

COMMUNICATION WITH FAMILIES

Ruby & Ollie's – Out of school Hours Care

AIM:

Our service recognises the importance of effective communication between parents, children and Educators. Therefore, it is the policy of this centre to communicate regularly with children & parents both verbally and in writing, using a variety of different media, ie. Print and digital media. Educators will make every effort to communicate with families on a daily basis, and to build strong, positive relationships with each other. We also recognise that effective communication is a two-way street and we encourage parents to speak with Educators in a respectful way, and raise concerns in a calm way which seeks a positive outcome.

METHOD:

- Families will receive a comprehensive enrolment package when they inquire at the service.
- On enrolment, families will be invited to share information, through the Child Intake Form, about their child so that Educators have an insight into the child's developmental level as well as care and educational needs.
- Families cultural and linguistic needs will be considered and every effort made to meet their needs.
- Daily communication between families and Educators is an important part of communication. By sharing information concerning the child's experiences and welfare when they are delivered and/or collected, we can work together to meet their needs
- The service offers a variety of mediums of communication such as email, verbal, notice boards and signage, Xplor – observations which appear on the Child's timeline.
- Educators will communicate with parents daily, sharing information about special happenings during the child's day, and other relevant details regarding napping changes, sleeping patterns, food intake and general behaviour. This will happen both verbally and written form through Xplor.
- A notice board provides a variety of information
- Feedback forms are provided to allow parents to record any comments. We welcome positive and constructive feedback.
- All information shared is treated as strictly confidential.
- Families will be asked to update their personal information throughout the year to ensure that the Service has the most recent information available.
- The service website is updated regularly with upcoming events, newsletters, staff changes etc to ensure all information is relevant and up to date.
- The service facebook page is monitored and updated regularly to engage families and keep them informed of what is happening at the service at all times.

Ref : Xplor and Child Intake Form

Communicating Policy to Families, Children and Team Members

Information relating to the Communication with Families Policy is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modelling and signs displayed around the classrooms and centre etc.

COMMUNICATION WITH FAMILIES

Ruby & Ollie's – Out of school Hours Care

POLICY DETAILS

Policy Reference No:	7.4.1.6.1
Authorised By:	Amy Moss – General Manager
Creation/Approval Date:	01.01.2017
Last Review Date:	18.11.2024
Next Review Date:	18.11.2025

Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team Members verbally and in writing. Failure to abide by policies will result in disciplinary action.

PHOTOS

Ruby & Ollie's All Abilities Childcare

AIM:

It is the policy of Ruby & Ollie's to ensure that only authorised people are to take photos of the children within our service. "Authorised people" means Educators at the centre, or the child's own family members. Photos are an important way of sharing with parents & guardians what activities we do during the day. We do understand that not all families will approve of their child's photo being taken, so we respect their wishes and refrain from taking pictures of their child.

METHOD:

- All new families are asked if they give permission for Educators to take photos of their children for display purpose & individual portfolios. This is done during the enrolment process on the intake form, and the Service Leader will check that the family has given permission or not and will pass on relevant information to the Educators in the service.
- Before Educators take photos of any children they must ensure that the parent has given the authority to do so and that the child is happy to have their photo taken, they can do this by checking with the Service Leader and the child, or checking the child's intake form.
- If photos taken are to be used in marketing or advertising material by a newspaper or similar company, the Service Leader / Approved Provider will seek written and verbal approval from the family before any photos are taken.
- Before any photos posted on the centre facebook page the enrolment form will be checked for permission prior to them being displayed.
- To control this process, educators are to only use service-issued devices when taking images or videos of children. Photos **cannot** be taken on personal devices to ensure the management of images.

Communicating Policy to Families, Children and Team Members

Information relating to the Photo Policy is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modelling and signs displayed around the classrooms and centre etc.

POLICY DETAILS

Policy Reference No:	7.4.1.6.2
Authorised By:	Amy Moss – General Manager
Creation/Approval Date:	01.01.2017
Last Review Date:	18.11.2024
Next Review Date:	18.11.2025

PHOTOS

Ruby & Ollie's All Abilities Childcare

Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team Members verbally and in writing. Failure to abide by policies will result in disciplinary action.

ENROLMENT POLICY

Ruby & Ollie's – Out of School Hours Care

AIM:

To ensure an effective enrolment and orientation process is applied for all parent / guardians and children.

The service uses the software's Xplor & Visualcare to capture all enrolment information, emergency contacts, medical information, government enrolment and account information for each child.

PROCEDURE:

Ruby and Ollie's OSHC will ensure that:

- Where possible, parents / guardians and children are encouraged to visit and become familiar with the service, its philosophy and the Educator's expectations and routines before enrolment.
- Parents / guardians are encouraged to talk with Educators and the lead educators about the values and expectations they hold in relation to their child's learning
- The Priority of Access guidelines are followed under the Australian Government Child Care Service Handbook
- A waiting list is maintained and offers of placement are made in accordance with Priority of Access and availability of childcare.
- All appropriate registration and information forms are completed prior to commencement, the service will also provide information to parents / guardians in relation to accessing child care assistance.
- Parents / guardians are provided with an information pack containing all details as required under policy and the relevant standards pertaining to education and care services national regulation.
- Parents / guardians are encouraged to keep in touch with Ruby and Ollie's for the latest information
- Parents / guardians are encouraged to share information about other child related services accessed by them
- Educators share information with parent / guardians about how their child is settling in to the service.

Ruby and Ollie's OHSC will:

- Provide information to the parent / guardian of the Commonwealth Priority of Access and the Commonwealth Child Care subsidies.
- Present alternative options for care if necessary
- Ensure an enrolment form is fully completed for each child prior to attendance at the service. This is completed in Xplor.
- Ensure, if required, a medical management plan is provided to the service as per the Medical Conditions policy.
- Ensure the enrolment form contains:
 - The full name, date of birth and address of the child;
 - The name, address and contact details of
 - Each known parent of the child; and
 - Any person who is to be notified of any emergency involving the child if any parent of the child cannot be immediately contacted; and
 - Any person who is an authorised nominee
 - Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to the child; and
 - Any person who is authorised to authorise an educator to take the child outside the education and care premises;
 - any person who is authorised to authorise the education and care service to transport the child or arrange transportation of the child;
 - Details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child

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- Details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person
- The gender of the child
- The language used in the child's home
- The cultural background of the child, and if applicable, the child's parents
- Any special consideration for the child, for example, any cultural, religious or dietary requirements or additional needs

Relevant authorisations in relation to:

- Obtaining treatment from a medical practitioner, dental or hospital treatment or ambulance service; and
 - Taking children on regular outings as under reg 102
 - Health information as required under reg 162
 - The name, address and telephone number of the child's registered practitioner or medical service ; and
 - If available the child's Medicare number; and
 - Details of any specific health care needs of the child, including any medical conditions, allergies, including whether the child has been diagnosed as a risk of anaphylaxis; and
 - Any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to specific health care needs, medical condition or allergy; and
 - Details of any dietary restrictions for the child; and
 - The immunisation status of the child; and
 - If the service provider or an Educator has sighted a child health record for the child annotation is made within the Childs Profile in Xplor as per the Enrolments – Xplor procedure
 - Any trial period negotiated by the Service and the parent.
- Provide language support when a parent is having difficulty in completing the form. An enrolment interview should be conducted and if necessary organised in the parent's first language.
 - Ensure access for any child, irrespective of cultural background, religion, sex , disability, parent's marital status, health status or income while meeting the specific needs of the local community.
 - Determine access for children with special needs in consultation with all stake holders and according to priority of access guidelines. Physical environments will be adapted as much as possible to suit children's special needs.

ORIENTATION

The aim to help parents and their children feel comfortable and safe in the Service. During the enrolment procedure families will be provided with a parent handbook.

Providing information

As part of the enrolment procedure, parents are asked to provide a lot of information about the child. Much of this information is required to be collected by the Act and the Regulations. All of the information collected is to ensure that the child receives high quality education and care and that all risks are known and minimised.

Ruby and Ollie's OHSC staff members, coordinators and educators are bound by the Act and Regulations to keep all information confidential. The privacy of families is respected.

ENROLMENT POLICY

Ruby & Ollie's – Out of School Hours Care

Settling your child into care

The first few days in a new care arrangement can be stressful for the child and for the parent. Parents can help their children settle into care. Some suggestions:

- Allow some extra time for the first few sessions. If the parent does not have to rush off immediately, the parent can spend some time with the child exploring the new environment.
- Bring a special toy or familiar object that the child finds comforting.
- Say goodbye quickly and calmly when it is time to leave. Children pick up on the feelings of parents. If the parent is calm and confident about leaving the child, the child will feel more secure.
- Avoid leaving without saying goodbye. While it may avoid tears initially it may be more distressing to the child when the child realises that the parent has gone.
- Understanding that it is normal for children to cry when their parents leave. Children usually settle very quickly after the parent has left. If the child continues to be distressed or agitated for a long time and the Educator is unable to calm the child, the parent will be contacted.
- Phone the Service to check on your child. As children usually settle quickly, the parent can be reassured by a short phone call. If the child has not settled, then the parents phone call will be an opportunity for the parent and Educator to discuss how to deal with the problem

Read in conjunction with the CCMS Enrolment Procedure

Related Documents

Child Enrolment Form (Xplor link)

7.4.1.6.3.B – Child Intake Form

7.4.1.6.D – Change of Parent / Guardian Information

Communicating Policy to Families, Children and Team Members

Information relating to the Enrolment Procedure is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modeling and signs displayed around the classrooms and centre etc.

POLICY DETAILS

Policy Reference No:	7.4.1.6.3
Authorised By:	Amy Moss – General Manager
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Last Review Date:	19.11.2024
Next Review Date:	19.11.2025

ENROLMENT POLICY

Ruby & Ollie's – Out of School Hours Care

Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team Members verbally and in writing. Failure to abide by policies will result in disciplinary action.

FAMILY GRIEVANCE & POSITIVE FEEDBACK

Ruby & Ollie's – Out of School Hours Care

AIM:

To deal with both complaints & positive feedback about the service and with a mutually agreeable resolution whenever possible, ensuring all issues are documented and followed up.

REASON:

Effective collaboration with families regarding the Education and care their children receive occurs when constructive strategies for on-going, two-way communication are established by the service. All parents/guardians of the service have a right to raise concerns or make a complaint about the service. Families are also welcome to give positive feedback to the service about their experiences as well. Complaints, compliments and suggestions are welcome as they can help to improve the quality of the service. We strive to solve grievances in a professional and ethical manner at all times, and we prefer to have a conversation about problems or issues rather than have a negative experience.

METHOD:

Complaints

- Complaints can often be dealt with immediately. Anyone having a complaint about the service should discuss it first with the person most directly involved, and then, if this is not solved, they should inform the Educational Leader/ General Manager of the service.
- Educators will discuss any grievance they have with the Educational Leader/ General Manager who will provide advice and support.
- Grievances are to be dealt with in a professional manner by all parties, and these issues should be addressed away from children or other families to maintain confidentiality at all times. Raising voices, swearing and threats are not appropriate and will not be tolerated by the service. If a person is making a complaint and becomes violent, the service has the right to ask them to leave, or alternately, call the police.
- If the Educator can't resolve the problem or find a resolution, or feel it is the Site Leader's responsibility, the person is then directed to go to the Site Leader. The parent can contact the Site Leader personally or in writing.
- A grievance form is to be filled out by the parent/guardian – the complaint will be formalised and the appropriate action will be taken.
- The Site Leader will contact the parent and organise a meeting where the person will have the opportunity to personally explain the situation and join in the resolution process.
- Should the parent wish to raise their concerns with someone other than the Site Leader, they may be directed to the Educational Leader or General Manager. Should the matter still not be resolved, the parent may contact the Person with Management and Control.
- Records of complaints, suggestions and feedback should be kept by the service and stored in a confidential place. • If the parent is still not satisfied with the outcome they are able to contact the Department Of Early Childhood Education and Care (Contact details at the end of the family handbook).
- All written complaints will be acknowledged within 48 hours and, following an investigation, the complainant will be notified of the outcome within 14 days. If multiple complaints on a particular area or issue are received the service will review the applicable policies and procedures to ensure they are appropriate. If no policy or procedure exists in a particular area then the service will review adding the appropriate documentation to resolve the issue or prevent it from happening again.
- The service will review this policy on an annual or as needed basis to ensure the process for handling grievance's is appropriate.
- All grievances are kept confidential and should be stored appropriately.
- Where a complaint is alleging that a serious incident has occurred or is occurring while a child was or is being educated and cared for by the approved education and care service or that the National Law had been contravened.

FAMILY GRIEVANCE & POSITIVE FEEDBACK

Ruby & Ollie's – Out of School Hours Care

The approved provider will notify the Regulatory Authority within the required prescribed times.

Compliments/Suggestions

- We welcome and encourage compliments and suggestions from families. Any compliments will be communicated to staff.
- The service also encourages parents to submit written suggestions. Any suggestions will be reviewed by the Site Leader. Appropriate suggestions will be incorporated into the service and the contributor will be notified of the outcome.

Sourced

Handle with Care – A guide to early childhood administration, Edition 2

Guide to the National Quality Standards; pg. 147

Communicating Policy to Families, Children and Team Members

Information relating to the Family Grievance & Positive Feedback Policy is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modelling and signs displayed around the classrooms and service etc.

POLICY DETAILS

Policy Reference No:	7.4.1.6.4
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Last Review Date:	20.11.2023
Next Review Date:	20.11.2024

Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team Members verbally and in writing. Failure to abide by policies will result in disciplinary action.

FAMILY INVOLVEMENT

Ruby & Ollie's – Out of School Hours Care

AIM:

Collaborative relationships between families and Educators are an integral part of offering high quality outcomes for children. "In genuine partnerships, families and educators value each other's knowledge and roles, communicate freely and respectfully and engage in shared decision making. Family involvement exists in a broad continuum of activities and strategies, through which a positive relationship is created between the Educators and our families.

REASON:

Family feedback and participation helps to establish a connection from the home to the service that allows families to have valued and meaningful presence in the program. This relationship brings a sense of community to our families, and allows Educators to enhance the programs positive impact on individual child development. Family involvement can have a huge impact on the ability of children to learn and succeed in an education setting.

METHOD:

- Educators will create a welcoming environment where all children are respected and actively encouraged to engage in decision making and collaborate with educators.
- Educators are encouraged to share insights and perspectives about each child with their families.
- Families are encouraged to have an input on the weekly program, via either verbal communication with the staff or written communication, this can be done through face to face contact, or by commenting in our communication book.
- Families are asked to assist in reviewing and updating policies and procedures which are attached to newsletters, alternately they may be emailed out and asked for feedback.
- Family input is encouraged in their child's individual portfolios by sharing experiences at home which lead to the development of our programs.
- Organising special events i.e. grandparent's day, celebrations, mother's day and father's day events etc
- Open door policy – families are welcome in the service at all times, they can drop in and stay for as long or as little as they want.

Communicating Policy to Families, Children and Team Members

Information relating to the Family Involvement Policy is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modelling and signs displayed around the classrooms and service etc.

Sourced

Article on The impact of family involvement on a child's learning – *Associate Professor Donna Berthelsen, School of Early Childhood at Queensland University of Technology.* (Kidslife.com.au)

Involving Parents in school and childcare _raising children network

Early Years Learning Framework, page 12; Framework for school age care, page 11

Guide to the National Quality Standards, page 152

FAMILY INVOLVEMENT

Ruby & Ollie's – Out of School Hours Care

POLICY DETAILS

Policy Reference No:	7.4.1.6.5
Authorised By:	Amy Moss – General Manager
Creation/Approval Date:	01.01.2017
Last Review Date:	19.11.2024
Next Review Date:	19.11.2025

Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team Members verbally and in writing. Failure to abide by policies will result in disciplinary action.

FEE PAYMENT

Ruby & Ollie's All Abilities Care

AIM:

Cash flow management is vital to all businesses to enable them to continue to provide a consistent level of quality. Therefore, it is very important that the service is clear on the terms and amounts of fees required from families. Each family is responsible for their account, and we will forward unpaid accounts to our debt collection agency for retrieval.

METHOD:

CENTRE BASED SERVICE FEES

Session fees are provided to families' on enrolment / enquiry.

Fees are billed 1 week in arrears for these services. Fees are payable for every day that your child is enrolled at the Centre, regardless of absence reason. (Reasons could include but are not limited to: due to illness, public holidays, family holidays etc.).

Fees must be kept no more than two weeks (14 days) in arrears at all times.

At 14 days a statement letter will be sent with outstanding fees. At 21 days you will receive a second letter, and at 28 days a final letter will be issued noting a debt collector will be in contact and all care will be ceased.

Payment Methods

Fees can be paid by Direct Debit, direct deposit, (BPAY, Credit, debit card or MYOB via the link on the invoice). Direct debits will be scheduled weekly on a Tuesday for the previous weeks sessions of care. You will be issued with log on details to the Xplor application on confirmation of your enrolment and the details can be set up at this time. Through Xplor parents and care givers will have access to their accounts for centre based services at all times. The accounts will include daily / session fee charges and indicate both *estimated* and actual Government Rebates once paid to the service. If required, Statements can be issued on request to parents or guardians via email or printed

The parent / guardian is responsible for all fees incurred. At times these fees maybe paid by a third party in agreement with the Accounts department.

Government Rebates

To ensure access to the Government Rebates available to parents and guardians the following information needs to be provided to the service at a minimum:

Childs DOB and CRN number, Parent / Guardian's DOB and CRN number

Child Care Subsidy (CCS)

Full fees are payable until enrolments meet CCS requirements or other third party payments are agreed upon. Adjustments will then be made on the account automatically via details provided to Xplor by the Government, or as per advice from the family/ participant to Ruby & Ollie's.

Parents / guardians need to ensure their child has been registered for the CCS if they wish to access / claim the rebate against their fees. This can be completed by contacting your local Family Assistance Office (FAO) or by calling 13 61 50 or completing the application through your MyGov Account. It is your responsibility to ensure that you have

FEE PAYMENT

Ruby & Ollie's All Abilities Care

registered your child/ren to CCS. Any period of fees not covered by CCS will incur payment of full fees. All children must be fully up to date with their immunisations, or have claimed an exemption, to be eligible for Child Care Subsidy.

On confirmation of a CCS enrolment Parents / Guardians will be required to accept a Complying Written Arrangement (CWA) in the Xplor application and then approve the enrolment in the parent / guardian's MYGOV account. The date this is accepted is the date that CCS will / can be paid. Any fees incurred before this has been accepted will be charged as full fees. In the absence of claiming CCS, a relevant agreement will be provided. All families/ participants will receive a Service Agreement outlining the terms you're agreeing to.

Occasionally CCS adjustments are made by the Government dependent on information provided by the family, which Ruby and Ollies has no control over. These will be passed on as soon as possible to families, this can both be a debit or credit on the account statement.

Families must advise Ruby & Ollie's how they will be paying accounts. We will only issue one invoice which will either be the full amount or amount with deducted Child Care Subsidy. We are not responsible for advising on how you pay your account or by whom.

Should there be a third party paying the account, please advise us at the commencement of enrolment so we can ensure the relevant agreements are in place.

Absent Days

Parents are required to pay for all days their child is absent, including public holidays and days your child is ill. Centrelink allows you to claim 42 days per financial year without having a reason. If you use over your child's 42 days absence's you will be charged the full fee as Centrelink will not provide subsidies for any *absences over 42 days* without a reason set out in the Family Assistance Law.

These are:

- The child, the individual who cares for the child, the individual's partner or another person with whom the child lives is ill and the service has been given a medical certificate by a medical practitioner
- Alternative arrangements have been made on a pupil-free day
- The child has not been immunised against an infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child
- The absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child
- The service is closed as a direct result of a period of local emergency
- The child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards
- The individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency

Late Fees

The centre is staffed until the end of the session. If a parent is late collecting the child, late fees will apply. Late fees are supplied at the time of enrolment and will be charged on the weekly account. If a family is consistently late, the family will be asked to find alternative care where it has later hours to suit the family's requirements.

- Late collection charges - \$10.50 for the first 5 minutes, then \$2.10 per minute there after.

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Outstanding Fees

It is important that your fees are kept up to date. If your account goes into arrears for 14 days or more your child's place may be at risk of being cancelled, and we cannot guarantee there will be a vacancy when the account has been paid. All reasonable steps will be taken to make contact with you via written correspondence to seek payment advice, should you fail to respond or contact us, we will cancel all bookings and forward to a debt collection agency. If you have a problem with payment of your fees, please talk to the Accounts Manager as soon as possible so alternative arrangements may be discussed.

Should we be unable to contact you or hear from you with regards to arranging a payment plan, the account will be sent to a Debt Collector to recoup outstanding fees and the additional costs of collection.

Cancellation / Termination of Care

If you are withdrawing your child from the Centre we require two clear business days written notification. This notification must be emailed to our Administration team to process. Please note this is inclusive of any absences due to illness.

Change of Fees

The center's fees may be changed at any time after a minimum of 4 weeks' notice is given in writing to all families.

DIRECT 1:1 SUPPORTS

Direct Supports will be charged as per the NDIS Price Guide for the relevant activity / day of the week they have been scheduled.

Payment Methods

Invoices will be provided after the services has taken place. Payment Terms are 7 days.

Payments can be made vis Direct Deposit, BPAY, Credit Cards, Plan Managers or MYOB via the link on the invoice.

National Disability Insurance Scheme (NDIS)

The service will accept children who are able to use their NDIS funding for payment of the services. This can only be for those who's plans are either Self or Plan Managed. We are unable to accept those participants who's plans are managed by the NDIA as we are not a registered provider under the NDIS.

Cancellation / Termination of Care

Participants (parent/ guardian) are required to provide a minimum of 2 clear business days' notice if the participant cannot make a scheduled appointment. Ruby & Ollie's may charge for participant cancellations for support if cancellation within this notice period. Please note this is inclusive of any absences due to illness.

Cancellation by Ruby & Ollie's

We understand how important continuity of care is for your child and family. In the event that a support worker is unwell or unable to make a booked shift, every attempt will be made to find cover. This will be a conversation between you, the parent/ guardian/ caregiver and our bookings team to reach a mutual agreement on a suitable support worker to assist with short notice cover. Should it be the case that we are unable to find suitable coverage, there will be no fee charged to you.

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Ruby & Ollie's All Abilities Care

GROUP SUPPORTS (INCLUDING EARLY YEARS AND RUBY RANGER PROGRAM)

Supports will be charged as per the NDIS Price Guide for the relevant activity / day of the week they have been scheduled. The supports will be charged at the rate dependent on the support ratio. The fees will be outlined in the Service Agreement provided at the commencement of enrolment.

Payment Methods

Invoices will be provided after the services have taken place. Payment Terms are 7 days.

Payments can be made via Direct Deposit, BPAY, Credit Cards, Plan Managers or MYOB via the link on the invoice.

National Disability Insurance Scheme (NDIS)

The service will accept children who are able to use their NDIS funding for payment of the services. This can only be for those whose plans are either Self or Plan Managed. We are unable to accept those participants whose plans are managed by the NDIA as we are not a registered provider under the NDIS.

Cancellation / Termination of Care

Participants (parent/ guardian) are required to provide a minimum of 5 clear business days' notice if the participant cannot make a scheduled Ruby Rangers Group Support Adventure. Ruby & Ollie's may charge for participant cancellations for support if cancellation within this notice period. Please note this is inclusive of any absences due to illness.

Cancellation by Ruby & Ollie's

We understand how important continuity of care is for your child and family. In the event that a support worker is unwell or unable to make a booked shift, every attempt will be made to find cover. This will be a conversation between you, the parent/ guardian/ caregiver and our bookings team to reach a mutual agreement on a suitable support worker to assist with short notice cover. Should it be the case that we are unable to find suitable coverage, there will be no fee charged to you.

Communicating Policy to Families, Children and Team Members

Information relating to the Fee Payment Policy is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modelling and signs displayed around the classrooms and centre etc.

Sourced

National Quality Standards, 7.3.2

Child Care Provider Handbook July 2023

FEE PAYMENT

Ruby & Ollie's All Abilities Care

POLICY DETAILS

Policy Reference No:	7.4.1.6.6
Authorised By:	Amy Moss – General Manager
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Next Review Date:	9.10.2025

Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team Members verbally and in writing. Failure to abide by policies will result in disciplinary action.

ZERO TOLERANCE

Ruby & Ollie's All Abilities Care

AIM: ZERO TOLERANCE POLICY FOR VIOLENCE, AGGRESSION, ABUSE, HARASSMENT AND THREATENING BEHAVIOURS POLICY.

FOR OUR CLIENTS / FAMILIES

We need your help to make our workplace a safe place for everyone. Sometimes you might not be happy with us despite us doing our best to help people, but we are not perfect. Sometimes, you, or someone else, might not be happy with us. For example, you might not be happy with some of our supports and services.

You have the right to make complaints about our supports and services at any time. If you want to make a complaint, we want to help you to make it quickly and easily, and without stress. Our Family Grievance and Positive Feedback Policy explains how to make a complaint easily and without stress.

You are not allowed to hurt or abuse our staff for any reason. No one is allowed to be violent, aggressive, abusive, harassing or threatening to our staff or visitors for any reason. Our staff include our owners, managers, employees, contractors, volunteers, and students. Visitors include anyone else at our workplace who are not staff and include other children and their family members, carers and supports.

We must all follow the law. It is never OK for anyone to hurt or abuse our staff or visitors. Hurting or abusing someone is against the law. The law also says that providers like us must work hard to keep our staff safe from harm. This includes making sure that our staff do not get hurt or abused by anyone at work.

This policy applies to everyone who is receiving support or services from us. It also applies to family members, carers and any other people who engage in contact with our service.

This policy forms an important part of our system for managing workplace safety risks.

WHAT BEHAVIOURS ARE NOT OK

Violence is any behaviour that hurts, injures, or kills people.

Aggression is violent or attacking behaviour, and often involves anger.

Abuse is extremely rude and insulting things that people say to others, especially when they are angry.

Threatening behaviour is any behaviour that our staff or others might think reasonably is going to result in them getting hurt or harmed, or otherwise affect the safety of someone else.

Communication that is not respectful or that is inappropriate, including unwelcome comments, and comments, questions or jokes of a sexual or intrusive nature, and makes the person feel uncomfortable. This includes visual, verbal or gestural communication.

Putting up with these behaviours is NOT part of anyone's job and is also unfair to visitors. Our staff do not have to tolerate these behaviours.

WHAT HAPPENS IF YOU BREACH THIS POLICY

We have a zero-tolerance policy towards violent, aggressive, abusive, harassing and/or threatening behaviours.

If your behaviour is violent, or aggressive, or abusive, harassing or threatening, we may:

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- Tell you to stop the behaviour straight away; and/or
- Send you a written warning; and/or
- Need to take steps to stop you from being violent, aggressive, abusive, harassing or threatening – especially in an emergency or if we think, on reasonable grounds, that your behaviour poses a safety risk to staff, visitors or others; and/or
- Ask you to leave; and/or
- Call for backup, and/or the Police.

If we ask you to leave, you must leave straight away. If you do not leave when we ask you to leave, we may call other staff members as back up, or we may call the Police. We may also start our emergency procedures, which we use to keep our staff safe, including lockdown procedures designed to keep our staff safe.

If your behaviour is violent, or aggressive, or abusive, harassing or threatening, we may also suspend or end our supports and services immediately because we need to make sure our staff are always safe.

FOR STAFF

Please note that any staff that exhibit violence, abuse, harassment or threatening behaviours will be actioned in accordance with the 7.4.1.4.16 Disciplinary Policy. Please also note that if a staff member breaches this policy Ruby and Ollie's may cease employment immediately.

WHICH BEHAVIOURS ARE OK

Complaints: You can complain to us any time about the quality of your services or supports. But you must never be violent, aggressive, abusive, harassing or threatening to staff or visitors when you are making a complaint.

Respectful disagreement. Different people sometimes have different ideas and thoughts on lots of topics, and that's OK. You can disagree with us about anything to do with your or your family member's supports and services. But you must not be violent, aggressive, abusive or threatening when you disagree with us.

PROCEDURE FOR EMPLOYEES

Your response to a violent or aggressive incident will vary depending on the nature and severity of the incident.

During an incident you may choose to do one or more of the following:

- If it is safe to do so, you could use verbal de-escalation and distraction techniques. This may involve telling the other person that you object to their behaviour and ask that it stop. You may be able to resolve a situation before it escalates by pointing out that the behaviour is inappropriate and makes you feel unsafe. However, there are some circumstances where complying with the perpetrator's demands may be the safest response to minimise the risk of harm.
- Communicate the need for help, such as seeking support from other workers, security personnel or people nearby
- Remove yourself from the situation, such as retreating to a safe location, asking the aggressor to leave the work area or disconnecting them from the phone call.
- You may decide to seek help from Police, for example if the behaviour escalates to physical assault or the threat of physical assault.

After experiencing an incident, you should consider the following:

- Make sure you and other people are safe.

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- Seek first aid or urgent medical attention where necessary.
- Seek support (including psychological support) from a colleague, helpline, counselling service or employee representative. A list of support services can be found at the end of this document.
- Keep a record of what happened, when and where it happened, who was involved and anything else you think may be important. Keep a screen shot if the behaviour occurs online.
- Report what happened to a manager or human resources. Reporting unwanted or offensive behaviour early is often an effective way to prevent aggression escalating into more serious forms of violence. Ruby and Ollie's has workplace policies or procedures in place on how to report incidents, how incidents will be dealt with and the support services available to you.

Remember, you have a right to feel safe at work. It is illegal for you to be disadvantaged because you have reported violence - if you are, you can seek help from the Fair Work Ombudsman.

DEFAMATION:

Ruby & Ollie's is committed to maintaining a respectful and professional environment for all staff, clients, and stakeholders. Any form of defamation, whether verbal, written, or via social media, that damages the reputation or goodwill of Ruby & Ollie's, its employees, or its clients, will not be tolerated. Defamation includes but is not limited to false statements, misleading claims, or any conduct that intentionally harms the company's reputation. Employees or clients found engaging in defamation may be subject to disciplinary action, up to and including termination of employment, cancellation of services and supports and legal action may be pursued if necessary.

INCIDENTS WILL BE REPORTED TO THE GENERAL MANAGER / FOUNDER

All incidents of violence, aggression, abuse, harassment and/or threatening behaviours must be reported promptly by staff to our General Manager and / or Founder.

Sources

Safe Work Australia – Work-related violence and aggression information sheet

Support Services

Beyond Blue

www.beyondblue.org.au

1300 224 636

Our Watch

www.ourwatch.org.au

Lifeline

www.lifeline.org.au

13 11 14

1800Respect

www.1800respect.org.au

1800 737 732

Sexual assault support services

www.humanrights.gov.au/our-work/sexdiscrimination/list-sexual-assault-services

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Communicating Policy to Families, Children and Team Members

Information relating to the Zero Tolerance Policy is communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, planned experiences for the children, notice boards and posters, pamphlets and information sheets in the foyer, role modelling and signs displayed around the classrooms and centre etc.

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POLICY DETAILS

Policy Reference No:	7.4.1.6.7
Authorised By:	Amy Moss – General Manager
Creation/Approval Date:	21.10.2024
Last Review Date:	21.10.2024
Next Review Date:	21.10.2025

Policy Review Statement

All policies will be reviewed annually in consultation with Families, Team Members and Management. Any changes in legislation, regulations, Quality Assurance and other standards will be considered in the reviewing process. Any changes in policies or procedures will be communicated to families and Team Members verbally and in writing. Failure to abide by policies will result in disciplinary action.