

# ACCEPTANCE AND REFUSAL OF AUTHORISATION

## Ruby & Ollie's – Out of School Hours Care

### AIM:

Our education and care service requires authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records. This policy outlines what constitutes a correct authorisation and what does not, and may therefore result in a refusal.

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### METHOD:

#### What are we going to do?

##### Matters that Require Authorisation

As a minimum, the Education and Care Services National Regulations, require parent or guardian authorisation to be provided in matters relating to administration of medication, medical treatment of the child including transportation by an ambulance service, collection of children from the service and excursions (including regular outings).

##### Procedure

The Service Leader (Nominated Supervisor) will:

Ensure that all authorisation documents are required for the following situations and must have details recorded as specified:

##### **ADMINISTRATION OF MEDICATION (INCLUDING SELF-MEDICATION IF APPLICABLE):**

- the name of the child
- the authorisation to administer medication (including, if applicable, self-administration), signed by a parent or a person named in the child's enrolment record as authorised to consent to administration of medication
- the name of the medication to be administered
- the time and date the medication is to be administered
- the dosage of the medication to be administered
- the manner in which the medication is to be administered
- if the medication is to be administered to the child
- the period of authorisation from and to
- the date the authorisation is signed.

Refer : Administration of Medication Policy & Administration of Medication Form for operational guidance

##### **MEDICAL TREATMENT OF THE CHILD INCLUDING TRANSPORTATION BY AN AMBULANCE (INCLUDED AND AUTHORISED INITIALLY AS PART OF THE CHILD'S ENROLMENT RECORD OR AS AMENDED AT A LATER DATE):**

- service (included and authorised initially as part of the child's enrolment record or as amended at a later date):
- the name of the child
- authorisation to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and authorisation for the transportation of the child by an ambulance service
- the name, address and telephone number of the child's registered medical practitioner or medical service and if available the child's Medicare number
- the name of the parent or guardian providing authorisation
- the relationship to the child
- the signature of the person providing authorisation
- the date the authorisation is signed.

# ACCEPTANCE AND REFUSAL OF AUTHORISATION

## Ruby & Ollie's – Out of School Hours Care

**EMERGENCY MEDICAL TREATMENT** (INCLUDED AND AUTHORISED INITIALLY AS PART OF THE CHILD'S ENROLMENT RECORD OR AS AMENDED AT A LATER DATE):

- Educators are able to seek emergency medical assistance for a child as required without seeking further authorisation from a parent or guardian (i.e. medical practitioner, ambulance or hospital) including for those emergencies relating to asthma and anaphylaxis.

**COLLECTION OF CHILDREN** (INCLUDED AND AUTHORISED INITIALLY AS PART OF THE CHILD'S ENROLMENT RECORD OR AS AMENDED AT A LATER DATE): ALL INFORMATION IS IN THE CHILDS PROFILE IN XPLORE. ONLY AUTHORIZED CONTACTS ARE TO COLLECT THE CHILD.

- the name of the child
- the name of the parent or the guardian of the child or the authorised nominee on the enrolment form providing authorisation
- 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
- the relationship to the child of the persons authorised to collect the child from the premises
- the signature of the person providing authorisation
- the period of authorisation, from and to
- the date the authorisation is signed.

Refer:

**EXCURSIONS** (INCLUDING REGULAR OUTINGS)

- If the excursion is a regular outing, the authorisation is only required to be obtained
- once in a 12 month period i.e. at the time of enrolment.
- the name of the child
- the date of the excursion (unless the authorisation is for a regular outing, please specify details)
- a description of the proposed destination for the excursion the method of transport to be used
- the proposed activities to be undertaken by the child during the excursion the period the child will be away from the premises
- the anticipated number of children likely to be attending the excursion
- the anticipated ratio of educators attending the excursion to the anticipated number of children attending the excursion
- the anticipated number of staff members and any other adults who will accompany and supervise the children on the excursion
- that a risk assessment has been prepared and is available at the service
- the name of the parent or guardian providing authorisation
- the relationship to the child
- the signature of the person providing authorisation
- the date the authorisation is signed.

**VERIFICATION OF AUTHORISATION**

- All authorisation forms received (other than the initial enrolment form) from parents or guardians are to be checked for completion and are to be verified that the authoriser (name and signature) is the nominated parent or guardian on the enrolment form.
- If incomplete or inappropriately signed, the authorisation form should be returned to the parent or guardian for correction.
- No action with regard to the specific activity requiring authorisation should occur unless the authorisation form has been completed correctly and appropriately signed.

# ACCEPTANCE AND REFUSAL OF AUTHORISATION

## Ruby & Ollie's – Out of School Hours Care

### STORAGE OF AUTHORISATION FORMS

- All authorisation forms should be filed with the child's enrolment details.

The Nominated Supervisor may exercise the right of refusal if written or verbal authorisations do not comply.

- See Arrival and Departures Policy for details with non-authorized pick up of children from the Centre.

The nominated Supervisor will waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered, and an ambulance has been called.

### Communicating Policy to Families, Children and Team Members

Information relating to the Acceptance and Refusal Authorisation 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 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.

**Sourced:** [cccnsw.org.au](http://cccnsw.org.au) - Sample Policy

# EXCURSIONS

## Ruby & Ollie's – Out of School Hours Care

### AIM:

The aim of this policy is to ensure that the service appropriately prepares and plans for Excursions and/or escorted journeys (which are collectively known as 'excursions'). The policy is designed to ensure that the health, safety and wellbeing of children, staff, volunteers and any other participants is maintained at all times.

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### IMPLEMENTATION

The service offers excursions to our children after careful consideration and planning. Excursions should have a clear link to our Educational Program and practice, offering children the opportunity to experience their community and learning experiences therein.

We will always invite our families/caregivers to participate in these excursions, offering an additional opportunity for them to experience learning opportunities with the children and/or assist in the supervision of children participating in the Excursion.

A full Excursion Risk Management Plan will be completed prior to the approval of the excursion. The Service Leader (Nominated Supervisor) will be responsible for ensuring that all necessary paperwork and preparation for the Excursion has been completed and the final sign off.

Service staff will be responsible for ensuring that the excursion offers appropriate educational/learning opportunities for the children involved. They will also undertake a complete risk assessment associated with the excursion (with the support and direction of the Service Leader/Nominated Supervisor).

Where an excursion is a regular part of the service's Educational Program (for example, a regular planned visit to a local library), a review of Risk Assessment is only required when there is a change of circumstances surrounding the excursion (eg the library relocates, there is an incident that occurs during the excursion) or every 12 months.

### PLANNING AND PREPARATIONS

#### The Educator team responsibilities:

1. Staff members proposing the Excursion must complete the Excursion Preparation Checklist
2. A full Excursion Risk Management Plan must be completed (this includes a risk assessment plan). The Plan will be reviewed and signed by the Service Leader upon satisfactory completion. This form will include details such as:
  - Mode of transport to and from destination.
  - Supervision ratios (staff and/or volunteers).
  - Identification of any risks and plans developed to eliminate or control hazards.
  - Access to food, drink and necessary facilities (eg toilets, handwashing, shade, areas for rest etc).
  - Any additional considerations for children with additional needs.
3. A completed copy of the Excursion Risk Management Plan will be available for review by families upon request.
4. Notice of the Excursion will be a minimum of 24 hours. It is expected that substantially more that this will be provided where possible.
5. An Excursion Permission Form is completed for each child who will participate in the Excursion. These will be retained at the Centre and included in the child's file.
6. If the Excursion is to occur on a day outside of a child's usual booking, they may still attend, however, this will be considered an additional day of care.
7. Alternate arrangements will be made for any child/ren not attending the excursion. All due care will be taken to ensure that the child/ren are not alienated from the learning experience as a result of non-attendance.

# EXCURSIONS

## Ruby & Ollie's – Out of School Hours Care

### The Service Leader / Nominated Supervisor responsibilities:

1. Appoint a Certified Supervisor to be in charge of the excursion.
2. Verification that an Excursion Risk Management Plan has been satisfactorily completed.
3. Authorise/sign off on excursions.
4. No child will be taken on an excursion unless written permission from parents or legal guardian has been received.
5. All volunteers/family members' details will be entered into the appropriate staff record for that day.

### Further principles when organising excursions:

1. Families will be encouraged to participate in excursions to assist in maintaining suitable child/staff ratios and encourage participation in the children's Educational programme. If the parent needs to bring their child's sibling because they cannot find suitable care, the siblings must be included in ratios.
2. If additional adults are required volunteers will be invited. Volunteers will be mature, responsible people who are aware of the hazards and responsibilities of taking a group of children out the service.
3. Family members/volunteers will not to be left in sole charge of children and will be supervised/supported by an Educator at all times.
4. Safety of children will be considered in the choice of route and mode of transport. Our service will follow all applicable road rules for transporting young children safely in buses (where these are used).
5. Every reasonable precaution will be taken to protect children from harm and any hazard likely to cause injury.
6. Educators will ensure children obey road rules and cross roads at a crossing or lights where available. Educators will remain vigilant to ensure no child runs ahead or lags behind the group.
7. Supervision on excursions will ensure the safety and wellbeing of all children for the duration of the excursion, taking into account ratios and all risks and hazards likely to be encountered.
8. All educators, volunteers and children attending the excursion will be informed of excursion timetable/itinerary, special requirements, safety procedures, grouping of children and responsibilities.
9. A list of children on the excursion will be left at the service and a copy carried by the delegated Certified Supervisor.
10. Before leaving on the excursion, a notice will be prominently displayed at the service which includes itinerary, timetable (anticipated time of return) and emergency contact details for the Excursion group.
11. Children will be required to wear a wrist band identifying that the child is from our service. There will also be an emergency contact number on the wrist band in case a member of the public locates a lost child.
12. If a child is lost on an excursion, we will always leave a staff member behind to continue to look for the child, while the other group members escort the remaining children back to a safe site/the Centre.
13. A Post Excursion Review will be conducted to determine; the value of the experience, any changes that could/should be made to improve the experience for next time.

### Related Forms:

Excursion Preparation Checklist

Excursion Risk Assessment

Excursion Permission Form – Routine

Excursion Permission Form – Non-Routine

# EXCURSIONS

## Ruby & Ollie's – Out of School Hours Care

### Communicating Policy to Families, Children and Team Members

Information relating to the Excursion Policy is communicated in the following ways (as appropriate): Newsletters, Family and Educators handbooks, team meetings and memos, notice boards, posters, pamphlets and information sheets in the foyer etc. An individual Excursion Permission Form will always be forwarded to the families immediately involved in any excursion or made available via promotional material.

### 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.

### Sourced:

National Regulations

University of Western Sydney Early Learning Ltd Excursion Policy

([http://www.uws.edu.au/\\_data/assets/pdf\\_file/0017/408122/CSS3517\\_UWSELL\\_Policies\\_Excursion\\_Policy.pdf](http://www.uws.edu.au/_data/assets/pdf_file/0017/408122/CSS3517_UWSELL_Policies_Excursion_Policy.pdf))

Supervising Excursions (Victorian government)

Department for Education and Child Development (SA government)

# WORKPLACE HARRASMENT PREVENTION

## Ruby & Ollie's – Out of School Hours Care

### AIM

We are committed to ensuring a healthy and safe workplace that is free from workplace harassment. Workplace harassment is unacceptable and will not be tolerated under any circumstances.

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### DEFINITION OF WORKPLACE HARASSMENT

1. A person is subjected to 'workplace harassment' if the person is subjected to repeated behaviour, other than behaviour amounting to sexual harassment, by a person, including the person's employer or a co-worker or group of co-workers of the person that:
  - is unwelcome and unsolicited
  - the person considers to be offensive, intimidating, humiliating or threatening
  - a reasonable person would consider to be offensive, humiliating, intimidating or threatening.
2. 'Workplace harassment' does not include reasonable management action taken in a reasonable way by the person's employer in connection with the person's employment.
3. (3) In this section 'sexual harassment' see the Anti-Discrimination Act 1991, section 119.

Detailed below are examples of behaviours that may be regarded as workplace harassment, if the behaviour is repeated or occurs as part of a pattern of behaviour. This is not an exhaustive list – however, it does outline some of the more common types of harassing behaviours. Examples include:

- abusing a person loudly, usually when others are present
- repeated threats of dismissal or other severe punishment for no reason
- constant ridicule and being put down
- leaving offensive messages on email or the telephone
- sabotaging a person's work, for example, by deliberately withholding or supplying incorrect information, hiding documents or equipment, not passing on messages and getting a person into trouble in other ways
- maliciously excluding and isolating a person from workplace activities
- persistent and unjustified criticisms, often about petty, irrelevant or insignificant matters
- humiliating a person through gestures, sarcasm, criticism and insults, often in front of customers, management or other workers
- spreading gossip or false, malicious rumors about a person with an intent to cause the person harm.

### Actions that are not workplace harassment

Legitimate and reasonable management actions and business processes, such as, actions taken to transfer, demote, discipline, redeploy, retrench or dismiss a worker are not considered to be workplace harassment, provided these actions are conducted in a reasonable way.

### Effects of workplace harassment on people and the business

Workplace harassment has detrimental effects on people and the business. It can create an unsafe working environment, result in a loss of trained and talented workers, the breakdown of teams and individual relationships, and reduced efficiency. People who are harassed can become distressed, anxious, withdrawn, depressed, and can lose self-esteem and self-confidence.

# WORKPLACE HARRASMENT PREVENTION

## Ruby & Ollie's – Out of School Hours Care

### What Workplace Harassment Is Not

Workplace harassment should not be confused with legitimate and **reasonable management discussions or actions**, provided everyone involved in these processes is treated with respect and courtesy. Such reasonable management actions may include:

- Performance management processes
- Disciplinary actions
- Allocation of work
- Business processes such as workplace change or restructuring.

### Workplace strategies to eliminate workplace harassment

We will take the following actions to prevent and control exposure to the risk of workplace harassment:

- provide all workers with workplace harassment awareness training
- develop a code of conduct for workers to follow
- introduce a complaint handling system and inform all workers on how to make a complaint, the support systems available, options for resolving grievances and the appeals process
- Regularly review the workplace harassment prevention policy, complaint handling system and training.

### Directors/Supervisors

Must be familiar with, and play a key role in, actively promoting and supporting both this policy and its supporting guidelines. They are required to advocate and promote the standard of behaviour expected of staff, and to model these standards in their own behaviour. Managers and supervisors also share legal and managerial responsibilities for identifying and dealing with behaviour that constitutes workplace harassment.

### Responsibilities of workers

We require all workers to behave responsibly by complying with this policy, to not tolerate unacceptable behaviour, to maintain privacy during investigations and to immediately report incidents of workplace harassment to the Nominated Supervisor.

Managers and supervisors must also ensure that workers are not exposed to workplace harassment. Management are required to personally demonstrate appropriate behaviour, promote the workplace harassment prevention policy, treat complaints seriously and ensure where a person lodges or is witness to a complaint, that this person is not victimised.

### Where workers can go for assistance

A worker, who is being harassed, can contact the Service Leader for information and assistance in the management and resolution of a workplace harassment complaint.

### Commitment to promptly investigate complaints

We have a complaint handling system which includes procedures for reporting, investigating, resolving and appealing workplace harassment complaints. Any reports of workplace harassment will be treated seriously and investigated promptly, fairly and impartially. A person making a complaint and/or who is a witness to workplace harassment will not be victimised.

## PROCEDURES FOR DEALING WITH WORKPLACE HARRASMENT COMPLAINTS

### Dealing with Complaints

Employees are encouraged wherever possible to resolve concerns and/or complaints about workplace harassment or bullying through discussion, particularly where there are doubts that any alleged behaviour was intentional. They are also encouraged to seek advice on these issues from independent sources



# WORKPLACE HARRASMENT PREVENTION

## Ruby & Ollie's – Out of School Hours Care

Informal processes often resolve minor issues with a minimum of conflict and stress to all parties involved. Such an approach can result in an apology, agreement or decision to resolve issues.

Where a more serious complaint is lodged or when a minor issue remains unresolved, the following general process is appropriate.

### Submitting a Formal Complaint

Formal complaints should be submitted through a staff member's immediate supervisor. Where the immediate supervisor is the subject of the complaint, the complaint should be submitted to the next level of management.

While complainants are encouraged to express themselves freely, they should, as much as possible, provide the following elements of a workplace harassment complaint:

- name of respondent(s)
- alleged behaviour(s), including approximate time/s, date/s and location of incident(s)
- witnesses (if any);
- their (the complainant's) perceptions; and
- wherever possible, identify their preferred outcome.

Formal complaints should be submitted in writing, a standardized form is attached to this procedure

### Receiving a Complaint

A manager or supervisor who receives a formal complaint shall, within the scope of their authority, take immediate action to address any ongoing unacceptable or offensive behaviour, ensuring that any health and/or safety issues are addressed immediately and that both the complainant and the respondent are informed of their rights and responsibilities.

Managers and supervisors receiving such complaints must ensure that any action taken as a result of the complaint complies with the principle of procedural fairness, such as informing the respondent(s) of the substance of any allegations and allowing them the opportunity to respond. This can often be achieved without the need to identify the complainant.

All complaints of harassment and bullying must be taken seriously and treated confidentially. Treating complaints seriously does not necessarily mean that the behaviour in question is of a bullying or harassing nature. It may appear that some complaints are ill founded or are an overreaction. Nevertheless, care must be taken in all circumstances not to trivialise concerns or to deal with them in a superficial manner. The complaint should only be discussed with those involved in the resolution of the issue.

The complainant must not be subjected to further harassment, bullying or victimised as a result of lodging a complaint.

## RESOLVING COMPLAINTS

### General

It is recognised that early intervention and/or use of dispute resolution techniques usually provide for speedier and more effective resolution of workplace harassment and bullying issues. While it is preferable that workplace harassment should be resolved within the workplace, there may also be cases of harassment or bullying where it is appropriate to seek assistance from someone other than the immediate supervisor.

There are a number of ways in which a complaint of workplace harassment or bullying can come to the attention of a manager or a supervisor. The manager or supervisor may simply observe that there appears to be a problem in a particular area. Alternatively, an employee, or other person, may draw the matter to the manager or supervisor's attention.

# WORKPLACE HARRASMENT PREVENTION

## Ruby & Ollie's – Out of School Hours Care

When dealing with workplace harassment or bullying situations, managers and supervisors should ensure that employees can access independent support. The use of a dispute resolution process does not preclude seeking advice from a range of sources within or outside the service.

### Self-Help

Early resolution of any workplace harassment or bullying situations at the most appropriate level is strongly encouraged. Individuals who experience perceived workplace harassment or bullying are strongly encouraged to take direct action by communicating with the respondent at the earliest time possible. Situations that involve interpretation of interpersonal communications or matters requiring some clarification between persons may be quickly and effectively resolved if the parties take the opportunity to communicate with each other in a confidential setting and in a respectful manner.

If verbal communication is not possible, the complainant may then choose to communicate his or her concerns to the respondent in writing. Such communication should describe the incident(s) by relating facts, not judgments, and relate the impact of the situation experienced by the complainant. The written communication should mention the conduct expected (i.e. "I would like this behaviour to stop."). If possible, the written communication should be delivered in person and a copy kept by the complainant.

Persons using the self-help process should keep a record of all the incidents and of the way in which they were handled. This record will help the accurate recollection of events and how they were managed over time.

### Director/Supervisor Intervention

If self-help is unsuccessful or inappropriate, then the complainant should seek help from their immediate supervisor, or next level of management if the respondent is the immediate supervisor.

Directors and supervisors are instrumental in the resolution of alleged workplace harassment and bullying situations. Where supervisors are not in a position to resolve a situation involving their own subordinates (or other persons, as applicable) due to potential bias, real or perceived, complaints of harassment and bullying should be forwarded to more senior managers.

### Mediation

Mediation is a voluntary process in which an impartial third party facilitates communication between parties and assists them to reach a mutually acceptable resolution to a dispute. The role of the mediator involves keeping the channels of communication open, helping the parties express their needs, identifying issues that need to be addressed, and facilitating problem solving. Mediation is a voluntary process and can be terminated by either of the parties at any time.

Once the parties have agreed to mediation, a mutually agreeable mediator can be appointed. In some cases, the use of co-mediation is appropriate. Co-mediation occurs when two mediators, often of different gender, culture, professional backgrounds or skills, work together to help negotiations between the parties in conflict. This team approach works best when there are a number of parties involved, the issues are complex, or when it is important to recognise gender, racial or cultural differences in order to inspire confidence in the mediation process.

All information exchanged during the mediation process is confidential.

### Further Referral

Where the issue cannot be resolved through mediation, the matter should be referred to the Fair Work Commission for assistance in resolving the claim.

# WORKPLACE HARRASMENT PREVENTION

## Ruby & Ollie's – Out of School Hours Care

### RE-ESTABLISHING POSITIVE WORKPLACE RELATIONSHIPS

#### Re-establishing Relationships

Once workplace harassment or bullying complaint has been resolved, it is everyone's responsibility to work together to restore the relationship and a positive, harassment-free environment.

It is also possible that, although workplace harassment or bullying complaint has been resolved, the circumstances surrounding it may continue to have effects on morale and productivity.

Additionally, there may be cases where, as a result of an investigation, it is found that a complaint was made in good faith but was nevertheless unsubstantiated. In such cases the complainant's distress may nonetheless be genuine, or the specific complaint may be a symptom of other problems in the work area.

To resolve these situations Directors/Supervisors can arrange information or training sessions on techniques to improve communication, understanding and co-operation in the workplace. Appropriately qualified providers should deliver any such training sessions. Managers and HCO's can also ensure that all employees in the work area are aware of support services that are available and encourage them to use such services.

#### Rumours and Speculation

Directors/Managers, and the HCO must be sensitive to the negative impact of rumours and speculation concerning a workplace harassment situation. Gossip and rumours can aggravate the situation and increase stress in the workplace. In such cases steps should be taken immediately to dispel the rumours, while ensuring that personal information is protected and the sensitivities of the parties are taken into account. The creation and circulation of rumours is unacceptable workplace behaviour and has the ability to cause significant distress to others. Employees who participate in circulating rumours and speculation may find themselves subject to an investigation into suspected misconduct.

#### Privacy

All persons must respect the dignity and privacy of people involved in workplace harassment or bullying situations by treating all information with discretion. All employees should show respect for others and not engage in idle talk and speculation concerning potential workplace harassment or bullying situations.

#### Security of Documentation

Copies of complaints and reports are to be treated as sensitive material and not placed on personnel files. However, if a complaint is upheld, the documentation of any administrative or disciplinary action taken may be included in personnel files. Correspondence and documentation relating to all workplace harassment or bullying complaints should be in a lockable cabinet and retained for a minimum of 5 years after action has been completed in accordance with the Work Health and Safety Act 2011.

### CONSEQUENCES OF BREACH OF POLICY

Disciplinary action will be taken against a person who harasses a worker or who victimises a person who has made or is a witness to a complaint. Complaints of alleged workplace harassment found to be malicious, frivolous or vexatious may make the complainant liable for disciplinary action.

**Related Forms:** Workplace Harassment or Bullying Notification Form

# WORKPLACE HARRASMENT PREVENTION

## Ruby & Ollie's – Out of School Hours Care

### Communicating Policy to Families, Children and Team Members

Information relating to the Workplace Harassment Prevention 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 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.

### Sourced

Prevention of Workplace Harassment Code of Practice 2004  
Community Childcare Corporative

# COLLABORATIVE GOVERNANCE

## Ruby & Ollie's – Out of School Hours Care

### AIM:

For all stakeholders including Educators and families to be aware of and abide by the Collaborative Governance arrangements of Ruby & Ollie's OSHC.

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### BACKGROUND:

Rebecca Glover, Steven Baxter and John McGrath are shareholders of Ruby & Ollie's all Abilities Childcare.

Rebecca Glover is the Company Director who collaboratively works with all Educators to ensure compliance of all Legislation, Regulations and Standards. The Nominated Supervisor and the Educational Leader who through daily practices facilitates all collaborative governance arrangements with regulatory authorities, management, Educators, families and the community.

We are committed to working collaboratively with all stakeholders to ensure the National Quality Framework is effectively abided by at all times. The National Quality framework includes:

- a national legislative framework that consists of the Education and Care Services National Law and Education and Care Services National Regulations
- a National Quality Standard
- an assessment and rating system
- a regulatory authority in each state and territory who will have primary responsibility for the approval, monitoring and quality assessment of services in their jurisdiction in accordance with the national legislative framework and in relation to the National Quality Standard.
- the Australian Children's Education and Care Quality Authority (ACECQA).

ACECQA, the national body is responsible for providing oversight of the system and ensuring consistency of approach.

- The Ministerial Standing Council on School Education and Early Childhood (SCSEEC) oversees the NQF, and will review the performance of ACECQA.

The Framework enables us to improve services in the areas that impact on a child's development and empower families to make informed choices about which service is best for their child.

### METHOD:

- The awareness, knowledge, implementation and compliance of the following documents are imperative for collaborative governance of Centre Name:
  - Education and Care Services National Regulations
  - Education and Care Services National Law
  - The Family Assistance Law
  - National Quality Standards
  - My Time Our Place Framework
  - Workplace Health and Safety Act 2011
  - Staying Healthy in Child Care 5<sup>th</sup> Edition

# COLLABORATIVE GOVERNANCE

## Ruby & Ollie's – Out of School Hours Care

- To ensure that a Person with Management or Control of the Provider is fit and proper they will be required to provide the following details ;
  - Police Check
  - National Personal Insolvency Check
  - Current and Historical Personal Name search of ASIC
  - Working with Children Card (Blue Card)
- Families have access to information outlining our governance structure, Policies and procedures and National Quality Framework within the Family handbook which is given to all families upon enrolment and orientation to the service. Families are encouraged on an ongoing basis to participate in collaborative governance of Ruby & Ollie's All Abilities via a range of mediums, for example, providing feedback on policy reviews; consulting with Educators regarding the curriculum etc.
- Legislative requirements and obligations form the bases of all Educators induction processes and ongoing formal learning is embedded within Educators monthly professional discussions/meetings.
- Legislative requirements and obligations form the bases of all Operational Staff's induction processes and ongoing formal learning is completed as required to comply with all Legislative requirements.
- Community members also contribute to collaborative governance of Ruby & Ollie's All Abilities Childcare through consultations and input into the centre
- External audits to ensure legislative compliance are conducted by authorities such as Office Early Childhood Education and Care; Department of Education training and Employment; QLD Health, Local Council, (OHS check and food audit); QLD Fire and Rescue.
- Detection and Prevention of Fraud in relation to Child Care Subsidy Payments. This is carried out to the best of our abilities by using a registered CCMS software provider. Our service has chosen to use Xplor to link our service with the Government databases to ensure a seamless enrolment and reporting process.
- Confidentiality is maintained through implementation and compliance of the following Policies
  - -7.4.1.7.5 Confidentiality Policy
  - -7.4.1.7.13 Privacy policy;
  - -7.4.1.7.16 Record Keeping policy.

### Communicating Policy to Families, Children and Team Members

Information relating to the Collaborative Governance 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 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.

### Sourced:

<https://www.acecqa.gov.au/nqf/national-quality-standard/quality-area-7-governance-and-leadership>

# CONFIDENTIALITY

## Ruby & Ollie's – Out of School Hours Care

### AIM:

To have practicable and written policies and guidelines, which are to be observed by the licensee & Educator of the service to ensure confidentiality about records of the service or information obtained by licensee or Educator, agents or contractors concerning:

- Children provided in the service and Educators, and
- Educators and their families, and
- The families of children provided with the service, and
- Contractors of the service and their families

This included the actual children enrolled at the service; past, present and future.

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### REASON:

- It is vital that all Educators, families, children, students, visitors, and volunteer workers are treated with respect and confidentiality. That all parties are respectful of the rights and information relating to one another

### METHOD:

- The approved provider must ensure that the records relating to a child remain confidential and are made available only to the following persons
  - An authorised officer
  - A person otherwise authorised by law to inspect the records
- Children's records are not to be given out without written consent from the parent or guardian.
- Children's records (paper copies) will be stored in a secured and locked cabinet within the centre. Centre Management and Educators may access these records, as required for; immunization updates, emergency contacts, medical information and authorization records.
- Children's records (electronic copies) are stored in the software Xplor which the service uses to maintain its CCMS records.
- Centre records, personnel records, CCS information is to be stored in a secured locked cabinet within services office or within Xplor. Management may access these records.
- Any information disclosed to the Educator relating to a child's and families' personal circumstances may be disclosed to the Educator but will remain private and confidential.
- Any information disclosed to Educators about other educators will remain private and confidential.
- If the service has a student (eg. TAFE, university) the Service Leader may allow limited access to children's information. For example, the child's first name, date of birth, country of origin and home language. Permission must be sought from the parents before any other information is passed onto the student.
- Non-custodial parents are not to take the child from the service or visit the child at the service unless the custodial parent has given prior consent. Court decisions must be adhered to at all times and any changes or amendments must be informed to the service by the parent.
- The Educators are obligated by law to report any suspected evidence of child abuse, whether indicated by the child, parents themselves or revealed by the child. The Service Leader is responsible for notifying the Department of Child Safety or the Police. The Ombudsman will be notified if the allegation involves a staff member.
- It would be in the best interest of the children and Educators that parents notify the service of their child's contagious condition. The service can then notify our existing families: no names will be disclosed.
- In the event of an aggressive confrontation between children which results in injury: an accident form must be filled out by two attending Educators. The identity of the child who caused the harm will remain confidential at all times to protect

# CONFIDENTIALITY

## Ruby & Ollie's – Out of School Hours Care

them from possible victimization by parents; especially if their aggressive behaviour is continual. Positive behaviour management will be practiced at all times.

- Families have the right to know if their child is harming other children or staff and if they are displaying continual aggressive behaviour. Educators and families will work together to develop strategies for managing and dealing with this behavior.
- This will apply at all times. However, there are three specific conditions where exceptions are made:
  - When required by law
  - When necessary to protect the welfare of the individual
  - When necessary to protect the welfare of the societyNOTE: This will be done at the discretion of the Service Leader

### Communicating Policy to Families, Children and Team Members

Information relating to the Confidentiality 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 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.



# DETERMINING RESPONSIBLE PERSON

## Ruby & Ollie's – Out of School Hours Care

### AIM:

The Education and Care Services National Law determines that a responsible person must be physically present at a service at all times that an Approved service operates.

- A responsible person will be on the premises at all times, and the details of the responsible person at any time will be clearly displayed for regulatory authorities and families.
- The process for determining the responsible person will be clear to all educators and Educator, and followed at all times.

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### METHOD:

A service must always have a responsible person physically present at all times.

A responsible person can be:

The **APPROVED PROVIDER** – if this is an individual. If it is an organisation or company then someone with management and control of the service.

The **NOMINATED SUPERVISOR** or **PERSON IN DAY TO DAY CHARGE**– this is a person designated by the service as the Nominated Supervisor.

#### 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 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

A **PERSON IN DAY TO DAY CHARGE** –of the service.

#### They are responsible for:

- Providing written consent to accept the role of Person in day-to-day charge of the service.
- Checking that the name and position of the 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 Person in day to day charge
- Understanding that a Person placed in day-to-day charge of an approved service does not have any additional legal responsibilities on a person under the National Law.
- 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

# DETERMINING RESPONSIBLE PERSON

## Ruby & Ollie's – Out of School Hours Care

cancellation of a Working with Children Check card or teacher registration, or if they are subject to disciplinary proceedings

### The Approved Provider will:

- Ensure Nominated Supervisors and Person in day-to-day charge have a clear understanding of the role of the Responsible person;
- Ensure the responsible person is appropriately skilled and qualified;
- Ensure a responsible person is physically present at the centre. A substitute for the responsible person will be in present where a Waiver is in place.

### The Nominated Supervisor or delegated authority will:

- Arrange for the keeping of a "responsible person record", which will be filled in on the Educators time sheet. This record will document the current responsible person.
- The name of the responsible person will be displayed in the main entrance at the service.
- Develop rosters in accordance with the availability of responsible persons, centre operation and attendance patterns of children.

### The minimum requirements for nominated supervisors and person in day-to-day charge:

- Be 18 years or older
- Have adequate knowledge and understanding of the provision of education and care to children
- Have an ability to effectively supervise and manage an education and care service

And also have regard to

- Compliance with the National Law and other relevant laws
- Any decision under the Law to refuse, suspend, refuse to renew, or cancel a license, approval, registration, certification or other authorization granted to the person under the a National Law and other relevant laws.

### 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 have appropriate skill level, experience, qualifications and approval to work with children, as required under the National Law and National Regulations
- Have successfully completed child protection training, if required in the jurisdiction.
- 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.
- More than one individual can be appointed as the Nominated Supervisor.
- 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. A Nominated Supervisor or person in day-to-day charge is on duty at all times.
- The Nominated Supervisor and person in day-to-day charge will be noted on the educators sign in sheets with details of who was responsible during which periods of the day.
- If the Nominated Supervisor leaves the service for any reason, such as meetings the person in day-to-day charge who is at the service will sign in and take over the role of the Responsible Person and the sign in the foyer will be updated to reflect the current responsible person on duty.

# DETERMINING RESPONSIBLE PERSON

## Ruby & Ollie's – Out of School Hours Care

- 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

### Both the Nominated Supervisor and Person in day-to-day charge must:

- Be 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

### Communicating Policy to Families, Children and Team Members

Information relating to the Determining Responsible Person 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 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.

### Source

Education and Care Services National Law Act 2010  
Education and Care Services National Law (Queensland) Act 2011

### Linked to NQS

7.1.5, 7.3.2

### National Regulations

Education and Care Services National Regulations, **Part 4.7 Leadership and Service Management**, Division 2- 168.2 (i) Education and Care Services National Regulations, **Part 4.7 Leadership and Service Management**, Division 3, subdivision 1 – 173

# EDUCATORS CONFLICT & GRIEVANCE

## Ruby & Ollie's – Out of School Hours Care

### AIM:

To deal with complaints regarding the service or an Educator in a mature manner and with a mutually agreeable resolution wherever possible.

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### REASON:

All Educators have a right to complain and voice their opinions. It is management's aim to maintain open communication with other Educators and ensure the team functions effectively.

### METHOD:

- Educators are to be mindful and exercise their professional commitment to the Service by fulfilling the expectations of the ECA Code of Ethics and the Centre's code of conduct.
- Educators are encouraged to approach the person (other Educators) that the matter concerns and work towards a positive outcome agreed by both parties.
- If a compromise cannot be reached, the director is to be notified so staff can be supported, and mentored through sorting out grievances in a professional manner.
- If the educator wants to make the complaint formal they will need to either fill out the grievance form or write up a formal complaint to hand to the director.
- Meetings will be arranged so all parties involved will be heard and respected.
- If needed a 'unbiased' third party will be organized to chair the meeting.
- All parties will be kept informed as the matter progresses and the outcome.
- All matters are to be handled with confidentiality and professionalism.
- Management will actively work to ensure that all Educator members feel supported through any difficulty that may arise

Issues may also be discussed in Educator meetings, team meetings or individually, with the Director either verbally or in writing.

Positive Educator interactions and good communication ensure these grievances can be dealt with in a professional manner and lead to positive results.

### Communicating Policy to Families, Children and Team Members

Information relating to the Educators Conflict & Grievance 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 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.

# EDUCATIONAL LEADER

## Ruby & Ollie's – Out of School Hours Care

### AIM:

As per the requirement in the Education and Care Services National Regulation 118. Ruby & Ollie's will designate, in writing a suitably qualified and experienced educator as the educational leader to lead the development and implementation of educational programs in the service.

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### METHOD:

The role of the educational leader is to work with educators to provide curriculum direction and to ensure children achieve the outcomes of the approved learning framework. They will:

- Review current programs of learning and documentation at the service;
- Consult and collaborate with the team of educators to develop and confirm approaches to learning programs and documentation;
- Assist with documentation and encourage analysis and an understanding of children's learning and development through this documentation;
- Lead and participate in reflective discussions on practice and the implementation of the MTOP. Reflective discussions and considerations for practice will focus upon interactions, routines, intentional teaching, teaching and learning;
- Lead thinking and discussion on curriculum considerations relating to inclusion and the community of Aboriginal and Torres Strait Islander, Culturally and linguistically Diverse families;
- Mentor and teach educators through observation, guided discussions and recommendations for professional development;
- Seek and define approaches to sharing the program of learning and education with families and encourage educators in their communication with families.

In addition to these activities the Educational Leader will consider the contribution and role of the broader community, along with health practitioners and associated professionals in curriculum decision making. Support for this role; will include professional development, mentoring, consultation and collaboration with other educational leaders, time for research, inquiry and reflection

### Communicating Policy to Families, Children and Team Members

Information relating to the Educational Leader 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 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.

### Sourced

Guide to Developing a Quality Improvement Plan

<https://www.acecqa.gov.au/assessment/quality-improvement-plans>

Guide to the National Quality Standards - ACECQA

# EMPLOYEE CONDUCT

## Ruby & Ollie's – Out of School Hours Care

### INTRODUCTION AND ORGANISATIONAL COMMITMENT

Ruby & Ollie's - OSHC has the responsibility and is committed to, in accordance with both the Guide for Preventing and Responding to Workplace Bullying and Workplace Health and Safety Act 2011, provide a safe, healthy and harassment free working environment.

This policy outlines expectations and mediation procedures that apply to all employees and is to be read in conjunction with the company Code of Conduct and conditions of employment as outlined in the employees letter of offer.

The manner and tone in which you handled the situation has the propensity to be considered by a reasonable person as offensive, humiliating, intimidating or threatening as defined in the Guide for Preventing and Responding to Workplace Bullying

### Definitions

For the purposes of this policy the following definitions apply:

Gossip	Rumor or talk of a personal, sensational, or intimate nature.  A person who habitually spreads intimate or private rumors or facts.  Trivial, chatty talk or writing.
Backbiting	To speak spitefully or slanderously about (another).
Rumour	Information, often a mixture of truth and untruth, passed around verbally  Gossip or hearsay
Negative Non Constructive Comment:	To speak negative of the absent or gossip;  Discuss in a non-constructive manner with other employees Company decision, policies or procedures;  Make comment about any employee that may have the propensity to damage their reputation;  Make comment about the Company that may have the propensity to damage their reputation.

### Expectations

To ensure a safe, healthy and harassment free environment is provided to all employees the Company has a zero tolerance for gossip, rumour, backbiting or negative non-constructive comments as defined in Definitions.

Ruby and Ollie's –OSHC is supportive of employees providing suggestions on improvements, or questioning why decisions are made, but are required to consider the appropriateness in terms of time, place and forum when raising such concerns.

# EMPLOYEE CONDUCT

## Ruby & Ollie's – Out of School Hours Care

Should any employee have a grievance or concern in relation to another employee's performance or conduct, or similarly a company decision, performance, policy or procedure they are required to raise these concerns with their immediate Manager, and if they are not happy with the outcome, they are to raise the concern with the Director of the service.

### **BREACH OF THIS POLICY**

**If you believe you have been victim of, or witness to any occurrence of gossip, rumour, backbiting or negative non-constructive comments the following is to be followed.**

Step 1: Educator involved must first attempt to resolve the matter at the workplace by discussion between the employee/s concerned or if not comfortable, the employee/s concerned and their Director.

The employee should provide in writing specific details of an incident.

Step 2: If step 1 does not resolve the dispute, the parties to the dispute should approach their Manager to discuss the incident (if not approached in Step 1).

Step 3: Where the dispute cannot be resolved at the workplace level (in accordance with step 1 and 2, the person may in conjunction with the Company to enlist an external third party to mediate the discussion.

### **Communicating Policy to Families, Children and Team Members**

Information relating to the Employee Conduct 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 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.

# INDUCTION

## Ruby & Ollie's – Out of School Hours Care

### AIM:

Induction aims to ensure that all new Educators receive information that outlines the centre's expectations and assists them to perform their job within the centre to the required standard and productively level.

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### METHOD:

The induction process will take place and will consist of:

- Each new educator will receive all forms via an induction email
- In the first part of the induction the new educator will have a one on one meeting with the Team Leader. You will be handed all forms and information needed to be completed. You will be shown the facilities of the service, including fire exits and you will go through the induction checklist
- The next part of the induction will focus on the new educator getting to know the children, educators and families
- The new educator will then have the option of weekly catch ups for the next 3 weeks with the Team Leader, this allows both the educator and Team Leader to go over any questions or concerns, this time is also used to step the new educator through the policy document.

Educators returning from an extended period of leave (such as maternity leave) are taken through a mini induction process that highlights any changes to the centre's facilities or processes. In particular, returning Educators are required to review the policy manual and the Director will highlight any major changes to procedures.

The induction process includes a probationary period during which Educators receive regular feedback sessions with the Director on their performance. These sessions also allow the new Educators member to provide feedback to the Director on their experiences in the centre.

The induction process is further outlined in the Induction Process found in the Educators Induction Pack.

### Communicating Policy to Families, Children and Team Members

Information relating to the Induction 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 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.



# NOTIFICATION OF THE REGULATORY

## Ruby & Ollie's – Out of School Hours Care

The regulatory Authority must be kept informed of any complaints that have the capacity to impact on the provider approval or service approval. The Regulatory Authority must also be informed of any serious incidents that occur at the service. (Section 174(2)(a) and Regulation 176(2)(a))

The service will notify the regulatory authority (Australian Children's Education and Care Quality Authority) if the following happens:

**For the purposes of section 174(4) of the Law, a notice must be provided as soon as practicable / within 24 hours of Incident:**

- Serious Incident – *Death of a Child* (or within 24 hours of the person becoming aware of the death)
- Serious Incident – Any incident involving *serious illness* of a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital (or within 24 hours of the person becoming aware of the serious incident)
- Serious Incident – Any incident involving *serious injury or trauma* to a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner (or within 24 hours of the person becoming aware of the serious incident)
- Serious Incident – Any emergency for which *emergency services attended*
- Serious Incident – A *child is missing or cannot be accounted for* or appears to have been removed from the premises by a person not authorized by a parent
- Serious Incident – A *child is mistakenly locked in or out* of the premises or any part of the premises
- Any *complaint alleging that a serious incident has occurred or is occurring* at an education and care service, or the National Law has been contravened
- Any incident that requires the *approved provider to close, or reduce the number of children attending the service* for a period
- The centre- based service is educating and caring for *extra child/ren due to an emergency*

### Within 7 days

- Any circumstances at the service that poses a significant risk to the health, safety or wellbeing of a child attending the service
- Any incident where the approved provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service
- Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service.
- Change to address of the principal office or contact details of the approved provider
- Change relevant to the approved provider's fitness and propriety
- Any matters that affect the financial viability and ongoing operation of the service
- Death of a provider
- Any changes to the hours and days of operation of the service
- Any proposed changes to the premises
- Ceasing to operate the education and care service

### Within 14 days

- Change in Name of the Approved Provider
- Notice of any appointment or removal of a person with management or control of the service
- Failure to commence operation of the service within 6 months of the approval being granted

2) For the purposes of section 173(5) of the Law, a notice must be provided— (aa) in the case of a notice under section 173(2)(e), at least 14 days before the change in the location of the principal office takes place; or (a) in the case of a notice

# NOTIFICATION OF THE REGULATORY

## Ruby & Ollie's – Out of School Hours Care

under section 173(2)(f), within the period referred to in section 59 of the Law; (b) in any other case, within 7 days of the relevant event or within 7 days of the approved provider becoming aware of the relevant event.

### Nominated Supervisor Notifications

- Addition of a Nominated Supervisor(s) - should be at least 7 days prior to commencement (or as soon as practicable but no more than 14 days after commencement)
- When a nominated supervisor is no longer employed at the service, or removed from the role or withdraws consent to the nomination. – Within 7 days
- Suspension or cancellation of a working with children card or teacher registration of a Nominated Supervisor or disciplinary proceedings of a Nominated Supervisor under an education law.

Intention to transfer service approval – at least 42 days before the transfer

Communication from the educators to the director of the service must be made as soon as possible.

The director will notify the approved provider to complete the notifications. These will be completed as per the requirements of the National Law.

### Communicating the Notification of Regularity Authority Policy to Families, Children and Team Members

Information relating to the Notification to Regularity Authority Policy may be communicated in the following ways: Newsletters, Family and Educators handbooks, team meetings and memos, notice boards, posters, pamphlets and via information permanently displayed in the service foyer.

### 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 compliance 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.

### Sourced

Guide to the National Quality Standards – ACECQA

<http://acecqa.gov.au/application-forms/>

# PRIVACY

## Ruby & Ollie's – Out of School Hours Care

### AIM:

#### We respect your privacy

In order to provide you with the highest standard of service Ruby and Ollie's -OSHC is required to collect personal information from you about your children and parents/guardians before and during the course of a child's enrolment. We are committed to protecting your privacy and we abide by the National Privacy Principles contained within the Privacy Act.

Privacy of your personal information is important to us and we conduct our business with respect and integrity.

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### WHAT INFORMATION WE COLLECT, WHY AND HOW IT IS USED

Basic details are usually collected directly from parents such as your names, address, phone contacts but it is also necessary for Educator to collect details regarding your child's name, date of birth, medical details, health, routines, likes and dislikes which make up a personal profile.

In addition, we are required to hold information regarding your child's Child Care Subsidy entitlements.

All this information is vital in assisting us to provide the best possible individual care for your child and for processing payments. Some of the information we collect is to satisfy the services legal obligations under the relevant childcare legislation.

Naturally much of this information is of a personal nature and some of it may be regarded as 'sensitive' and not the sort of information that you would wish to have unnecessarily disclosed to others.

#### We assure you that:

- This information will only be used by Ruby & Ollie's in order to deliver your child's care to the highest standards
- It will not be disclosed to those not associated with the care of your child and we will provide access to you without undue delay
- This access might be an inspection of your child's records or by providing copies of information
- There may be a fee levied to cover the cost associated with the processing of this request
- We will take reasonable steps to ensure at all times that the details we keep about your family are accurate, complete and up to date
- We will take reasonable steps to protect this information from misuse or loss and from unauthorised access or disclosure
- Our Educators are committed to respect these principles at all times
- If a student has a valid training requirement that involves the gathering of certain information pertaining to your child or family, the student must have written consent from you and the Service Leader.

All privacy related comments, feedback or complaints should be directed to the Service Leader. We will follow up all comments, feedback or complaints within 14 days and resolve them to maintain our high standards of service provision.

# PRIVACY

## Ruby & Ollie's – Out of School Hours Care

### Communicating Policy to Families, Children and Team Members

Information relating to the Privacy 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 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.

### AIM:

It is important for Educators to continue learning for their pedagogy development and reflection, also to keep up to date with current theories and practices. The services Educational Leader will oversee the allocation of in-service training to ensure that all Educators are receiving correct training based on the information that the educators give on their appraisals and professional development plan.

Ruby & Ollie's All - OSHC recognizes educators need the opportunity to develop their skills through support and training. On-going training supports and encourages the provision of quality care within our service. It also develops team morale through group workshop opportunities.

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### METHOD:

There are a wide range of workshops offered throughout the year and details are provided to all staff. Through regular Staff meetings, we are able to get regular feedback and identify areas which the team would like further training on i.e. a particular topic or issue. Educators are also encouraged to study formal qualifications such as Diploma's/Degrees. The service provides study leave to assist Educators studying for formal qualifications.

A Child Protection course/ webinar is to be attended **by all permanent educators** every 12 months as a minimum to ensure knowledge is current.

It is a condition of employment that all Educators keep their First Aid/CPR/ Epilepsy Training current and supply the service with certified copies of their certificates, along with their working with children check, NDIS worker screening and certified Supervisors Certificate.

Staff appraisals are conducted annually and goal setting and Professional Development Plans are developed in consultation with each Educator and Coordinator, and are designed to allow for feedback, constructive criticism, and praise and to identify training needs.

Educators are required to advise / notify of any training that they attend, this is then to be shared with the rest of the team and management. Relevant policies and procedures are reviewed and changed based on information gained in the training course.

Educators have access to multiple forms of professional development including mentoring, resources (i.e. videos, books, journals, fact sheets, and websites), sharing training content and group discussions as well as attending individual or group training programs. Educators also have access to industry professionals and support networks to support their learning experiences.

### Communicating Policy to Families, Children and Team Members

Information relating to the Professional Development & In-service 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 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.

### Sourced:-

Children and Young Persons (Care and Protection) Act 1998  
Code of Ethics – Early Childhood Australia

# QUALITY IMPROVEMENT PLAN

## Ruby & Ollie's – Out of School Hours Care

### AIM:

It is important for professionals in any field to have a way of regularly assessing their practice, recognising their strengths and identifying areas that can be improved. A consistent process of reflection and evaluation enables services to gain an informed picture of:

- Current practice
- The quality of education and care experienced by children and families.

This 'picture' of current practice highlights and confirms the service's particular strengths and is the starting point for planning to improve quality.

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### METHOD:

The centre will: -

- Develop the plan
- Review and revise the plan on an ongoing basis
- Submit the plan on request by the regulatory body
- Keep the plan up to date at all times and on the premises
- Have the plan available to families and regulators at any time
- Collaborate widely when developing the plan. The service will involve wherever possible children, families, educators, management and other interested parties.
- Update the plan after assessment and rating

### Communicating Policy to Families, Children and Team Members

Information relating to the Quality 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 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.

# RECORD KEEPING

## Ruby and Ollie's – Out of School Hours Care

### AIM:

We work to ensure that all relevant information is recorded and is maintained securely and confidentially for the relevant period; regular electronic archiving processes enable records to be easily accessible and maintained at the service within the archiving timeframes as detailed below.

**Personal Information** - At the service for 3 years from the last date in which an Educator or Child attended the Service

**Medical & Accident information** - If the record relates to an incident, illness, injury or trauma suffered by a child while being educated and cared for by the education and care service, until the child is aged 25 years.

**Educator & Visitor Information** - At the service while current and then electronically archived for 3 years after the last date of attendance at the service.

**Attendance Information** - At the service while current and then electronically archived for 3 years after the last date of attendance at the service.

**Program, Developmental Records and Daily Routine Information** - At the service while current and then electronically archived for 3 years after the last date of attendance at the service.

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### METHOD:

Information is captured in the following areas either in paper form or through Xplor (the software used at the service).

#### Child Personal Information

Name, date and place of birth, sex, residential address, details of any court orders or other relevant family circumstances, the full name of each parent as well as their residential address, place of employment, all contact telephone numbers, any special needs or requirements (disability, religion, culture), ethnic and cultural identity, primary language spoken at home, any additional languages spoken, full contact details for alternative emergency contact and person/s allowed to collect the child.

#### Child Medical Information

Contact details for the child's doctor (if any), any written authorisation by the parent for administration of any medications, medical practitioner's instructions, name of medication, date, time and dosage administered, names and signatures of those that checked the dosage and administered the medication, details of any medical conditions and any treatment to be provided, written authorisation by a parent for the child for emergency, medical, hospital, dental and ambulance service, Medicare number and name of health fund if child is covered, nature and circumstances of any injured or illness while the child is being cared for at the service. If a child dies while attending the service all details surrounding the child's death will also be documented and electronic record kept for 7 years after the date of death.

#### Attendance Records

Daily attendance of the child at the centre including arrival and departure times are recorded in Xplor by the parent / guardian or educator. Any permission to attend an excursion is also documented and kept on file for 3 year after the child last attends the service.

#### Complaints/Allegations/Grievances

Any complaints are documented including what action was taken and records kept for 3 years after the people involved last attend the service

# RECORD KEEPING

## Ruby and Ollie's – Out of School Hours Care

### Storage & Updating

All Information is considered confidential and is kept in a locked filing cabinet onsite. It is important that information for Educator, children and families is kept current. We will regularly ask families and Educators to update any changes to their details. Families are able to update their details directly through Xplor and reminders will be issued about the importance of notifying the centre of any changes immediately.

Parents are able to obtain information about their child's health, welfare and conduct while at the centre. This information may be obtained directly through the appropriate Educator member (Director or Lead Educator) or via a request to view written documentation, and through observation, recordings in Xplor.

### Communicating Policy to Families, Children and Team Members

Information relating to the Record Keeping 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 modeling and signs displayed around the classrooms and centre etc.

### 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.

### Sourced

Guide to the National Quality Standard- Standard October 2011, Australian Children's Education and Care Quality Authority.



# REVIEWING POLICIES

## Ruby & Ollie's – Out of School Hours Care

### AIM:

- To keep our policies and procedures regularly reviewed, updated and up to date with current practices.
  - To give both families and Educators the opportunity to review the centre's policies. The partnership between the families and Educators is vital and the exchange of information is valued.
- 

### REASON:

We understand the needs of the children and their families, Educators and the community are constantly changing and therefore ongoing evaluation is paramount to creating service that is responsive to these needs.

### PROCEDURE:

- An area or policy is identified to be reviewed, updated or developed each month.
- Management, Service Leader & Educators take into account the Education and Care Services National Regulations and National Quality Standards
- Information on specific areas is sourced by websites, pamphlets, resource books, in-service, professional development journal, in-house professional development sessions, articles, video and other professional publications.

### REVIEWING PROCESS FOR EDUCATORS:

- Discussion is encouraged as a team and an action plan is made for changes or developments.
- Families are also encouraged to give feedback and suggestions on the centre policy's, which are given out with the centre newsletter.
- Families are given a minimum of 14 days notice of changes to policy's that may have a significant impact on the service's provision of education and care to any child enrolled at the service and/or the family's ability to utilize the service.
- Educators who complete training in an area are asked to review relevant policies to ensure they reflect current thinking and practices.

### Communicating Policy to Families, Children and Team Members

Information relating to the Reviewing Policies 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 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.

### Sourced

Education and Care Services National Regulations (Dec 2011)

# VISITORS, VOLUNTEERS & STUDENTS

## Ruby & Ollie's – Out of School Hours Care

### AIM:

Visitors to care and education settings are a regular occurrence. Family members or potential families want to visit a service when deciding on care for their children. Students attend practicum periods, volunteers may choose to spend time in the service along with maintenance personnel, educators and Educators from other services and other authorised volunteers.

The presence of visitors at the service must be monitored and documented. The service encourages student and volunteer participations as we are committed to assisting students gain valuable experience in early childhood settings.

Ensure the safety and security of children, staff and property and to provide parents with the assurance that their child is safe and secure.

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### METHOD:

While on the premises visitors, volunteers and students are expected to abide by the same guidelines and procedures as permanent employed Educator.

Prior to the commencement of placement, students or volunteers are required to have a working with children clearance.

#### The Approved Provider, Nominated Supervisor or Person in day-to-day charge will:

- The Nominated Supervisor is responsible for ensuring that volunteers and students are aware of the centre's practices and have access to all policies and procedures while they are on the premises. Specifically, they will be shown and asked to read, complete and abide by the following:

Policies including but not limited to

- OH&S Procedures for Visitors/Contractors/Relief Educator
- Infection Control Policies
- Accident and Emergency Policies
- Confidentiality Policies

They will be shown the location of:

- Fire Exits
- Fire Extinguishers
- Evacuation points
- Maintain a visitor's book and request sign in of all visitors to the service;
- Ensure educators and Educator understand the regulatory and ethical guidelines relating to visitors at the centre and will provide an induction protocol for all Educator to use with visitors;
- Keep a record of all volunteers and students who spend time in the service. A staff record form is to be completed which has the full name; address; date of birth and the details of the children's clearance check. All volunteers and students are to sign in and out of the visitors book which will keep the records of the date and hours of each volunteer or student who participates in the program;
- Be aware of protocols and guidance supplied by universities, TAFEs or RTOs in relation to participating students.

# VISITORS, VOLUNTEERS & STUDENTS

## Ruby & Ollie's – Out of School Hours Care

### Educators will:

- Welcome visitors to the service and seek information on their reason for visiting
- Direct visitors appropriately and make the Nominated or Person in day-to-day charge aware of a visitor presence in the service
- Visitors will be escorted by the Nominated Supervisor or an educator at all times.
- Welcome family and friends to visit and participate at any time

### Families will:

- Be aware of who they are providing access to the service for when they enter themselves and are requested to be aware of unknown visitors and to direct them accordingly.

### Volunteer and Student Placements

- Students, volunteers and students should never be left alone with children and must be supervised at all times.
- Staff should role model appropriate behaviour at all times.
- When required, supervising staff should provide students with both verbal and written feedback during and at the end of the placement.
- Students and volunteers should follow;
  - Hygiene practices
  - Aware of children's special needs
  - Shown initiative and an alertness to staff needs and the Centre's routines and procedures
  - Ask questions if unsure of a procedure or concerned with an issue
  - The safety of children is paramount at all times
  - Appropriate language is used at all times
  - Ensure equality between children
  - No negativity towards children is shown
  - Confidentiality is maintained at all times
  - If required to answer the phone, that it is done in a professional and courteous manner
  - They never administer medication to children
  - Under the instruction of their supervising staff member, students may be required to assist children with feeding
  - Students, volunteers or visitors should not be required to perform first aid to children
  - Students, volunteers and visitors should be aware of the attendance rolls of children and the sign in/out procedures for children
  - If asked to change nappies, students should be trained and supervised by team leaders to ensure they follow the proper procedures for nappy changing.

Volunteers are not to be engaged in tasks that paid Educators / Carers undertake on a daily basis.

Examples are;

- nappy changing
- feeding, bottle / food
- putting children to bed and
- cleaning.

Acceptable tasks are

- reading
- engaging with children in conversation
- helping with tasks (but not 'setting up' those tasks)
- music and playing.

# VISITORS, VOLUNTEERS & STUDENTS

## Ruby & Ollie's – Out of School Hours Care

The Director will determine the length of commitment for people volunteering their skills, knowledge and experience. The Director will ensure that all volunteers are aware of their roles and responsibilities.

The Director will determine the reason for people volunteering in the Centre and ensure volunteers are covered under the insurance policies.

### Communicating Policy to Families, Children and Team Members

Information relating to the Visitors, Volunteers and Students 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 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.

### Related Documents

- Visitor Register

### Sourced

Department of Education, Employment and Workplace Relations - [www.deewr.gov.au](http://www.deewr.gov.au)

Early Childhood Australia - [www.earlychildhoodaustralia.org.au](http://www.earlychildhoodaustralia.org.au)

# SOCIAL MEDIA

## Ruby & Ollie's – Out of School Hours Care

### AIM:

To provide a guide for the appropriate use of Social Media.

We embrace the use of social media to connect staff, families and the broader community.

With the rapid growth and application of social media, we recognise the need to have a policy and procedure, which ensures that those who use social media either as part of their job or in a personal capacity have guidance as to our expectations on social media.

Social media sites e.g. Facebook, our website or Instagram is used for sharing information relating to the childcare service. This will include photographs, videos/media packages, childcare related news posts, child activity updates e.g. learning stories, fundraising and local childcare initiatives.

For the purpose of this policy, social media is defined as 'any conversation or activity that occurs online, where people can share information or data that might impact on our Education or the people who use our service'.

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### METHOD:

#### In Regard to staff

- Employees need to know and adhere to the Code of Conduct, Employee Handbook, and other company policies when using social media in reference to Ruby & Ollie's -OSHC.
- When using social media staff will follow the below guidelines: -
  - I will not criticise clients, staff or the centre
  - I will show respect to staff and families at all times
  - I will respond to others' opinions respectfully and professionally
  - I will not do anything that breaches my terms of employment
  - I will not harass, bully or intimidate
  - I will not knowingly post inaccurate information
  - I will always ensure my activity does no harm
- Staff will adhere to the confidentiality policy at all times while using any sort of social media.
- Staff using social media for work purposes will not breach any copyright infringements and will make sure to give credit when using other people's information.

#### In regards to Families

- Families will give approval for any media (e.g pictures or videos) of their children to be used on the services social media pages. Any child that has not be given permission will not have any media of them on any social media pages.
- Families are asked not to post anything onto our social media sites that could be construed to have any impact on the centres reputation, they are urged not to post anything that would offend any other families, staff or child using the centre.
- Families are urged if they have any concerns or complaints to follow the correct grievance procedures and not post information about these concerns or complaints on social media site.

#### Inappropriate use of social media includes, (but not limited to):

- Conducting a private business on Ruby & Ollie's -OSHC social media presence
- Using discriminatory, defamatory, abusive or otherwise objectionable language

# SOCIAL MEDIA

## Ruby & Ollie's – Out of School Hours Care

- Stalking, bullying, trolling or marginalising any individual or group
- Accessing or uploading pornographic, gambling or illegal content, including extreme images of graphic content (blood and gore etc.)
- Accessing sites that promote hatred or extreme/fundamental beliefs and values
- Uploading information of a confidential nature
- Activity that interferes with work commitments
- Activity that uses excessive bandwidth, either uploading or downloading
- Activity that brings Ruby & Ollie's All Abilities Childcare or any person's professionalism or ability to act in a professional manner into disrepute

It is the duty of everyone who is affiliated with Ruby & Ollie's -OSHC to alert either the Service Leader and/or Manager, to any inappropriate content they may come across.

### Facebook / Instagram

- The administrator of the account is the Owners & Service Leader.
- The page is designed to give families and community members up to date information of the centre and all events, programming, special occasions learning which is occurring at the centre.
- We seek feedback from family and community members through the Ruby & Ollie's -OSHC Facebook Page and new families can send messages and inquiries to the service via this platform.
- Newsletters, calendar of events, community information and business in the spotlight are all features of the page.
- The administrators controls the content on the page and ensures that the postings are relevant and respectful of the Service, children, educators, families and greater community
- Educators who have a personal Facebook account are not permitted to post any negative comments relating to the service, children, colleagues or families

### Policy Breach

Misuse of social media can have serious consequences for Ruby & Ollie's -OSHC, and consequently that misuse can have serious consequences in terms of disciplinary action for staff and volunteers.

The Service Leader is responsible for ensuring adherence to the Social Media Policy by their staff and volunteers. This includes undertaking appropriate risk assessment and performance management or disciplinary action, of any suspected or identified breach.

In the event of serious misconduct, disciplinary action up to and including termination of employment may occur

### Personal Use

When staff use their social media they will need to take into consideration the above guidelines to guide them in appropriate use of anything that links back to their place of work. The use of personal social media should not be used on any it equipment provided by the workplace, no personal social media should be done during paid work hours.

# SOCIAL MEDIA

## Ruby & Ollie's – Out of School Hours Care

### Communicating Policy to Families, Children and Team Members

Information relating to the Social Media 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 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.

### Source

<http://www.mondaq.com/australia/x/164928/Unfair+Wrongful+Dismissal/No+social+media+policy+Not+sufficient+says+Fair+Work+Australia>

<http://www.business.gov.au/Aboutbusiness.gov.au/Pages/Social-Media-Policy.aspx>