safety of their child through supervised management of the child's asthma.

**Children will:**

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

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice - Standard 1.1 Offences related to required programs

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2012) Section 90, 90(1)(iv), 91, 92, 93, 94, 95 and 96

2013 Asthma Foundation Vic. Child in Care Model Policy| Version 1 | March 2013 |

Asthma Australia - [www.asthmaaustralia.org.au](http://www.asthmaaustralia.org.au)

Australian Centre for Asthma Monitoring (2011), "Asthma in Australia: with a focus chapter on chronic obstructive pulmonary disease", Australian Institute of Health and Welfare, Canberra 2011

Australian Children's Education and Care Quality Authority (2014), Education and Care Services National Regulations



## **EMERGENCY TREATMENT OF AN ASTHMA ATTACK**

### **Action to be taken if a child suddenly collapses or has difficulty breathing with a possible asthma attack**

#### **Children with a known asthma condition:**

Staff will follow the agreed plan of action for the child for the emergency treatment of an asthma attack as detailed in the Asthma Action Plan.

#### **Children with previously known asthma conditions, but have had a medical letter to state they no longer pertain to the condition:**

Staff should immediately commence the standard asthma emergency protocol detailed below:

**Step 1:** Sit the child upright and remain calm to reassure them.

**Step 2:** Without delay shake a blue reliever puffer (inhaler) and give 4 separate puffs through a spacer. Use one puff at a time and ask the child to take 4 breaths from the spacer after each puff.

**Step 3:** Wait 4 minutes. If there is no improvement repeat step 2.

**Step 4:** Call an ambulance immediately (dial 000) and state clearly that the child is “having an asthma attack.” Follow emergency services instructions. (to repeat Step 2)

Continuously repeat steps 2 and 3 whilst waiting for the ambulance.

In an emergency, the blue reliever puffer used may be the child’s own, from the First Aid Kit or borrowed from another child.

#### **Children who educators are not aware have pre-existing asthma:**

In this situation, staff will:

**Step 1:** Call an ambulance immediately (dial 000) and state that the child is having breathing difficulty.

**Step 2:** Administer 4 separate puffs of a blue reliever puffer via a spacer. Use one puff at a time and ask the child to take 4 breaths from the spacer after each puff.

**Step 3:** Keep giving 4 separate puffs of a blue reliever puffer every 4 minutes until the ambulance arrives.

This treatment could be life saving for a child whose asthma has not been previously recognised, and it will not be harmful if the collapse or breathing difficulty was not due to asthma. Reliever medication is extremely safe, even if the child does not have asthma.

### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &**

### **EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice - Standard 1.1 Offences related to required programs

Quality Area 2: Children’s health and safety

Education and Care Services National Regulations (2012)



# 1-975B Anaphylaxis Policy

## Version 4

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: March 2021

To be reviewed every 36 months

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## POLICY

Anaphylaxis is a severe, life threatening allergic reaction. Up to two percent of the general population, and up to 5 percent of children are at risk. Young children may not be able to express that they are experiencing the symptoms of Anaphylaxis. A reaction can develop within minutes of exposure to the allergen, but with planning and training, a reaction can be treated effectively by using an adrenalin auto-injector called an 'adrenaline auto-injection device'.

## Values

The Langwarrin Community Centre Inc. believes that the safety and wellbeing of children who are at risk of anaphylaxis is a whole-of-community responsibility.

The service is committed to:

- providing, as far as practicable, a safe and healthy environment in which children at risk of anaphylaxis can participate equally in all aspects of the children's program and experiences
- raising awareness about allergies and anaphylaxis amongst the service community, and children in attendance
- actively involving the parents/guardians of each child at risk of anaphylaxis in assessing risks, developing risk minimisation strategies, and management strategies for their child
- ensuring each staff member and other relevant adults have adequate knowledge of allergies, anaphylaxis and emergency procedures
- facilitating communication to ensure the safety and wellbeing of children at risk of anaphylaxis

## Purpose

The aim of this policy is to:

- minimise the risk of an anaphylactic reaction occurring while the child is in the care of the children's service
- ensure that staff members respond appropriately to an anaphylactic reaction by initiating appropriate treatment, including competently administering an EpiPen®
- raise the service community's awareness of anaphylaxis, and its management through education and policy implementation

## PROCEDURE

The Langwarrin Community Centre Inc. will:

- ensure there is an anaphylaxis management policy in place containing the matters prescribed Education and Care Services National Regulations(2012), section 168 2d and Reg. 90
- ensure that the policy is available for all parents and guardians at the service
- ensure all educators currently have an accredited anaphylaxis management certificate
- ensure all educators attend anaphylaxis training at yearly intervals
- on enrolment ensure all parents/guardians complete the medication, and allergies section of the enrolment form, and provide a management plan should their child be diagnosed at risk of anaphylaxis
- ensure parents/guardians complete an anaphylaxis minimisation plan upon their child's first day or prior to their child commencing care.



- encourage ongoing communication between parents/guardians, and staff regarding the current status of the child's allergies, this policy and its implementation

In services where a child diagnosed at risk of anaphylaxis is enrolled the service shall also:

- conduct an assessment of the potential for accidental exposure to allergens while child/ren at risk of anaphylaxis are in the care of the service and develop a Risk Minimisation Plan for the service in consultation with staff and the families
- ensure that a notice is displayed prominently in the main entrance of the service stating that a child diagnosed at risk of anaphylaxis is being cared for or educated at the service
- ensure that all emergency relief educators have undertaken and hold a current recognized accredited anaphylaxis management certificate and training in the administration of an adrenaline auto-injection device
- ensure that no child who has been prescribed an adrenaline auto-injection device such as an EpiPen® is permitted to attend the service or its programs without that device
- ensure parents/guardians of the child diagnosed at risk of anaphylaxis are provided with a copy of the policy
- implement the communication strategy and encourage ongoing communication between parents/guardians and staff regarding the current status of the child's allergies, this policy and its implementation
- display an ASCIA generic poster called *Action plan for Anaphylaxis* in a key location at the service, for example, in the children's room, the staff room or near the medication cabinet
- 
- ensure that a child's individual anaphylaxis medical management action plan is signed by a registered medical practitioner, and is inserted into the enrolment records for each child. This will outline the allergies and describe the prescribed medication for that child and the circumstances in which it should be used
- ensure that all staff know the location of the anaphylaxis medical management plan, and that a copy is kept with the auto-injection device (EpiPen®) kit
- Ensure that the staff member accompanying children outside the service carries the anaphylaxis medication, and a copy of the anaphylaxis medical management action plan in the auto-injection device (EpiPen®) kit
- Ensure that all staff responsible for the preparation of food, are managing for the provision of meals inclusive of a child/ren with allergies, this includes high levels of care in preventing cross contamination during storage, handling, preparation and serving of food. Training will be provided in planning the appropriate menus in accordance with parents/guardians instructions

**Educators responsible for the child at risk of anaphylaxis shall:**

- ensure a copy of the child's anaphylaxis medical management action plan is visible to all staff
- follow the child's anaphylaxis medical management action plan in the event of an allergic reaction, which may progress to anaphylaxis

*In the situation where a child who has not been diagnosed as allergic, but who appears to be having an anaphylactic reaction:*

- Call an ambulance immediately by dialing 000 and stating the child is having a suspected anaphylaxis reaction
- Commence first aid measures
- Contact the parent/guardian
- Contact the person to be notified in the event of illness if the parent/guardian cannot be contacted
- practice adrenaline auto-injection device (EpiPen®) administration procedures using an EpiPen® trainer and "anaphylaxis scenarios" on a regular basis, preferably quarterly
- ask all parents/guardians as part of the enrolment procedure, prior to their child's attendance at the service, whether the child has allergies and document this information on the child's enrolment record
- If the child has severe allergies ensure that parents/guardians have provided an anaphylaxis plan signed by the child's doctor, and their 'adrenaline auto-injection device' kit is complete and in date
- Ensure that all 'adrenaline auto-injection device' kits are stored in a safe location that is known to all educators, easily accessible to adults and inaccessible to children but not locked away



- Ensure that 'adrenaline auto-injection device' kits are taken on excursions when a child at risk attends, and is carried by the educator in charge of that child
- Regularly check the 'adrenaline auto-injection device' expiry date. (The manufacturer will only guarantee the effectiveness of the 'adrenaline auto-injection device' to the end of the nominated expiry month)
- provide information to the service community about resources and support for managing allergies and anaphylaxis
- comply with the procedures outlined in Risk Minimisation Plan

**Parents/guardians of children shall:**

- comply with the procedures as outlined in the Risk Minimisation policy

**Parents/guardians of a child at risk of anaphylaxis shall:**

- inform staff, either on enrolment or on diagnosis, of their child's allergies
- Provide staff with an anaphylaxis management plan and written consent (medication administration form) to use the 'adrenaline auto-injection device' in line with the action plan *signed by a medical practitioner*.
- Provide staff with a complete 'adrenaline auto-injection device' kit
- develop an anaphylaxis risk minimisation plan with service staff
- regularly check the adrenaline auto-injection device (EpiPen®) expiry date
- assist staff by offering information and answering any questions regarding their child's allergies
- notify the staff of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes
- communicate all relevant information and concerns to staff, for example, any matter relating to the health of the child
- comply with the service's policy that no child who has been prescribed an adrenaline auto-injection device such as an EpiPen® is permitted to attend the service or its programs without that device
- comply with the procedures outlined in the Risk Minimisation Plan

**The Langwarrin Community Centre Inc. shall:**

- discuss with staff their knowledge of issues following staff participation in anaphylaxis management training
- selectively audit enrolment checklists (e.g. annually) to ensure that documentation is current and complete
- discuss this policy and its implementation with parents/guardians of children at risk of anaphylaxis to gauge their satisfaction with both the policy, and its implementation in relation to their child
- respond to complaints
- review the adequacy of the response of the service if a child has an anaphylactic reaction and consider the need for additional training and other corrective action
- ensure that a spare EpiPen is available for use in case of an emergency

**Educators shall nominate a staff member to:**

- routinely (e.g. monthly) review each auto-injection (EpiPen®) to ensure that it is complete and the auto-injection device (EpiPen®) is not expired
- liaise with the management, and parents of children at risk of anaphylaxis

**Parents/guardians shall:**

- read and be familiar with the policy
- identify and liaise with the nominated staff member
- bring relevant issues to the attention of both staff and management

**Risk Management Plan**

**Procedure**

General

1. Staff will Conduct an assessment of the potential for accidental exposure to allergens while child/ren at risk of anaphylaxis are in the care of the service, and develop a risk minimisation plan for the Centre in consultation with staff, and the families of the child/ren.



2. No child who has been prescribed an 'adrenaline auto-injection device' is permitted to attend the program without that 'adrenaline auto-injection device'.
3. Make parents/guardians aware of this policy and provide access to it on request.
4. Display an ASCIA generic poster called Action plan for Anaphylaxis in a key location at the service.
- 5.
6. All children will only eat food that is prepared specifically for him/her.
7. Lunch boxes and drink bottles provided by parents for the child should be clearly labelled with the child's name.
8. In some circumstances it may be required that a highly allergic child be separated from other children during meal and snack times. If this is the case, ensure that the child is not left alone and instead eats with a staff member, and can still be included in social discussion. At no other times should children with allergies be separated from the other children, and should always be socially included in all activities.
9. Increase the supervision of this child on special occasions such as cooking activities and excursions.
10. Ensure tables and bench tops are washed down after eating, and floors vacuumed.
11. Ensure hand washing for all children upon arrival at the service, before and after eating.
12. All parents will be encouraged not to bring food containing specified allergens or ingredients to the program.
13. Restrict use of food and food containers, boxes and packaging in crafts, cooking and science experiments, depending on the allergies of particular children. Staff should discuss the use of foods in such activities with parents/guardians of this child, and these foods should be consistent with the risk minimisation plan.
14. All children need to be closely supervised at meal and snack times, and consume food in specified areas. To minimise risk children should sit at all times whilst eating.

#### Children at Risk of Anaphylaxis

The children using the Centre's programs are provided with meals and snack foods by their families. In the event of a special occasion, such as cultural days the families of children at risk of anaphylaxis will be consulted prior to the purchase of the food.

- A list of all children and the known allergens will be displayed in all Children's Services rooms (for privacy reasons these will be kept securely in a folder.)
- Action plans with a photograph will also be displayed
- Entries in the Staff Communication Book will inform educators of new children, or changes to current children's status
- Medication including EpiPen will be stored in the medication drawer.
- Educators will carry the prescribed medication including the EpiPen with them when collecting children from schools or on excursions
- Daily checks will be carried out prior to leaving the Centre, to deliver or collect children, to ensure the medication is in its designated bag  
Monthly checks will be carried out and recorded in regard to expiry date, and condition of liquid of EpiPen.
- A child whose risk management plan indicates extra care is needed at meal times maybe placed separately, but will not be isolated from others

#### Parents of children at Risk of Anaphylaxis:

- Must provide a copy of the child's Anaphylaxis Action Plan, and update it if there are changes to the Plan
- All prescribed medication including the EpiPen must be provided for when the child is in care, either to be stored at Centre, or handed in daily if use is casual
- Will be informed that their child cannot be cared for in the program, or collected from school if the EpiPen is not available and current
- Will be provided with a copy of the Services Anaphylaxis Policy, and Risk Assessment Plan once completed

#### All families using the Children's Services Programs





- Will be informed via posters and newsletters that there are children in the Program that are at risk of severe allergic reaction (Anaphylaxis)
- Will be informed of the foods and nuts that may cause a severe reaction and asked not to include these foods/nuts in their children's lunch or snacks
- Will be informed of food packaging from risk foods e.g. Cereal boxes, egg cartons, that cannot be used in the program
- This information will be updated as necessary
- All children using the Children's Services Programs
- Children will be reminded to wash their hands before and after eating
- Children will be asked to use the designated eating table for their lunch or snacks
- They are to remain seated while eating
- They will be reminded of foods that contain allergens and asked not to bring them to the program
- Children must not share food provided for another child even siblings
- Emergency Food is held by the program, and Educators will use this for children who are hungry, after checking the child's enrolment for allergies

Educators will:

- Ensure EpiPen is checked and recorded on the EpiPen sign-in sheets
- Ensure the EpiPen is carried by the Educator being escorted to or from school, and on excursions
- Supervise all children while eating ensuring they remain seated
- Wash all tables after lunch and snack time
- Increase supervision of children with allergies on special occasions such as excursions, incursions or family days
- Ensure hand washing for all children before and after eating, and if the requirement is included in a particular child's anaphylaxis medical management action plan, on arrival at the children's service
- Restrict use of food and food containers, boxes and packaging in crafts, cooking and science experiments, depending on the allergies of particular children. Staff should discuss the use of foods in such activities with parents/guardians of this child and these foods should be consistent with the risk minimisation plan. Staff should use non-food rewards, for example stickers, for all children
- Where food is brought from home to the service, all parents/guardians will be asked not to send food containing specified allergens or ingredients as determined in the risk minimisation plan

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2012), Section 168 2d - Dealing with medical conditions in children, including the matters set out in regulation 90.

**CHILDRENS SERVICES REGULATIONS (2020)**

Part 6 - Health and Welfare of Children, Regulation 87





**PROTOCOL**  
**For use of EpiPen™ as treatment of**  
**Anaphylaxis in Community Services Programs**

**1. AUTHORISATION**

This protocol was adopted by LANGWARRIN COMMUNITY CENTRE INC. in July 2003.

**2. REVIEW DATE**

This protocol is to be reviewed every 3 years

**3. SCOPE**

This protocol applies to all staff working in the LANGWARRIN COMMUNITY CENTRE INC. - Children's Services Programs.

**4. PORTOCOL**

This protocol applies to all Children's Services Programs provided by the LANGWARRIN COMMUNITY CENTRE INC. to support the successful inclusion of children with ongoing complex health care needs into the programs.

In order to facilitate the provision of services to dependent persons with severe allergic reactions (subject to the guidelines contained herein). LANGWARRIN COMMUNITY CENTRE INC. will make appropriate emergency arrangements including the use of EpiPen treatment.

The users of LANGWARRIN COMMUNITY CENTRE INC. has a right to expect that the people providing nursing or personal care possess the necessary skills and knowledge to provide that care. Users also have the right to expect that all those who provide care will take reasonable care to avoid harming them, and to protect them from injury and to take appropriate actions to prevent injury.

Agreements for the EpiPen administration will be through written agreements involving:

- a) The family
- b) Medical Practitioners (Families General Practitioner and other medical advisers as required)
- c) LANGWARRIN COMMUNITY CENTRE INC. representative

The responsibility rests with the family to access appropriate medical advice regarding the needs of the child. Individual children will require an assessment and on-going involvement of health professionals where necessary.

LANGWARRIN COMMUNITY CENTRE INC. Management needs to be satisfied that the arrangements proposed for carers are reasonable, and acceptable given the medical advice.



## 1-975C Diabetes Policy

### Version 2

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** October 2021

**To be reviewed every 36 months**

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### **POLICY**

Diabetes occurs when the body cannot maintain normal blood sugar levels. Glucose levels need to be monitored carefully to ensure hypoglycemia (Low blood Sugar level) or Hyperglycemias (High Blood sugar Level) does not occur.

Children who have diabetes will be given every opportunity to engage and participate in all aspects of the program.

### **PROCEDURE**

Families will provide an action plan and appropriate food to treat hypoglycemia.

NOTE: In the case of diabetic children, educators are to supervise children self-administering injections.

Educators are not to give injections to diabetic children.

### **EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 1: Educational Program and Practice

Quality Area 2: Children's health and safety

Education and Care Services National Regulations (2012), Section 168 2d - Dealing with medical conditions in children, including the matters set out in regulation 90



# 1-975D Immunisation Policy

## Version 3

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: October 2021

To be reviewed every 36 months

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## POLICY

The Langwarrin Community Centre follows the Department of Education's Immunisation Policy for its Early Childhood Services, which legislation applies.

Schools are required to ensure that all parents provide them with their child's immunisation certificate upon entry to the school. These immunisation certificates are provided to the parents by the Australian Childhood Immunisation Register, (ACIR) which is a national database that keeps a record of all vaccines given to all people of all ages in Australia. If a child of school age attends care at the Centre and has not been fully immunised, the government will not provide Child Care Subsidy - full fees will apply.

This information assists health authorities in protecting children in the event of a vaccine preventable disease occurrence.

When groups of children are together, illness and disease can spread rapidly. Preventable diseases such as measles and whooping cough can have serious health consequences for children, especially young children. Staff members who work in a childcare setting are also at increased risk of contracting certain infectious illnesses.

## PURPOSE

The purpose of this policy is to provide information to manage, and prevent the spread of infectious illnesses and diseases. Our Service has a duty of care to ensure that all children, families, and educators are protected from infectious diseases whilst at the Service. Along with maintaining a clean and hygienic environment, this also includes notifying families and educators when an excludable illness or disease is present in the Service, and complying with relevant health department exclusion guidelines, and increasing educators' awareness of cross-infection.

## SCOPE

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

## IMPLEMENTATION

Immunisation is a reliable way to prevent many childhood diseases. Immunisation works by giving the person a vaccine (weakened or killed disease-causing bacteria or virus), against a particular disease. This makes the person's immune system respond in a similar way to how it would respond if they actually had the disease, but with less severe, or possibly no symptoms. The vaccine therefore leads to the creation of antibodies that provide future protection if the person comes into contact with the disease.

Immunisation also protects other people who are not immunised, such as children who are too young to be immunised, or people whose immune systems did not respond to the vaccine. This is because the more people who are immunised against a disease, the lower the chance that a person will ever come into contact with someone who has the disease. The chance of an infection spreading in a community therefore decreases if a large proportion of people are immunised, because the immune people will not become infected and can protect the vulnerable people; this is known as 'herd immunity'.

As of January 2018, unvaccinated children due to their parent's conscientious objection are no longer able to be enrolled in Early Childhood Services. Children who cannot be fully vaccinated due to a medical condition or who are



on a recognised catch-up schedule may still be enrolled upon presentation of the appropriate form signed by a medical practitioner.

Management/Nominated Supervisor will:

- Display wall charts about immunisation in each room.
- Ensure that evidence is provided for each child prior to enrolment that confirms the child is fully immunised, for their age or has a medical reason not be immunised.
- Exclude any child who is not immunised from the Service, if and when an outbreak of a vaccine-preventable disease occurs to protect that child, and to prevent further spread of infection. All staff are encouraged to be up to date with their immunisations.

Families Will:

Provide the Service with a copy of one or more of the following documents:

- An Australian Immunisation Register (AIR) Immunisation History Statement which shows that the child is up to date with their scheduled vaccinations; or
- An AIR Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule; or
- An AIR Immunisation Medical Exemption Form which has been certified by a GP
- Provide the service with an updated copy of their child's current immunisation record every 6 months, or when the next scheduled immunisation has been completed.
- Ensure they provide the Service with the Medicare immunisation record which can be downloaded through the myGov website. Please note that the 'blue book' is no longer an acceptable form of evidence.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2.1: Each child's health and physical activity is supported and promoted

Quality Area 2.1.2: Effective illness and injury management and hygiene practices are promoted and implemented

Quality Area 2.2: Each child is protected

Quality Area 2.2.2: Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented

Education and Care Services National Regulations (2012):

77 - Health, hygiene and safe food practices

88 - Infectious diseases

90 - Medical conditions policy

162 - Health information to be kept in enrolment record

**CHILDRENS SERVICES REGULATIONS (2020)**

Regulation 34: Health Information to be kept in child enrolment record - (i) (A) (B) (ii)



## **1-975E Centre Uniform Policy - Childcare Staff**

**Version 6**

**Responsible Person:** Manager and Children's Services Officer

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** March 2022

**To be reviewed every 36 months**

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Langwarrin Community Centre Inc. supplies all childcare staff with a uniform and as a matter of staff safety, recommend that appropriate footwear be worn at all times. This measure is in place to provide safety for staff and children, and to ensure that a professional image of the Centre is promoted to the Community. In order to achieve this, it is extremely important that the Centre's Uniform Policy be adhered to at all times. It is the individual childcare staff member's responsibility to ensure that this happens.

### **Clothing:**

- All childcare staff must be in uniform when they are rostered on to work a shift, and must be dressed in the Centre's polo shirt and/or jacket/or cardigan combined with Black full or mid (calf) length pants, or jeans, or knee length or longer shorts. Hats must be worn according to the Sun Smart Policy when involved in the following activities - outside play, drop off, pick up and excursions.
- Jewellery must be kept to a minimum - a watch and a flat band ring i.e. wedding band or friendship ring can be worn, earrings need to be close fitting to the earlobe, with no large hoops or long drops, and no multiple wearing of bracelets. This measure is to provide safety for staff and children, as long dangling jewellery can become caught around objects and cause injury.
- For health reasons long hair must be tied back at all times.
- Staff will be supplied with a new uniform annually or as required.
- Leggings or the wearing of low cut neckline or mid-drift tops is not acceptable.
- All uniforms supplied to staff by the Centre remain the Centre's property.
- For security reasons it is imperative that all uniforms, including those purchased by staff on and above their normal allocation, are returned to the Manager when the uniform/s are no longer wearable, and/or upon termination of employment to the Centre.

### **Footwear:**

- Footwear must be flat/low heeled with a covered in toe, and attached at the heel and the back of the heel must be covered and be securely fastened. Runners or completely covered shoes are preferred for safety reasons however, during the warmer months an alternative shoe maybe worn.
- No thongs or backless shoes are to be worn.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &**

**EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: Children's health and safety

**CHILDRENS SERVICES REGULATIONS (2020)**

Part 6 - Health and Welfare of Children, Division 2 - Safety, Regulation 75



# 1-975F Water Safety Policy

## Version 2

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** November 2021

**To be reviewed every 36 months**

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## POLICY STATEMENT

### Rationale

Excursions that involve water pose special risks. It is important that extra precautions are in place for any water based activity or water based excursion.

### Objectives

The goals of the water safety policy are to:

- Ensure the safety of all children and staff.
- Encourage safe water practices.
- Assist children to play safely in and around water.

## PROCEDURE

- Educators are to discuss the rules of being near and around water with children before leaving for an excursion, or before water based activity begins.
- Educators will ensure a 1:5 ratio takes place at all times around water or when participating in a water based activity. (Relevant for OSHC Program only)
- Educators are to understand the swimming capability and competency of each child.
- Educators are to explain to each child how to signal for help from a lifeguard if needed, before leaving for an excursion.
- Educators are to be located so that they can supervise all children at all times around water.
- When walking around water or on a water base excursion children are to be in pairs.
- Educators are to ensure that children walk at all times in and around water.

## EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)

Quality Area 2: Children's health and safety

## CHILDRENS SERVICES REGULATIONS (2020)



# 1-975G Outdoor Play Benefits and Risk Policy

Version 2

Responsible Person: COM and All Staff

Staff Involved: All

Documents referred to: ACECQA National Quality Framework Resource Kit (2012)

Date that the policy was last updated or revised: October 2021

To be reviewed every 36 months

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## POLICY STATEMENT

### Purpose

This policy aims to:

- Detail the benefits of outdoor play including the types of activities to be undertaken.
- Give parents/guardians comfort that while aiming to develop the children's self-awareness in managing risks and undertaking challenges, that appropriate supervision is provided to ensure the safety and wellbeing of participants at all times.
- Detail procedures for staff and volunteers to ensure that children are appropriately supervised, and assisted during play, and to ensure the safety of participants.

### Values

Langwarrin Community Centre is committed to delivering a program which:

- Offers children opportunities to safely explore rich, diverse natural play environments while developing self-confidence, teamwork and social skills, and an understanding of their environment.
- Allows children, through play, to experience challenges and develop self-awareness in managing risk according to ability and confidence.
- Fosters child-led play at the child's pace.
- Gives participants freedom to explore using multiple senses which are fundamental for encouraging creative, diverse and imaginative play.

### Scope

This policy applies to children, parents/guardians, staff, Committee of Management, authorised persons, volunteer helpers, and students on placement with the Langwarrin Community Centre.

### Background and Legislation

In modern society, opportunities for free, outdoor play can be limited and the valuable experience of free play in the outdoors, learning to accept challenges and taking considered risks is one that is not available to all children. Some educational leaders feel that we have developed an over reliance on digital and electronic sources for recreation, learning and socialising.

The Langwarrin Community Centre's Children's Programs will support young children to develop responsibility for themselves and others. It will encourage early risk management strategies that will ensure that young children start to consider the consequences of their actions, for themselves, and for others, and will support the children in taking on challenges and accepting responsibility.

These programs will support the children in becoming independent, responsible and motivated learners. Under this policy, climbing, rolling and balancing will be available to children, with such support and guidance as is deemed necessary for safety. The children will learn important lessons such as - what is slippery, will I trip over that, is that safe to climb, how many of us can fit in that space?

### Sources

- Benefit-Risk Assessment of Tree Climbing - Mindstretchers Pty Ltd (Oct 2009)



- 'A Marvellous Opportunity for Children to Learn' O'Brien and Murray, Forestry Commission (2006)

### Children's Services Policies

- Emergency Management
- SunSmart appropriate clothing
- Communication
- Hygiene
- Inclusion and Equity
- Supervision
- Excursion and Centre events

### Definitions

Play activities are diverse by typical activities and goals may include (though not limited to):

| Activity   | Developmental Benefit   |
|--|---|
| Playing imaginative games using the resources nature provides                                | Open ended learning allows children to explore at their own pace and with their own challenges              |
| Role play  | Shared imagination, drama, working with others, sharing ideas, recollection of models of behaviour          |
| Building shelters or other large structures from branches, with the help of peers and adults | This requires setting goals, planning, engineering, teamwork and perseverance                               |
| Counting found objects, categorising found objects, finding patterns in nature               | Exploring mathematical concepts, visual discrimination  |
| Observing changes in nature  | Making observations, predicting patterns and outcomes   |
| Arranging items to create transient art or an installation                                   | Using natural materials creatively creating with an emphasis on the "doing" rather than the outcomes        |
| Photography  | Using digital technology to record and share their learning experiences                                     |
| Drawing from life  | Creative; observation of flora, fauna and natural surroundings  |
| Walking along logs and rocks, exploring the site, rolling down slopes                        | Gross motor co-ordination; body awareness in space and movement; understanding risk and considering actions |
| Walking within the large green space   | Improve physical fitness and stamina; Making choices about activities for the day                           |
| Exploring or reflecting alone  | Benefits of personal reflection and self-awareness  |
| Play involving effects of water on our environment e.g. Puddles, mudplay                     | Awareness of effects of weather on environment; science: changes; properties of mud, soil                   |

**Water play** - Water play during programs will take place from time to time where water occurs naturally e.g. looking at and playing in puddles, play in the rain (rainproof clothing to be worn)

### PROCEDURES

#### The Committee is responsible for:

- Implementing and maintaining a Play Benefit and Risk Policy which provides clarity to parents/guardians, and staff as to types of activities the children may be undertaking in the Children's Services Programs, while highlighting the benefits of these activities, including improved self-esteem, co-operation and ability to access and respond to risks;
- Providing a safe environment for all participants in the various children's programs.
- Ensuring that all parents/guardians are aware of this policy, and are provided access to the policy at orientation sessions, and made available upon request.
- Ensuring staff and volunteers are appropriately educated on procedures detailed in the policy.



**Staff are responsible for:**

- Supervising children at all times and ensuring their safety.
- 
- Encouraging the children to do things for themselves e.g. putting on clothes, climbing and holding back branches, assessing risk through conversations with staff.
- Talking and listening to the children as much as possible.
- Offering help and encouragement during play whenever needed (for example, a more timid child may need support)
- Encouraging the children during play to help each other, share and to solve problems together, and give praise when this occurs.
- Pointing out features, insects, plants, weather, sounds etc. that children may not have noticed.
- Taking opportunities to reinforce safety routines applicable to play wherever possible.

**Parents/guardians are responsible for:**

- Ensuring protective and appropriate clothing is worn by their child in line with this policy, including closed toe footwear, with a flexible sole to facilitate balancing on uneven surfaces.
- Reinforcing appropriate safety and behaviour strategies.
- Reading and being familiar with the policy.
- Bringing relevant issues to the attention of both staff and the committee.

**Evaluation**

In order to assess whether the policy has achieved the values and purposes the Committee of Management will:

- Seek feedback regarding this policy and its implementation with parents of children participating in the children's programs. This can be facilitated through discussions and the annual Centre survey.
- Ask staff to share their experiences and observations in relation to the effectiveness of this policy.
- Regularly review the policy and Centre practices to ensure they are compliant with any new legislation, research or best practice procedures.

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

Quality Area 2: Children's health and safety

**CHILDRENS SERVICES REGULATIONS (2020)**

**Relevant legislation includes but is not limited to:**

- Occupational Health and Safety Act 2004
- Education and Care Services National Law Act 2010
- Educational and Care Services National Regulations 2011 The Regulations) and the National Quality Standard (Schedule 1 of the Regulations)



# CHILDRENS SERVICES PROGRAM - Equipment and Facilities

## 1-976 Equipment and Facilities Policy

*Version 3*

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY STATEMENT**

The Children's Services Program will provide a venue that meets all National Standards requirements, and that provides children using the Program with a range of age appropriate play and leisure spaces suitable for the full years climatic conditions.

The Program will provide staff with an appropriate workspace that meets the requirements of duties to be undertaken.

### **SECURITY**

### **POLICY**

The Children's Services Program considers the safety of staff and children using the Programs to be paramount.

### **PROCEDURE**

- The Program will have access to a phone at all times
- Two staff will always be on duty together
- Adequate lighting will be provided during the winter months to ensure the safe arrival and departures to and from the Programs for parents, children and staff
- Staff will maintain supervision of all play spaces throughout each session
- Staff will ensure that children remain in eye contact at all times
- The room layouts are regularly reviewed to ensure it meets the children's needs

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

**CHILDRENS SERVICES REGULATIONS (2020)**



# **1-977 Space Requirements Policy**

## **Version 2**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

The Children's Services Program is committed to complying with the space requirements identified in the National Standards Guidelines. This is essential for ensuring that children can use the space in a way that maximises their enjoyment of the activities in a safe manner.

The following space requirements will be provided as a minimum:

- Indoor space 3.25 square meters of unencumbered space per child
- Outdoor space 7 square meters of useable play space

### **PROCEDURE**

Consideration should be given to the following factors:

- Indoors - provision of quiet areas, space for arts and crafts, a space for children to do homework, play indoor games, and area for sick children to be cared for under staff supervision
- Outdoors - spaces for playing a variety of physical and passive games under staff supervision that includes the considerations during summer months
- Outdoor space and indoor space are located next to each other to maximise staff supervision and communication
- Program facilities will be expanded as the Programs grow
- Venue agreement outlining the areas to be used will be developed
- Access to the facility will be guaranteed on all days, unless prior notification is received whereby suitable alternative space is made available
- Staff to have access to rooms to set up the daily program at least half an hour prior to each session
- An area will be identified for the storage of children's bags and belongings

**[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)**

**[CHILDRENS SERVICES REGULATIONS \(2020\)](#)**



## **1-978 Storage of Program Resources Policy**

### **Version 2**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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The Children's Services Program recognises that in order to effectively coordinate the Children's Services Program, safe and secure storage facilities need to be provided for the storage of the following items:

- Administration requirements including children's records
- Children's Games and equipment - large and small items (craft resources)
- First aid equipment
- Cleaning materials as well as other dangerous items

### **PROCEDURE**

- The following storage areas will be made available to the OSHC Program  
Community Centre - Lockable store room located in activities room and outside shed
- A first aid cabinet is accessible
- All documentation is stored electronically through QikKids, and is password protected
- Staff will not take administration records home without the permission of the Centre Manager

**[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)**

**[CHILDRENS SERVICES REGULATIONS \(2020\)](#)**



## **1-979 Food Preparation Areas Policy**

### **Version 2**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

The Children's Services Program is committed to providing safe and hygienic facilities for the preparation, storage cooking and cooling of children's food.

### **PROCEDURE**

Facilities provided will ensure staff and children have access to:

- A sink
  - A refrigerator
  - Hot and cold running water
  - Basic kitchen item
- 
- Storage of food will be provided for in cupboards that are kept clean and vermin free
  - Staff will ensure that children are supervised when preparing their own snacks
  - Items that could be considered dangerous, will be safely stored in lockable storage areas e.g. knives, electrical items
  - Afternoon tea and breakfast is provided to the children attending the OSHC Program during school term

**EDUCATION AND CARE SERVICES NATIONAL REGULATIONS (2012) &  
EDUCATION AND CARE SERVICES NATIONAL LAW ACT (2010)**

**CHILDRENS SERVICES REGULATIONS (2020)**



## **1-980 Program Resources Policy**

### **Version 3**

**Responsible Person:** COM and All Staff

**Staff Involved:** All

**Documents referred to:** ACECQA National Quality Framework Resource Kit (2012)

**Date that the policy was last updated or revised:** August 2021

**To be reviewed every 36 months**

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### **POLICY**

The Children's Services Program is committed to the provision of a range of resources to meet the recreational and leisure needs of a 1-12 year old age range.

### **PROCEDURE**

- A list of current program resources is maintained by the Child Care Supervisors
- Funds are allocated via the budget for the updating and replacement of resources each term/annually
- In order to maximise the range of equipment available to the program the following resources are available on a daily basis:
  - Sports equipment
  - Computers, iPads and Video Games
  - TV's DVD's and Netflix
  - Art and Craft materials
  - Games
- Where possible parents and children will be consulted on the purchasing of new equipment, to ensure that the items are both appropriate and desirable

**[EDUCATION AND CARE SERVICES NATIONAL REGULATIONS \(2012\) & EDUCATION AND CARE SERVICES NATIONAL LAW ACT \(2010\)](#)**

Quality Area 2: Children's health and safety

**[CHILDRENS SERVICES REGULATIONS \(2020\)](#)**

Part 6 - Health and Welfare of Children, Division 2 - Safety, Regulation 7