Policies and Procedures

Conducted by

Lindfield Out of Hours Care Centre

ABN 43 174 232 249

LINDFIELD NSW 2070

Tel: 0427 911 657

STATEMENT OF PHILOSOPHY

Lindfield Activity Centre is an Out of School Hours Care Centre, that strives to cater to the needs of the Lindfield Public School community. Our aim as a not-for-profit organisation is to provide accessible and affordable quality care in a welcoming and nurturing environment. This is achieved through an inclusive child-centered program, quality staffing and the promotion of healthy lifestyle choices.

We believe that the children who attend our centre should create a program that reflects their diverse interests. We value play-based learning and the opportunity it creates for children to explore, experiment, and engage with one another in our environments. Our hope is that through our program we can acknowledge our children's ideas, whilst utilising the knowledge of our Educators to create moments of intentional and spontaneous learning.

LAC strives for the inclusion of all children who attend our service. We understand that each child has differing needs and that everyone develops in different ways. We are committed to supporting all children to access opportunities regardless of their diverse circumstances and abilities.

At LAC we recognise the importance of establishing healthy lifestyle choices with children from a young age. We understand that this is crucial to developing a strong sense of wellbeing and confident identities. We aim to establish this through healthy eating, hygiene modelling and providing ample opportunities for active play. We aim to empower children to cook, prepare and serve their own meals. This provides opportunities for intentionality while cooking to talk about healthy food choices and hygienic practice.

As a community centered service, we recognise that every child's sense of being and belonging is shaped by their family's culture and the diversity within our community. Therefore, we encourage families to be involved in ongoing programming and evaluating. We also strive to be active participants within our community by networking with other OSHC services, utilising professional learning and support networks.

Table of Contents

ADMINISTRATION & MANAGEMENT

- Absent and Missing Children
- Acceptance and Refusal of Authorisations
- Complaints and Grievances
- Confidentiality
- Delivery and Collection of Children
- Enrolment & Orientation
- Booking Cancellation
- Excursions
- Fees
- Governance and Management
- Hours of Operation
- Information Technology
- Participation & Access
- Policy Development & Review
- Maintenance of Records
- Priority of Access
- Mobile Device/ Social Media/ Screen Time
- Technology

CENTRE PRINCIPLES

- Child Protection
- Protected Disclosures (Whistleblower)
- Cultural Relevance/Anti-Bias
- Environmental Sustainability
- Free Play
- Sex & Gender Equity
- Interactions with Children
- Providing a Child Safe Environment

HEALTH & SAFETY

- Administration of First Aid
- Incident, Injury, Illness & Trauma
- Allergies
- Keeping an Animal at the Centre
- Child Behavioural Management
- COVID-19
- Death of a Child
- Emergency and Evacuation Procedures
- Food and Nutrition

Hazardous Materials
Head Lice
Hygiene
Immunisation
Infectious Diseases
Administration of Medication
Management of Medical Condition
Management of Epilepsy
Sleep & Rest
Sun Protection
Safe Transportation
Water Safety

PROGRAMMING

Daily Routine
Documentaries, Movies & TV
Educational Program

STAFF POLICIES

Management of Inappropriate Conduct
Communication
Conditions of Employment
Disciplinary Action
Grievance Procedures
Relief Staff
Child Safe Recruitment
Staffing Arrangements
Determining the Responsible Person
Professional Code of Conduct
Code of Conduct for Children & Parents/Guardians
Staff Review and Appraisal
Staff to Child Ratios
Training and Development
Two Way Radios
Volunteers/Students/Visitors
Endorsements

ADMINISTRATION & MANAGEMENT

LINDFIELD ACTIVITY CENTRE

Policies & Procedures

Absent and Missing Children

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration to ensure the safety and welfare of the child by ensuring clear communication and cooperation between the Service, Parents and Guardians and the School.

CONSIDERATIONS

- **Education & Care Services National Regulations 99, 158-161, 168, 170, 176.**
- **National Quality Standards 2 and 7**
- **Incident, Injury, Trauma and Illness Policy**
- **Delivery & Collection of Children Policy**
- **Emergency & Evacuation Procedures**
- **Paramount Consideration**

PROCEDURE

Absences - Vacation Care

If a child is absent from a Vacation Care booking, the session will be charged if the cancellation incurs additional costs for the centre. There is a cut-off date in which no cancellations can occur unless the booking is filled by another family.

Absences - Before School Care

If a child is not present for their permanent morning booking, they will be marked as absent, and parents will not be contacted.

Absences - After School Care

Parents/guardians must advise the centre if their child will be absent on a day that they are booked into after school care. This must be done before 3:00pm. This can be done by:

- Marking their child/ren as absent on Becklyn before 12pm on the working day prior to the absence.
- Emailing, texting or calling the centre before 3pm

Parents/guardians can indicate how long they expect the absence to be for more than one afternoon. Staff

members will notify the responsible person on duty if a parent has advised them that their child will be absent. If a child is missing from an after-school care session, staff will:

- Ask the other children of their knowledge of where the child might be.
- Consult the school absentee list and extra-curricular activity list for that day.
- Staff will inspect the school grounds, ensuring all other children are supervised within the ratio.
- The RP will call the parent/guardian or emergency contact to verify the child's location.
- An educator will ask the school office staff for assistance in searching for the child
- If the child's location is not known by any individual contacted, the centre will go into lockdown.
- The responsible person will continue to call the parents/guardians, authorised nominees and school until contact has been made.
- If the child remains missing at 4pm, contact the police, and keep the authorised nominees and school informed of the situation.
- When police are contacted, the responsible person will complete an Incident, Injury, Trauma and Illness Record
- Educators will notify ACECQA and the Committee within 24 hours of the incident occurring.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Before school care and Vacation Care section added - Minor procedure modification - Minor grammar modification - Paramount Consideration added	May 2027

Acceptance and Refusal of Authorisations

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will request authorisation from families when required to ensure the safety of the children and staff and may refuse a request unless the appropriate authorisation is provided. Authorisation is required in written format for extra-curricular activities, however in some circumstances the discretion of the Director may be used. Authorisation is sought to ensure the safety and wellbeing of children. The responsible person on duty may refuse authorisation if they believe the safety of wellbeing of the child may be compromised.

CONSIDERATIONS

- **Education and Care Services National Regulations 93-94, 99, 102, 157, 158, 161**
- **National Quality Standard 2.3 & 7.3**
- **Staff Handbook**
- **Enrolment & Orientation Policy**
- **Enrolment Form**
- **Administration of Medication Policy**
- **Providing a Child Safe Environment Policy**
- **Delivery and Collection of Children Policy**
- **Child Management Policy**
- **Absent and Missing Children Policy**
- **Participation and Access Policy**
- **Excursion Policy**
- **Paramount Consideration**

PROCEDURE

The Nominated Supervisor, or the person in day-to-day charge of the service will:

- Ensure documentation relating to authorisation (permission) from families contains:

- The name of the child enrolled in the service.
- The date.
- Signature of the child's parent/guardian or nominated person who is on the enrolment form
- The approximate time the child will return to the service if the child is leaving the service to attend an extra-curricular activity and the time they will return to the service (if applicable).
- The original form/letter provided by the service.

- Written authorisation from parents / guardians is acquired for the following:
  - Administering medication to children (Regulation 92 & 93)
  - Children leaving the premises of a service with a person who is not a parent of the child (Regulation 99)
  - Children being taken on excursions (Regulation 102)
  - Access to personal records (Regulation 181)
  - A child leaving the service to attend an extra-curricular activity away from the service, for example, attending a sporting activity, dance, drama etc. that is run by a provider other than the OSCH service.
  - A child is leaving the service to make their own way home

Further to the above, some activities / authorisations may require more information. These are outlined below:

- Administering medication to children (Regulation 92 & 93)
  - The authorisation to administer medication (including, if applicable, self-administration) needs to be signed by a parent or a person named in the child's enrolment record as authorised to consent to administer medication.
  - the name of the medication to be administered
  - the time and date the medication was last administered
  - the time and date and / or circumstances under which the medication should be next administered
  - the dosage of the medication to be administered
  - the manner in which the medication is to be administered
  - the educator and witness name and signature to child taking medication
- Children being taken on excursions (Regulation 102)
  - the child's name – the reason the child is to be transported
  - the date the child is to be taken on the excursion (unless the authorisation is for a regular outing)

- the description of the proposed pick-up location and destination for the excursion
- the method of transport to be used for the excursion
- the period of time during which the child is to be transported
- the proposed activities to be undertaken by the child during the excursion o the period the child will be away from the premises
- any requirement for seat belts or safety restraints in NSW
- 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 educators and any other adults who will accompany and supervise the children on excursion
- that a risk assessment has been prepared and is available at the service
- that written policies and procedures for transporting children are available at the centre
- The approximate time the child will leave the service and the time they will return to the service (if applicable).

- Authorisation for extra-curricular activities
  - The name of the child enrolled in the service
  - The date
  - Signature of the child's parent/guardian or nominated person who is on the enrolment form
  - The approximate time the child will leave and return to the service to attend an extra-curricular activity off school grounds (if applicable).
- For extra-curricular activities conducted on school grounds, the educator who is delivering and collecting the child will sign them in and out on Becklyn

Where the authorisation is for administration of medication, the Centre's Authorisation to Administer Medication form must be completed and comply with the information outlined in the Centre's Medication Policy. Authorisations will be sighted and signed by the Responsible Person and a copy will be given back to the parents if they request. The original copy will be kept with the child's enrolment form. Authorisations for extra-curricular activities will also be kept either in the Extra Curricular Activity Folder or email folder.

In certain circumstances verbal authorisation may be accepted at the discretion of the Responsible Person on duty. This would be relevant in situations where there has been an emergency situation and no one from the child's authorised list is able to collect the child. An email or text message is suitable as written authorisation. Exercise the right to refuse authorisation if written or verbal authorisations do not comply with the requirements outlined above.

Waive compliance for authorisation 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 family and emergency services as soon as practicable after the medication has been administered. Also, providing that this medication is owned by the centre and not by another individual.

Educators will:

- Ensure that children are not permitted to leave the service to attend any extra-curricular activity until authorisation is approved.
- Ensure that parents / guardians sign and date permission forms for excursions prior to the excursion being implemented.
- Allow a child to participate in an excursion only with the written authorisation of a parent / guardian or authorised nominee.
- Check that parents / guardians or an authorised nominee correctly sign in / out their child as they arrive and depart from the service.
- Follow the policies and procedures of the service.
- Follow procedures if an inappropriate person attempts to collect a child from the service and poses a risk to the safety of the child and staff (for example, an intoxicated person).
- Inform the Nominated Supervisor or Supervisor on shift if an authorisation doesn't meet the service policies or procedures.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor grammar modification - added educator and witness to administering meds - Paramount Consideration added	May 2027

Complaints and Grievances

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration, and we believe that parents/guardians have an important role in the centre, and we value their comments. We aim to ensure that parents/guardians feel free to communicate any concerns they have in relation to the centre, staff, management, programs, or policies without fearing negative consequences. The Centre will endeavour to provide a safe space for a family or a child who wishes to raise concerns or make a complaint. All complaints and grievances will be treated with discretion and confidentiality with a view to resolving any concerns and improving the quality of the service. Where there is a legal requirement to do so, all reporting requirements will be fulfilled. Complaints will be managed with consideration given to procedural fairness, paramountcy principle and the unique circumstances of individual families.

CONSIDERATIONS

- **Community Services Complaints, Appeals and Monitoring Act, 1994**
- **National Quality Standard Area 6 & 7**
- **Education and Care Services National Regulation 87, 168, 170, 171, 183**
- **Child Safe Standards**
- **Professional Code of Conduct**
- **Grievance Procedures Policy**
- **Disciplinary Action Policy**
- **Confidentiality Policy**
- **Code of Conduct for Children & Parents/guardians/Guardian Policy**
- **Paramount Consideration**

PROCEDURE

We support parents' right to complain and will help them to try and resolve the complaint. A complaint can be informal or formal. This can include anything that a parent thinks is unfair, or which makes them unhappy with the service. All confidential conversations with parents/guardians will take place in a quiet place away from children, other staff, or parents/guardians not directly involved. All complaints and grievances are taken seriously and investigated thoroughly when required. The Centre ensures all complaints and concerns in regard to the nature of the service are taken into account in relation to policy development and review.

Parents/guardians can make a written complaint via centre email. A parent has the right to take the complaint directly to the Management Committee by contacting the Committee via email. If a parent has a complaint or comment about the service, they will be encouraged to talk to the Director who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled to the parent's satisfaction at this level, they should discuss the issue with the President or Public Officer of the Management Committee, either in writing or verbally. The Management Committee will discuss the issue with the Centre Director and develop a strategy for resolving the problem. The parent's complaint is to be recorded and dated indicating the issue of concern and how it was resolved.

The Supervisor or Management Committee will inform the parent of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. If any complaint cannot be resolved internally to the parent's satisfaction external options will be offered such as an unbiased third party.

The Nominated Supervisor or Approved Provider will:

- Ensure the name and telephone number of the person to whom complaints can be made is clearly visible at the service
- Discuss the issue with the complainant within 24 hours of receiving the verbal or written complaint
- Properly, fairly, confidentially and impartially investigate the issue including:
    - thoroughly investigating the circumstances and facts and inviting all affected parties (individually) to provide information or respond where appropriate.
    - provide all affected parties with a clear statement of the outcome of the investigation within seven working days of receiving the verbal or written complaint.
    - If the resolution of the complaint involves a written agreement, all parties must agree with the wording etc.
    - If the Nominated Supervisor or Approved Provider decides not to proceed with the investigation after initial enquiries, he or she will give the complainant the reason/s in writing.
- keep appropriate records of the investigation and outcome and store those records in accordance with our Privacy and Confidentiality Policy and Record Keeping Policy.
- track complaints to identify recurring issues within the Service
- notify the regulatory authority within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised.

Notifiable complaint:

A complaint that alleges a breach of the *Education and Care Services National Law and Regulations*, National Quality Standard or alleges that the health, safety or wellbeing of a child at the Service may have been compromised. Any complaint of this nature must be reported by the Approved Provider or Nominated Supervisor to the Department of Early Childhood Education and Care within 24 hours of the complaint being made – (Section 174[2] [b], Regulation 176[2][b]).

If the Approved Provider/Nominated Supervisor is unsure whether the matter is a notifiable complaint, it is good practice to contact the Regulatory Authority for confirmation. Written reports must include:

- details of the event or incident
- the name of the person who initially made the complaint
- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- contact details of a nominated member of the *Grievances Subcommittee* (or Nominated Supervisor)
- any other relevant information.

Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: www.acecqa.gov.au and logged using NQA ITS (National Quality Agenda IT System).

Serious Incident:

An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the Service in contravention of the Regulations or is mistakenly locked in/out of the Service premises (Regulation 12).

A serious incident should be documented in an *Incident, Injury, Trauma and Illness Record* as soon as possible and within 24 hours of the incident. The Regulatory Authority must be notified within 24 hours of a serious incident occurring at the Service (Regulation 176(2)(a)). These records are required to be retained for the periods specified in Regulation 183. The Approved Provider will notify the regulatory authority of any incident where there is a reasonable belief that physical and/or sexual abuse of a child has occurred or is occurring at the service, or any allegation that sexual or physical abuse of a child has occurred or is occurring at the service.

PRIVACY AND CONFIDENTIALITY

Management and educators will adhere to our *Privacy and Confidentiality Policy* when dealing with grievances. However, if a grievance involves a staff member or child protection issues, a relevant government agency will need to be informed. (See: Reportable Conduct Scheme in our *Child Protection Policy*). Responding to incidents, disclosures and suspicions of child abuse or harm NSW

CONFLICT OF INTEREST

It is important for the complainant to feel confident in:

- being heard fairly
- an unbiased decision-making process

Should a conflict of interest arise during a grievance or complaint that involves the Approved Provider or Nominated Supervisor, other Management will be nominated as an alternative mediator.

LAC may also engage the resources of an Independent Conflict Resolution Service to assist with the mediation of a dispute. We will ensure that throughout the conflict resolution process the Services Code of Conduct is adhered to.

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/RESPONSIBLE PERSON WILL:

- ensure that obligations under the *Education and Care Services National Law and Regulations* are met
- ensure the name and telephone number of the person to whom complaints can be made is clearly visible at the service
- ensure information about our *Dealing with Complaints Policy* is easily accessible to all families, visitors and volunteers
- ensure people feel safe or comfortable when making a complaint, including children
- ensure educators, staff, volunteers and students are well informed about the different ways children may express concerns, distress and disclose harm as well as the process for responding to disclosures from children- including a complaint that alleges a child is exhibiting sexual behaviours that may be harmful to the child or another child. (ACECQA 2023)
- treat all grievances and complaints seriously and as a priority
- ensure grievances and complaints remain confidential
- ensure grievances and complaints reflect procedural fairness and natural justice
- discuss the issue with the complainant within 24 hours of receiving the verbal or written complaint
- investigate and document the grievance or complaint fairly and impartially
- provide details of an outcome following an investigation if required.

The investigation will consist of:

- reviewing the circumstances and facts of the complaint (or breach) and inviting all affected parties to provide information where appropriate and pertinent.
- discussing the nature of the complaint (or breach) and giving the accused educator, staff member, volunteer or visitor an opportunity to respond.
- permitting the accused person to have a support person present during the consultation (for example: Union Representative or family member; however, this does not include a lawyer acting in a professional capacity).
- providing the employee with a clear written statement outlining the outcome of the investigation.

- advise the complainant and all affected parties of the outcome within 7 working days of receiving the verbal or written complaint.
  - management will provide a written response outlining the outcome and provide a copy to all parties involved
  - if a written agreement about the resolution of the complaint is prepared, all parties will ensure the outcomes accurately reflect the resolution.
- should management decide not to proceed with the investigation after initial enquiries, a written notification outlining the reasoning will be provided to the complainant
- keep appropriate records of the investigation and outcome and store these records in accordance with our *Privacy and Confidentiality Policy* and *Record Keeping and Retention Policy*
- monitor ongoing behaviour and provide support as required
- ensure the parties are protected from victimisation and bullying
- request feedback on the grievance or complaint process using a feedback form
- track complaints to identify recurring issues within the Service
- notify the Regulatory Authority within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised. Notification must include any incident where there is a reasonable belief that physical and/or sexual abuse of a child has occurred or is occurring at the service or any allegation that sexual or physical abuse of a child has occurred or is occurring at the service.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Adding Child Safe Standards	May 2027

		components - Minor formatting and grammar modification - Removal of section - Paramount Consideration added	

Confidentiality

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will maintain the security and confidentiality of personal, family or health related information relating to all employees, volunteers, children, and families.

CONSIDERATIONS

- **Privacy and Personal Information Protection Act 1998 (NSW)**
- **Education and Care Services National Regulations 94, 95 & 168**
- **Staff Handbook**
- **Enrolment & Orientation Policy**
- **Professional Code of Conduct Policy**
- **Complaints and Grievances Policy**
- **Paramount Consideration**

PROCEDURE

To maintain security and confidentiality of personal and health-related information, we will:

- Ensure staff are aware of their obligations in relation to confidentiality of personal and health information of staff and their families, children and families, and contractors of the service
- Keep the following information secure and confidential:
    - Personal information, date of birth, address, phone number, work address and phone number, any other personal identifying information.
    - Health, medical or dental information.
    - Social services, legal, financial, child protection information.
- Not disclose information to persons not involved in the normal care or provision of the children's centre, information should only be disclosed to discuss on a "need-to-know" basis.
- Only disclose information for a purpose related to the aim of information collection.
- Maintain confidentiality when discussing matters with carers, staff, families, or other persons.
- Inform families about the type of information, the purpose of the information, the provisions in place for maintaining confidentiality and security, and what circumstances required information to be disclosed, for example medical emergency or reporting child abuse.

- Keep information in a secure manner, to prevent accidental or purposeful access by persons not involved in childcare activities or in the administration of the service.
- Ensure computer records contain a password or other mechanisms to prevent unauthorised access.
- Amend incorrect or misleading information, and update records as required e.g. health records.
- Keep health records for a minimum of six years or in the case of a child until the child turns 25 years old and disclose information securely when no longer required to be kept.
- Allow people to raise and respond to concerns about the nature of any information kept or any breach of confidentiality.
- Only allow staff in upper management access to passwords, emails and any other confidential information

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• Paramount Consideration added	May 2027

Delivery and Collection of Children

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will ensure that children arrive and leave the service in a manner that safeguards their health, safety, and wellbeing. Educators will manage this by adhering to clear procedures regarding the delivery and collection of children, ensuring that families always understand their requirements and responsibilities in accounting for the whereabouts of children whilst in the service's care.

CONSIDERATIONS

- **National Standards Section 5.3, Standards 2.3 & 7.3**
- **Custodial Requirements**
- **Education and Care Services National Regulations 99, 158-161, 168 & 176**
- **Acceptance and Refusal of Authorisation Policy**
- **Absent & Missing Children Policy**
- **Enrolment Policy**
- **Enrolment Form**
- **Providing a Child Safe Environment Policy**
- **Paramount Consideration**

PROCEDURE

Delivery for Before School Care:

Children are not to be left at the centre at any time prior to the opening hours of the centre. On arrival the parent/guardian will ensure an educator knows the presence of their child and parent signs them in using the iPad or QR code. If they can't remember their login details, an educator will assist. They can request their login details by emailing Director. Children are to place their bags on the bag hooks upon arrival. If a child requires medication to be administered whilst at the service, the person delivering the child must document this in writing as per the services 'Management of Medical Conditions and Administration of Medication' procedures. An educator will then sign the children out of the service when they leave for school between 8.30am-8.50am. If Becklyn is down, contingency rolls are used until Becklyn comes back online and paper rolls data will be transferred to Becklyn portal.

Delivery for After School Care:

Kindergarten children will be collected from their classroom by an Educator and marked off the kindergarten collection list. Kindergarten children will then be escorted down to the centre by that educator and wait in the line for the Responsible Person to mark their name off on the iPad. Children in Years 1-6 will walk down to the centre by themselves, have their name marked off at the gate and put their school bag on a hook and sit down for afternoon tea. All children will be marked off the roll by the Responsible Person for that day, which will record the time at which the child entered the centre. The Responsible Person will follow steps outlined in the 'Absent & Missing Children' Policy if a child on the list does not arrive at the centre by 3.15pm. If Becklyn is down, contingency rolls are used until Becklyn comes back online and paper rolls data will be transferred to Becklyn portal.

Collection of Children:

Children must be collected by the closing time of the centre. Parents must sign children out using ipad or QR code. If they can't remember their login details, an educator will assist. They can request their login details by emailing Director.

Any parent late picking up will be recorded in the late pick-up book. 3 offences in the one term will result in a late fee and any further after that in the same term, will result in a meeting to discuss possible suspension of your booking. Committee will be kept updated on any repeat late parents. The authorised person who is collecting the child must tell the Responsible Person who they are collecting. They must make sure a staff member is aware that they are taking the child from the centre.

The centre should be notified if the collector will be late in picking up the child, staff will then notify the child. If a person who is not on the collection list arrives to collect a child, written authorisation will be sought from an authorised nominee before the child is able to leave the service. The supervisor will also request identification from the person collecting the child. The names and contact details of all people authorised to pick up the child must be contained in the enrolment form. Any changes must be updated in the Becklyn Portal as soon as possible.

Only in emergencies and with written special permission can a person under the age of 16 be permitted to collect a child and sign them out. This will be at the discretion of the Centre Director. If the parent/guardian/authorised person has not collected the child by 6.30pm then Chatswood Police Station will be contacted to collect the child.

Authorisations to leave the service:

If a child is required to leave the service to attend an extra-curricular activity the parent/guardian is required to complete an 'extra-curricular activities' form and return it to a Responsible Person at the service. After 'extra-curricular' form has been completed then the child will be accompanied by an Educator to and from this activity so long as it is on the school grounds. This Educator will sign them in/ out on the Becklyn Portal during this activity. Once activity is complete and child is collected and returned to the centre, we will then sign them back in. If a parent collects their child form activity, we will then sign them out. We cannot deliver and pick up children for extra-curricular activities during Vacation Care, including PFD.

If the child will not be returning to the centre after this activity, then an educator will sign them out of the centre. If a child is attending an extra- curricular activity out of the school grounds, then the Responsible Person will sign them out of the service at the designated time. This is only authorised once the parent has completed the 'extra-curricular activities' form. This form releases the centre of duty of care to the child once the child has been signed out of the service at the request of the parent/guardian. They may be brought back to the centre and signed back in by parent or guardian.

Accidents:

In cases of emergency or accident, medical attention will be sought for your child, however, these expenses must be borne by the Parent/guardian. In the event of an accident which is unable to be treated by first aid administered by a trained team member, or if there is a change in consciousness, head, back or neck injuries, extensive bleeding, eye injury or convulsions – an ambulance will be called as well as parents. Educators are not to transport injured children in their own car; ambulance expenses must be borne by the parent/guardian. Parents will be notified of any head injury straight away and kept up to date should anything changes.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	- Absent or Missing Children section moved to separate policy - Updated Authorisations section - Minor grammar modification - Updated late pickup procedures - Updated collection of children - Included PFD to Vac Care week - Added parents signing in using iPad or QR code - Paramount Consideration added	May 2027

Enrolment & Orientation

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration to provide an efficient enrolment procedure that is clear and understandable to all people who use our service. We aim to acquire all essential health and personal information in order to provide a child safe environment. We will ensure the confidentiality of our families through provision of secure recording and storing procedures.

CONSIDERATIONS

- **National Quality Standard 6.1, 7.3.**
- **Education and Care Services National Regulations 158, 159, 160, 161, 162, 168, 177, 183.**
- **Network *Record Keeping* Factsheet**
- **Family Law Act 1975**
- **Child Care Service Handbook (DEEWR)**
- **A New Tax System (Family Assistance) Act 1999**
- **Service Enrolment form**
- **Priority of Access Policy**
- **Fee Policy**
- **Confidentiality Policy**
- **Delivery and Collection of Children Policy**
- **Acceptance & Refusal of Authorisations Policy**
- **Governance & Management Policy**
- **CCMS/ CCS**
- **Enrolment Form**
- **Parent Handbook**
- **Paramount Consideration**

PROCEDURE

An online enrolment form must be completed for each child before they can attend the centre. The Centre Director will review the form with the parents/guardians prior to starting care to ensure that all details

have been completed. The enrolment form must contain all relevant details relating to personal, medical, and custodial details for each child, parent or guardian and emergency contacts along with any special requirements relating to that child.

Each child must provide the centre with an up-to-date copy of their child's immunisation statement. If a child is subject to an access order or agreement, the centre must have a copy on record plus any subsequent alterations registered by the court. Evidence of court orders or agreements will be considered part of the enrolment in order to minimise the likelihood of distressing situations occurring in the future.

All enrolment forms are to be completed on Becklyn. Information in the enrolment form is confidential from all but the approved persons who enrolled the child, relevant staff, management, and Commonwealth and or State Department Officers. Enrolment information will be kept in strict confidence according to the services Confidentiality Policy. All enrolment records will be kept in a safe and secure place and kept for the period specified in the Regulations (Regulations 158, 159,160, 183). Enrolment forms are to be updated as soon as possible once the centre is notified that it is necessary.

Each year, families are to complete an online re-enrolment form before sending their children to the centre. Depending on the availability of care, children may enrol at any time of the year. Parents/guardians may also place their child on the waiting list for the current year if there is a current waitlist in place. Acceptance will be determined by availability and priority of access guidelines.

Accurate attendance records will be kept, including:

- Record the full name of each child attending the service
- Record the date and time each child arrives and departs
- Is signed on the child's arrival and departure by either
    - The person who delivers or collects the child
    - The Nominated Supervisor or a Responsible Person (Regulation 158); and
- Meet the requirements of the Child Care Management System (CCMS)
- An enrolment record for each child will be kept online via the Becklyn portal which includes all details outlined in Regulations 160, 161 and 162.

Child's attendance once enrolled

The service's responsibility for the child begins when they are delivered to the service by parent or guardian, or when they arrive from school for the afternoon session. If a child is to be absent on a day they are normally booked, the family must notify the service as soon as possible. The rules for Allowable Absences under CCMS will be followed in relation to all absences. If a child who is enrolled with the service is not on the roll for a particular day arrives at the service, the Nominated Supervisor will contact the family immediately. If a child has not been formally enrolled at the service, they will not be taken into care under any circumstances. In this case, the Nominated Supervisor will escort the child to the school office.

Orientation

Families who are enrolling their child for the first time will have access to the Parent Handbook and the key policies for families prior to the child's first day at the service. Families should read this handbook so that their child is prepared for their first day at the service and to give them time to complete all relevant forms. Kindergarten Families will be sent a 'Parent Induction Pack' with more essential information prior to their children's first day at the centre. This pack is also available on the LAC website. Parents/guardians should advise the Nominated Supervisor if it is their child's first day at the service and the Educator will introduce themselves and guide them through the sign-in/out process, check that all relevant forms and authorities have been signed and show them around the Centre. Educators will introduce the child to other children and engage them in an activity. The Educator will remain with the child until they are settled and comfortable in the new environment. Educators will carefully monitor the child whilst in the service to ensure they are settling in.

Child Care Subsidy

Child Care Subsidy (CCS) offers assistance to families to help with the cost of childcare for children aged 0-13 years. There are three factors that determine a family's level of CCS. These are:

- Combined annual family income
- Activity test – the activity level of both parents
- Service type – type of childcare service and whether the child attends school

Documentation may be required such as Australian driver licence, Australian passport, foreign passport, Australian birth certificate, Australian Marriage certificate, Australian citizenship certificate

- Families are provided with a Customer Reference Number (CRN)
- Child Care Subsidy is paid directly to providers to be passed on to families as a fee reduction
- Families will contribute to their childcare fees and pay the Service the difference between the fee charged and the subsidy amount- generally called the 'gap fee'
- Families may also be eligible for Additional Child Care Subsidy depending upon their circumstance

Complying Written Arrangement

- The Provider and Parent must enter into an agreement regarding the planned arrangements for care of a child, this is called a Complying Written Arrangement (CWA) and is an agreement to provide care in return for fees.
- The CWA must be recorded, and the parent must confirm the terms of the agreement either electronic or hard copy and this must be kept by the provider.
- The CWA must include the following information:
    - the names and contact details of the provider and the individual(s)
    - the date the arrangement starts

- the name and date of birth of the child (or children)
- if care will be provided on a routine basis and if so, details about the days on which sessions of care will usually occur
- the usual start and end times for these sessions of care
- whether care will be on a casual or flexible basis (in addition to, or instead of, a routine basis)
- details of fees charged under the arrangement (providers can reference a fee schedule or information available on their website), which the parties understand may vary from time to time.

- Where there are certain changes (fees or booked days) to the individual Complying Written Arrangements (CWA) for care between the provider and an individual, the provider must update the arrangement in writing, and the families are required to confirm the changes by signing the updated CWA.
- An enrolment notice must be submitted within 7 days following the signed CWA and enrolment acceptance.
- Once the provider submits an enrolment notice the family will be asked to confirm the enrolment through their myGov account.
- Parents can apply for ACCS (grandparent), ACCS (temporary financial hardship) or ACCS (transition to work) through Centrelink directly
- The provider can apply for ACCS (child wellbeing) through the CCS software or PEP for children identified at risk of serious abuse or neglect
- Our OSHC Service will ensure all ACCS applications are managed in line with the Guide to Additional Child Care Subsidy (child wellbeing) and CCS Handbook
- Once a child has been identified as 'at risk' the Service will check the ACCS eligibility requirements from the Guide to the ACCS (Child Wellbeing)
- If the Service deems the child is eligible for ACCS the service will submit an initial ACCS Certificate for a 6-week period
- The Service needs to provide a referral to an appropriate support agency in conjunction with the submission of an ACCS certificate
- If further ACCS (Child Wellbeing) is required following the initial 6-week certificate the service may apply for a Determination for a period of up to 13 weeks
- Following an application for an ACCS 6-week certificate the provider will abide by the requirement to make an ACCS (child wellbeing) referral to an appropriate support agency
- Following an application for an ACCS 12-week determination the provider will abide by the requirement that the application must be accompanied by evidence, dated less then 6 months old, or a statutory declaration that supports the provider's view that the child continues to be 'at risk'
- If the child continues to be 'at risk; after the initial 13-week determination, then the provider needs to lodge a subsequent determination application.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - Added Family Law Act in Considerations - Added CCS/ CWA Information - Paramount Consideration added	May 2027

Booking Cancellation Policy

POLICY STATEMENT

Subject to available places, the centre aims to offer a booking policy that meets the needs of our families. We respect the changing circumstances of families and provide opportunities for cancellation and change.

CONSIDERATIONS

- **National Quality Standard 2.2.1, 4.1.1, 4.2.2, 6.1.1, 6.1.3, 7.1, 7.1.2**
- **Education and Care Services National Regulations 170**

PROCEDURE

Changes and cancellations of bookings are made through the Centre's Becklyn Portal using individual login information. There are two types of bookings during the term: Permanent and Casual. The following procedures apply to the cancellation or adjustment of bookings at our centre.

Permanent Bookings:

If you wish to change a permanent booking, you can do this by logging onto the Becklyn portal and update the booking. This must be done by 9am on the previous Friday. Two weeks' notice is required in writing to cancel any bookings. There will be no allowances to cancel bookings for holidays then re-instate booking after you return, full fees must be paid for whilst you are away.

Casual Bookings:

Casual bookings may be cancelled on by contacting the centre prior to the commencement of the session (3pm). The session will not be charged if a parent notifies the centre in writing (email or text) before 12pm on the day. Cancellations after this time will be charged.

Vacation Care Bookings:

Through Becklyn, parents are able to make and cancel vacation care bookings up until the cut-off date registered on the booking form. After this, cancellations may be charged if it incurs additional expenses for the centre or cannot be filled by another family.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Notice time for changes/cancellation changed from the start of term to the previous Friday for term time. - Added notice period for cancelling a permanent booking	May 2027

Excursions

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration. Excursions are designed to allow children to explore their physical and social environment, including their local community, away from the service's premises ("My Time, Our Place" Outcome 2.1). Parental permission will be sought for all excursions after carefully planning and assessing the potential risks. When planning excursions, Educators will take into consideration experiences that encourage children to investigate ideas, solve problems and use complex concepts and thinking, reasoning and hypothesising and to transfer and adapt what they have learned from one context to another ("My Time, Our Place" Outcomes 4.2, 4.3).

CONSIDERATIONS

- **Education & Care Services National Regulations 73, 89, 100-102, 123, 168, 170 & 171**
- **National Quality Standard 1.1, 1.1.1, 1.1.2, 2.2, 2.2.1, 2.2.2, 2.3, 4.1, 4.1.1, 6.1, 6.1.1, 6.2.3**
- **Enrolment Form**
- **Transportation Policy**
- **Acceptance of Authorisations Policy**
- **Health & Safety Policies**
- **My Time, Our Place**
- **Risk Assessments**
- **Paramount Consideration**

PROCEDURES

Considerations:

- The children's ages, abilities, and interests.
- Ways to maximise children's developmental experiences and opportunities to practice new skills.
- Suitability of the venue and access including disability requirements.
- Clothing and equipment required.
- Travel arrangements.
- Weather conditions
- Staffing ratios.

(a) ***Risk Management***

A Risk Management Plan (RMP) must be prepared for each excursion. RMPs will include:

1. The proposed route and destination for the excursion.
2. Any water hazards.
3. The transport to and from the proposed destination for the excursion.
4. The number of adults and children involved in the excursion.
5. The number of educators or other responsible adults required to ensure appropriate supervision. This number will be determined by taking into consideration the risks posed by the excursion and whether any adults with specialised skills are required.
6. The proposed activities.
7. The likely length of time of the excursion.
8. The items that should be taken on the excursion, e.g., first aid, phone and emergency contacts.
9. Verbal instructions to children on appropriate behaviour expected whilst on excursions.
10. Elimination and Control Measures

(b) Policies:

The Centre's Health and Safety policies will be taken into consideration and implemented on excursions where appropriate.

(c) Permission

Families' permission must be obtained before any child is taken outside of the centre and specific permission is required for swimming. By signing the excursion permission form, the family member is authorising their child to attend the activities stated.

(d) Supervision

A minimum ratio of 1 educator to every 8 children will be applied for excursions. This must also consider requirements for breaks, as well as children with additional needs or children demonstrating challenging behaviour. Children will be orientated to the risk elements and procedures prior to attending any excursion. This would include elements such as what to do if they become separated from the group, toilet procedures, talking to strangers etc.

Adequate numbers of educators will be rostered to effectively supervise the children. Rostering of educators will take into consideration the ages and developmental stage of the children attending the excursion and be based on a risk assessment of the excursion.

Head counts must be conducted regularly throughout the duration of the excursion. Digital headcounts will

be conducted on the Becklyn Portal as children enter the bus and depart from the bus, both going to the excursion and leaving to return to the centre. Children will wear a green LAC shirt or green wristbands on excursions with the service and the contact number. An educator must inspect all public toilets before children use them. An educator and at least one other child must accompany any child when using a public toilet. When walking with the children, one educator must lead the group, another to follow at the back, and the remaining educators spaced along the group, walking on the roadside of the footpath. When crossing a road, a pedestrian crossing must be used if possible. If there is no pedestrian crossing, the safest way to cross the road must be determined. One educator must step out onto the road, and if necessary, stop traffic from both directions. The remaining educators then lead children across the road.

(e) Information and Equipment

Information and equipment to be taken on excursions will include:

- A list of all children with relevant personal details and family contact phone numbers.
- A list of emergency procedures and contact numbers.
- A first aid kit, including SPF 50+ broad-spectrum water-resistant sunscreen.
- Any medication for children attending the excursion.
- Action Plan for Asthma & Anaphylaxis, along with their medical packs.
- A fully charged mobile phone and iPad
- Other information/equipment noted on the Risk Management Plan.

(f) ***Lost Child***

If a child is lost during an excursion the wellbeing and safety of the other children in the group will be considered and the supervision requirement will be maintained. If there is a lost child, staff will:

- Inform other Educators in their group.
- Ask the children if they have seen the missing child recently.
- Reassure any child who may be upset and keep children in one location.
- Search the premises.
- Check the agreed meeting points communicated to children and educators.
- Ask the venue staff to begin a search and make an announcement over a loudspeaker if possible.
- Once initial checks have been undertaken and if the lost child has not been found, the Nominated Supervisor or another educator will contact the Police and the family.
- Contact ACECQA within 24 hours.

(g) ***Transporting Children to/from an excursion:***

- Children are permitted to travel on an excursion on any form of transport with written permission from their family.
- If using public transport (such as bus, ferry, taxi, train, etc.) children must always be supervised. Digital headcounts will be conducted on the Becklyn Portal as children enter the transport of choice and depart from transport, both going to the excursion and leaving to return to the centre.
- In some circumstances where the site of the excursion is close to the service, it will be appropriate for children and educators to walk to the site. Digital headcounts will still be conducted on the Becklyn Portal as children arrive at location and return to the centre.
- The decision to walk should be preceded by a risk assessment and the route should be determined consistent with the objective of ensuring the safety of educators and children.
- When using public or private transport it is important that each journey is risk assessed, for example, when travelling by bus:
    - Ensure all bus operators hold appropriate licenses and insurance
    - Ensure they provide correct facilities i.e. wheelchair access if applicable
    - Ensure adequate adult supervision
    - Ensure children display appropriate behaviour

(h) Water Safety

- The service recognises the risks posed by bodies of water. The service will ensure that every precaution is taken so that children are able to enjoy water-based activities safely. Risk assessments will be carried out for programmed water-based activities.
- The Regulations do not specify a specific educator to child ratio for activities where water is a feature. The number of educator's present is to be determined by a risk assessment of the proposed activity. It must also be noted that in sections 165, 167 and 169 of the National Law there are clear statements about adequate supervision. A range of factors shall determine the adequacy of supervision, including:
    - Numbers, age, and abilities of both children and educators
    - Number and positioning of educators
    - Each child's current activity
    - Areas where children are playing, particularly the visibility and accessibility of these areas
    - Risks in the environment and experiences provided to children
    - Educators' knowledge of each child and each group of children, the experience, knowledge, and skill of each educator.

- Definition of a body of water; swimming pools and or water parks, wading pools, lakes, ponds, the sea / ocean, creeks, dams, rivers or equipment used by the service that could contain 5cm or more of water and would allow a child to submerge both nose and mouth at the same time.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	-NQS and National Regulations added to considerations - Minor formatting and grammar modification - Added to Risk Management No10. - Added to supervision with Green Wristbands - Added to Water Safety including Educators - Paramount Consideration added	May 2027

Fees

POLICY STATEMENT

We aim to provide a quality service that is affordable. Fee levels will be set by management each year on completion of an annual budget and according to the Centre's required income.

CONSIDERATIONS

- **Child Care Subsidy (CCS)**
- **Confidentiality and Maintenance of Records.**
- **Education and Care Services National Regulations 115-116**
- **Enrolment Form**

PROCEDURE

Under the Education and Care Services National Regulations, an approved provider must ensure that policies and procedures are in place for the payment of fees and the provision of a statement of fees charged by the service and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021). Fees are reviewed to ensure that the required income will be received to run the service efficiently.

Fee Payment

Invoices are sent by Becklyn via email every 2 weeks and funds are directly debited 2 days later. Payments are made via direct debit. Direct bank transfer is possible in some situations if organised with the Centre Director

Penalties

Any parent experiencing financial difficulties is encouraged to contact the Centre Director or the Committee. All such contacts will be handled in the strictest confidence. Non-payment of fees may result in the forfeiting of a child’s place if fees are not paid by the due date on the invoice.

Child Care Subsidy

The Centre qualifies for Commonwealth Child Care Subsidy (CCS). This is available to all families in accordance with eligibility and departmental guidelines.

Late Collection Fee

A fee of $15 for every 15 minutes or part thereof will be added to the account after 3 late pickups in the one term, this fee is charged in addition to the daily fees when a child is collected after 6.15pm and is based on the LAC iPad. Please ensure you call LAC if you are running late. If late pickups continue, a meeting will be held, and a letter of one week suspension could occur and full fees will need to be paid during this suspension.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Non-notification fee **may** be charged - 'All permanent bookings current on Week 1 of each term will be charged for the entire term.' - Removed with change of cancellation policy - Procedures for late pickups	May 2027

Governance and Management

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and provide a quality education and care service and operate according to all legal requirements and recognised best practice in service management. We will ensure there are appropriate governance arrangements in place at all times (as per Quality Area 7.1.1). There will be an ongoing process of review and evaluation, and all relevant information will be readily available to stakeholders.

The governing document of the organisation will be the Constitution that addresses the key legal requirements for running the organisation. A copy of the Constitution will be readily available to all committee members to consult. New members will be given a copy of the constitution as part of their orientation.

For the purpose of the National Regulations the Management Committee is the Approved Provider. The Management Committee as the Approved Provider will ensure that all aspects of Governance and Management are clearly articulated and complement the centre Philosophy. The Management Committee as Approved Provider will ensure that copies of the current policies and procedures required under Regulation 168 are available for inspection at the service at all times (as per Regulation 171).

CONSIDERATIONS

- **Education and Care Services National Regulations 103, 168, 170, 171,172,173,177,183-185**
- **National Quality Standard 7.3**
- **Constitution**
- **Service Philosophy**
- **Quality Improvement Plan/ Self-Assessment**
- **Confidentiality Policy**
- **Paramount Consideration**
- **Child Safety Training**

PROCEDURE

Procedure Governance is the process that directs and controls our Service, ensuring accountability, and supporting decision making.

(a) **Responsibilities**

The responsibilities of the Approved Provider that cannot be delegated to any other person or body include:

- Compliance monitoring – ensuring compliance with the objects, purposes, and values of the centre, and with its constitution
- Organisational governance – setting or approving policies, plans and budgets to achieve those objectives, and monitoring performance against them
- Strategic planning – reviewing and approving strategic direction and initiatives
- Regulatory monitoring – ensuring that the centre complies with all relevant laws, regulations, and regulatory requirements
- Financial monitoring – establishing and maintaining systems of financial control, internal control, and performance reporting; reviewing the service's budget; monitoring management and financial performance to ensure the solvency, financial strength, and good performance of the service
- Financial reporting – considering and approving annual financial statements and required reports to government
- Organisational structure – setting and maintaining a framework of delegation and internal control
- Staff selection and monitoring – selecting, evaluating the performance of, rewarding and, if necessary, dismissing the staff. Delegate the functions of sub-committees, the Nominated Supervisor, and other staff.
- Risk management – reviewing and monitoring the effectiveness of risk management and compliance in the service; agreeing or ratifying all policies and decisions on matters which might create significant risk to the service, financial or otherwise
- Dispute management – dealing with and managing conflicts that may arise within the organisation, including conflicts arising between committee members, staff, members, or volunteers
- The Nominated Supervisor is responsible for the day-to-day management of the service and to address key management and operational issues under the direction of, and the policies laid down by the Approved Provider, including:
- Developing and implementing organisational strategies and making recommendations to the Approved Provider on significant strategic initiatives
- Making recommendations for the appointment of staff, determining terms of appointment, evaluating performance, and developing and maintaining succession plans for staff
- Having input into the annual budget and managing day-to-day operations within the budget
- Maintaining an effective risk management framework
- Keeping the Approved Provider and Regulators informed about any developments that may impact on the organisation's performance
- Only allow staff in upper management access to passwords, emails and any other confidential information

- Compliance and quality history of centre displayed for families to see any compliance issues and current quality rating
- Create a National Early Childhood Workers Register which is built into NQAITS and continue to update
- Make sure all educators and new committee members have completed mandatory Child Safety training
- Make sure our Child Safe recruitment aligns with dept reforms, including WWCC changes
- Make sure our Child Safe employment practices align with dept reforms
- Set up and continue to update service supplied device register.
- Set up and continue to update a prohibited person register and align with working with children check clearances

(b) **Philosophy and Policies**

The development and review of the philosophy and policies will be an ongoing process. The philosophy and associated statement of purpose will underpin all other documentation and the practices of the service and will reflect the principles of the approved national framework for school age care "My Time, Our Place". There will be a collaborative and consultative process to support the development of the philosophy that will include children, families, and Educators. The statement of Philosophy will be included in the Quality Improvement Plan for the service. The statement of purpose will define how the statement of philosophy will be implemented in the service.

Policies and procedures will provide clear documentation that will define agreed and consistent ways of doing things to achieve the stated outcomes. The Management Committee as Approved Provider will ratify the philosophy and the policies. The Approved Provider can only alter policies and the changes minuted as a record. All documents will be dated and include nominated review dates. There will be a comprehensive index for the service policies as it is likely that some policies may address several aspects of operational practice. The service philosophy and policies will be available for all stakeholders and there will be reference to this in parent and staff handbooks and general service information.

(c) **Financial management**

The Approved Provider will be responsible for developing and overseeing the budget of the centre and for ensuring that the centre operates within a responsible, sustainable financial framework. In line with this responsibility, the Management Committee will conduct a budget planning meeting each year as part of its annual business planning. The details of budgeting and fee setting are set out under the Fee Policy. Financial reporting, including an income and expenditure statement and balance sheet, will be presented to the Management Committee on a regular basis and the opportunity provided to ask questions or seek further advice from any Management Committee member.

(d) **Facilities and environment**

The Management Committee will ensure regulations 103–115 relating to the physical environment required for an OSHC service are maintained at all times. In the event of the relocation of the site the Management Committee will ensure that the requirements of the regulations are considered if and when site re-arrangements are proposed. Work, Health and Safety implications will be considered by the Management committee in relation to educators locking up and leaving the service at the end of the day and risk assessments of the practices will be undertaken.

(e) **Equipment and maintenance**

Appropriate equipment and furniture, to meet the needs of the children and educators, will be well maintained and safe. Processes will be in place for routine cleaning of toys and equipment.

(f) **Review and evaluation of the centre**

Ongoing review and evaluation will underpin the continuing development of the centre. The Management Committee will ensure that the evaluation involves all stakeholders, especially families, children, and educators. The development of a Quality Improvement Plan (QIP) will form part of the review process. Reflection on what works well and what aspects of the service need further development will be included in the QIP and discussed at meetings of the Management Committee.

(g) **Confidentiality**

All members of the Management Committee will maintain confidentiality. This is addressed in the Confidentiality Policy.

(h) **Work, Health and Safety**

Policies and procedures will be in place to address the legal requirements relating to safety in the workplace and this information should underpin any service specific requirements, including grievance/complaints procedures. The Nominated Supervisor will report back to the Management Committee on any Work, Health and Safety issues as they arise. All committee members will be provided with information to assist them in meeting their obligations under the legislation

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
Oct 2026	V1	- Regulation 170 added for consideration - Updated layout - Paramount Consideration added - Updated quality history notification displayed - National Workers Register formed - Child Safety training requirements	Oct 2027

		- Child Safe recruitment/ practice reforms - Adding a service supplied device register and commitment to Child Safety	

Hours of Operation

POLICY STATEMENT

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

CONSIDERATIONS

- **National Standards, section 4.3 (Hours of Operation)**
- **Funding Agreement**
- **Delivery and Collection of Children Policy**
- **Education and Care Services National Regulation 168, 170, 171, 173, 226**

PROCEDURE

The Centre will operate Monday to Friday, between the hours of:

7:15am -9:00am for Before School Care

3:00pm – 6:00pm for After School Care

7:15am-6:00pm for Vacation Care & Staff Development days

The car park on Grosvenor Rd isn't for parent drop offs after 7.30am or pickups before 4.30pm as this is the busiest times for teachers entering or leaving the car park.

The centre will be closed on public holidays. All hours of operation will be posted on the noticeboard at the centre, on the website and given to parents/guardians/guardians upon enrolment. No children are to be signed in and left before opening hours due to licensing and insurance regulations.

No children are to be left unattended at the centre outside these hours. Opening Hours will be reviewed when deemed necessary by the Committee to make sure they are meeting the needs of the current parents/guardians.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - Added information about children arriving early - Car park rules	May 2027

Information Technology

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration to protect the privacy, confidentiality and online safety of all children, staff, and management of the centre by ensuring that access to the electronic records is restricted to a limited number of staff and management as well as the monitoring of children's usage of information technologies.

CONSIDERATIONS

- **National Standards Section 2.1**
- **Education and Care Services National Regulations 84, 181-184**
- **Duty of Care**
- **Acceptance and Refusal of Authorisations Policy**
- **National Standards Section 5.3 (Maintenance of records/confidentiality)**
- **IT Industry Best Practice**
- **Providing a Child Safe Environment Policy**
- **Social Media Policy**
- **Paramount Consideration**

PROCEDURE

Passwords will be known to a restricted number of staff. Different levels of access will be established so that confidential information is only visible to staff with administrative access. When a staff member who had I.T access leaves, they will be reminded of their obligations to keep information confidential. All access and passwords will be revoked and changed on staff leaving. The staff member will not be allowed access to the computer after termination.

Hardware

The computer and peripherals will be maintained regularly to reduce the likelihood of hardware failures that could affect the Centre's ability to operate. Disposal of computer hardware must be conducted with extreme caution with consideration given to the sensitive information that can be retrieved from it after it has been deleted. Under no circumstances should devices used to store confidential information be sold or given away. Hard drives, RAM modules, zipped disks and any other physical data storage pose a serious risk to security of information. Given that soft methods of erasing information can potentially be reversed, the

only satisfactory method of disposing of physical storage is through physical destruction. Children are not permitted to use their personal devices while attending the centre, other than their Chromebooks for homework and this needs to be requested from parents so educators are aware, and we can monitor. Should a child need to contact their parents, they must tell the responsible person the nature of the situation and a call may be done via the centre phone.

Software

Operating systems and any other applications should be updated whenever an update is available to ensure stability and security. Backups will be taken regularly. Installation of any software other than that necessary for the running of the centre may only be installed after consultation with the Supervisor.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Added Chromebook for homework only - Passwords updated after staff leave - Paramount Consideration added	May 2027

Participation & Access

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and we believe that participation by parents/guardians/approved persons in issues relating to their children is important. We aim to provide a caring and supportive environment where everyone feels welcomed and valued. Involvement of parents/guardians in activities will be actively sought and open communication constantly maintained.

Parents/guardians are encouraged to be involved in issues that relate to them and their children, through participation and discussion about all issues relevant to the running of the centre.

CONSIDERATIONS

- **National Standards Section 5.1(Participation and access)**
- **Family Law Act**
- **Acceptance and Refusal of Authorisations Policy**
- **Enrolment Form**
- **Emergency Policy**
- **Paramount Consideration**

PROCEDURE

Staff will endeavour to greet and farewell parents/guardians on arrival and departure and communicate with parents/guardians in a positive and supportive manner, making the parents/guardians feel welcome and valued. Staff will establish a pattern of exchange of information, communicating to parents/guardians about their child. Staff will accept individual differences in the way parents/guardians bring up their children. Parents/guardians will be informed of all relevant issues in the centre through the website, direct contact, notice boards, or newsletters.

Parents/guardians are welcome in the centre at all times and staff will happily explain activities or answer any questions about the centre to them. However, parents/guardians need to be aware of Educator's duty to supervise children during activities. If parents/guardians wish to discuss or exchange detailed information about their child or the centre with the Supervisor or another staff member, an appointed time suitable to both will be organised. Parents/guardians are encouraged to become involved in the centre's activities.

We will actively seek this involvement by:

- Keeping them informed and updated on current issues in the centre
- Asking for their assistance for special events
- Inform them of the management structure and how they can be involved
- Invite them to attend or to read a report of the AGM meeting.
- Inform them of relevant management decisions.
- Encouraging feedback and input from parents/guardians in relation to the program, policies or other issues relating to the centre.
- Encouraging parents/guardians to contribute whenever they have the desire to do so.

Access by Non-Custodial Parent

- If a child is subject to an access order or agreement the service must have a copy on record plus any subsequent alteration registered by the court.
- Evidence of court orders or agreements will be considered part of the enrolment to minimise the likelihood of distressing situations occurring in the future.

When a non-custodial parent attempts to collect a child from the centre the staff will:

- Be polite, firm, and clear and remember your primary duty is to the children in your care.
- Clarify the legal position with the non-custodial parent. For example, staff may say "I'm sorry but I'm not legally able to allow the child to leave with you without the permission of the custodial parent".
- Ask the person politely to leave.
- If they refuse to leave, call the police. In act Lockdown procedure.
- In all cases staff should be immediately aware of any unfamiliar person on the premises and find out what they want as quickly as possible.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Layout update - Add lockdown policy and procedure - Paramount Consideration added	May 2027

Policy Development & Review

POLICY STATEMENT

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

CONSIDERATIONS

- **National Standards Section 4.1 (Policy)**
- **Education and Care Services National Regulations 88-89**
- **Paramount Consideration**

PROCEDURE

Management will ensure that policies and procedures are developed in consultation with the National Standards and Regulations, as well as the needs of the surrounding community. Other Policies are to be developed as deemed necessary by the Management. This will be based on the following criteria:

- An issue or problem arises that is not addressed in a current policy
- A current policy is not meeting the current need
- Daily operations of the centre are unclear to staff, parents/guardians, or management.
- Staff, parents/guardians, or management are unsure what to do in a certain situation
- There have been changes due to outside influences

All policies must reflect the current philosophy of the centre. Policies will be recorded in a policy document along with the centre's philosophy, date of endorsement and date of review. This booklet will be kept in the administration area and made available upon request to those who wish to see it. Management will ensure that any new Management members, Staff, and Families entering the service are made aware of the policy document and any specific policies relevant to them.

Any persons involved in the centre are to feel welcome to make suggestions and discuss any concerns they may have regarding current policies. One member of the Management team will assist Nominated Supervisor by signing off on any changes made to a Policy. Parents/guardians and staff will be informed of

this policy on enrolment/employment and through the centre's handbooks. Staff and parents/guardians and any other relevant persons will be encouraged to have input into the development, review, or changes to any policies and where appropriate be involved in the development of these policies.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - Added part where Management sign off on Policies - Paramount Consideration added	May 2027

Maintenance of Records

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration to ensure that all appropriate and required records are kept for the specified period of time. We will protect the privacy and confidentiality of all clients, staff, and management of the centre, by ensuring that records and information are kept in a secure place and only disclosed to people who have a legal right to know.

CONSIDERATIONS

- **National Standards Section 5.3 - Maintenance of Records/confidentiality**
- **Regulation 145, 146, 151, 158, 160, 161, 162, 177, 183, 184 Education and Care Services National Regulations**
- **Funding Agreement**
- **Child Care Subsidy**
- **Accident Records**
- **Insurance requirements**
- **Child Care and Protection Act**
- **Confidentiality Policy**
- **Paramount Consideration**

PROCEDURE

The Centre has a duty to keep adequate records about staff, families, and children in order to operate responsibly and legally. The centre will protect the interests of the children, families, and staff, using procedures to ensure appropriate privacy and confidentiality. The Approved Provider assists in determining the process, storage place and timeline for storage of records. The service's orientation and induction processes will include the provision of relevant information to educators, children, and families.

The Approved Provider will need to ensure that the record retention process meets the requirements of the following government departments:

- Australian Tax Office (ATO)
- Family Assistance Office (FAO)
- Department for Education, Employment and Workplace Relations (DEEWR)

In the event of ceasing to operate, the Service Management Committee will identify where the records will be kept and seek professional advice on the termination of the service. A list of nominated contacts for Child Care Management System, Australian Taxation Office, and Superannuation funds, as well as any other accounts, will be maintained and available to all members of the Management Committee. These contacts will be reviewed annually and updated as contacts change to ensure currency in communication for effective governance. Staff and management will ensure that all required records are recorded, properly maintained, updated, and kept in the nominated secure place. All documents relating to children and parents/guardians will only be made available to the parent/guardian or approved persons enrolling the child, staff and authorised members of the management committee who require relevant information, or Commonwealth or State Government officers when requested. All documents relating to fee payment and CCS will only be made available to the parent/guardian or approved persons enrolling the child, staff and authorised members of the management or Commonwealth Government officers. No member of staff may give information on matters relating to children, to anyone, other than to parents/guardians or guardians enrolling the child when this information has been obtained in the course of employment at the centre.

Possible exceptions to this are:

- For normal information exchange among staff and management for the daily operation of the centre and wellbeing of the staff and children.
- When required to in a court of law when subpoenaed.
- When the welfare of the child is at risk the appropriate government agencies may be contacted.

No member of staff may give information on matters relating to staff or management, to anyone except in normal information exchange among staff and management for the daily operation of the centre and wellbeing of the staff and children, or when required to do so in a court of law.

Records to be kept in relation to daily operations:

- Full enrolment forms containing information as required under section 5.3.1 of the National Standards, which are stored in the Becklyn software.
- Waiting List indicating priority of access status, date placed on list, care required and if a sibling of a child already in care.
- Daily record of attendance including a roll taken by the staff and the sign in/out sheet recording the time of arrival and departure. This is either digital version or paper based if digital is down.
- Day book / communication book recording specific information that the staff need to be aware of to fully cater for the children in their care, any phone messages to ensure that staff are fully aware of relevant information.
- Accident/illness record containing nature of accident or illness, who attended the child and what course of action was taken. Note – accident and illness records will be kept until the child turns 25.

- Medication forms containing parent's requirements and signature, medication used, the date, the time and dosage of administration, the person who administered it, and the person who witnessed the administration.
- Excursion approval file containing written permission forms from the parents, kept in the child's personal records.
- Educational program indicating daily activities in the Centre.
- Parent resources containing updates relevant information such as infectious diseases leaflet, OOSH updates, etc.

Records to be kept in relation to fees:

- Computer Records containing payment of fees, type of fees and date payment was, who paid the fees, amount and childcare subsidy received.
- Amount owing records indicating fees due, and any outstanding fees, along with procedures undertaken to retrieve outstanding fees.
- Accounting documents. All records relating to fees accounting and bank statements are to be kept for seven (7) years.

Records to be kept in relation to staff:

- Staff employment details including personal details, date of employment, hours of work, position title and job description, resume and references, date for review, and any discipline or grievance procedures.
    - Staff wages holiday and sick leave entitlements.
    - Time and wage records are to be kept for a period of seven (7) years.
- Union and Superannuation details.
- Workplace Health and Safety accident/ incident reports and insurance claims.

In relation to management of the service:

- Management Structure including position titles, duties and current persons holding the positions.
- Minutes of meetings and the Annual General Meetings.
- Policy folder including Centre details, philosophy and policies.
- Insurance and financial details. Insurance documents will be kept for a period of seven (7) years.
- Funding and other relevant agreements such as school/hall usage and rental agreements.

The service must display:

- The hours and days of operation of the education and care service.
- The name and telephone number of the person at the education and care service to whom complaints may be addressed.
- The name and position of the responsible person in charge of the service at any given time.
- The name of the Educational Leader at the service.
- The contact details of the Regulatory Authority.
- If applicable, a notice stating that a child who has been diagnosed as at risk of anaphylaxis is enrolled at the service.
- If applicable, a notice stating there has been an occurrence of an infectious disease at the premises.
- Compliance and Quality History certificate even if not non-compliance activities have occurred.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Details added to records required to be kept - 'Service must display' section added - Paramount Consideration added - Compliance and Quality History certificate	May 2027

Priority of Access

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration to provide care for school aged children out of school hours. We will not discriminate against any families needing care. However, priority of access will be determined by the Government guidelines regarding placement on the waiting list.

CONSIDERATIONS

- **National Standards Section 4.6 (Access)**
- **'Priority of Access' guidelines from Funding Bodies**
- **Family Assistance Act 1999**
- **Paramount Consideration**

PROCEDURE

Our centre will be available for Before and After School Care to children who are currently attending Lindfield Primary School. We will provide Vacation Care to children within the local community. No one will be discriminated against based on their cultural background, religion, sex, disability, marital status, or income. The Centre will try to meet any specific needs of the families in the local community. The centre will ensure that access to children and families with special needs is catered for.

The Centre maintains a Waiting List for morning and afternoon sessions for each day of the week (Monday to Friday). If all available places at the Centre for a particular session are filled, any new applicant for that session will be placed on the Waiting List for that session. The Waiting List is maintained in date order in which applications are received by the Centre. A place for a session becomes available when a permanent booking is cancelled or a place is forfeited.

When a place for a session becomes available, it will be offered to Waiting List applicants for that session in the order they appear on the Waiting List, but subject to:

- the priorities set out below, and
- a parent or guardian of the relevant child being nominated for, and accepted as, a member of the Association in accordance with the Association's Constitution

The Centre is obliged to offer places in accordance with the following priorities, which will supersede position on the Waiting List. If there are two or more children on the Waiting List who should be given

equal priority in accordance with the following rules then, as between those children, position on the Waiting List will determine which child is offered a place.

- **Category 1:** A child attending Lindfield Primary School who is at risk of serious abuse or neglect. Within Category 1 priority is to be determined in accordance with the Priority rules in section 8.3.
- **Category 2:** A child attending Lindfield Primary School who is a child of a single parent who satisfies, or of parents/guardians who both satisfy, the work/training/study test. Within Category 2 priority is to be determined in accordance with the Priority rules in section 8.3. The "work/training/study" test is set in A New Tax System (Family Assistance) Act 1999. In summary, an individual satisfies the work/training/study test if the individual:
    - has recognised work or work-related commitments – that is, he or she:
    - is in paid work (whether as an employee or not); or
    - receives certain types of career payments or allowances
    - has recognised training commitments – is undertaking a training course for the purpose of improving his or her work skills and/or employment prospects; or
        - has recognised study commitments:
    - is undertaking any course of education for the purposes of improving his or her work skills and/or employment prospects; or
    - receives certain types of allowances, payments, or assistance in relation to study or education.
- **Category 3:** Any other child

Section 8.3: Priority Rules

The Priority Rules for determining priority within a Category under Section 8.2 are as follows.

1. Children:
    - of a single parent
    - whose parents/guardians cannot speak English
    - in Aboriginal or Torres Strait Islander families
    - in families which include a disabled person (in the immediate family)
    - in socially isolated families; and/or
    - in families whose CCS percentage for the purposes of tax legislation is 100%

    but not necessarily in the order listed in this paragraph(a). The Supervisor, after consultation with the management committee, may determine, as between children who are described in this paragraph (a), which children are to have priority.
2. A sibling of a child who already has a place at the Centre for the session for which care has been requested

3. A child of a Foundation member (being a person who proposed and authorised incorporation of the association).
4. A child of a current Management Committee member with a minimum of one year's service on the Management Committee, subject to Management Committee approval
5. A child who already has a place at the Centre where a change of session is requested for a new calendar year and the change is requested by the end of week 5 in term 4.
6. Any other child.

Section 8.4

- A child in Category 3 may need to vacate a place should a child in Category 1 or Category 2 need care.
- Parents/guardians and guardians of a child in Category 3 are on notice that the Centre may require the child to leave the Centre in order to provide a place for a higher priority child provided the Centre gives at least 14 days prior notice.
- By accepting a place at the Centre for a child commencing after 1 January 2003 the parent/guardians of that child acknowledge this policy of the Centre (which is a policy the Centre is required to follow to comply with Commonwealth Government guidelines on priority of access).

Section 8.5

- Where a place is offered to a child on the Waiting List for a session, and the place is not required at the time the place is offered, the Waiting List position for that session is retained. However, the child will go to the end of the waitlist. An offer of a place for that session cannot be transferred to another session.

Section 8.6

Offer of a place will be subject to:

- Confirmation by the Supervisor of eligibility for that place in accordance with the priority specified in sections 8.2 and 8.3; and
- A parent or guardian being nominated and accepted as a member of the Association.
- In particular, the Director may require evidence of satisfaction of the work/training/study test and/or eligibility under section 8.3(a).

Section 8.7

- Applicants on the waiting list will be contacted by Centre staff on a periodic basis to check details, and that the place applied for is still required.
- If an applicant cannot be contacted after reasonable efforts the Supervisor may, after consulting with the Committee, the child will be removed from the waiting list.

- It is the obligation of families with children on a Waiting List to ensure that the Centre is notified of any change of name, address, or other relevant details.

Section 8.8

- Membership of the Association does not guarantee a place at the Centre. If a member of the Association with one child at the Centre is seeking a place for another child, the offer of that place for that other child can only be made in accordance with the Waiting List policy in this section 8.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• Paramount Consideration added	May 2027

Mobile Device/ Social Media/ Screen Time

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and are committed to ensuring that technology is integrated into children's play, leisure experiences, projects, and practices. We support the appropriate use of technologies by children and educators and recognise that the children in our care will experience and engage with many forms of electronic media both in and out of the centre. Our aim is to encourage all children to use and access information and communication technologies to express ideas, access images and information, and explore diverse perspectives, engaging these tools for designing, drawing, editing, and composing (My Time, Our Place Outcome 5). We believe that any use of social media must not place at risk the safety, health or wellbeing of children, educators, families, or visitors at the service (My Time, Our Place Outcome 1).

Social Media definition: Interactive platforms and applications through which individuals and communities create and share user-generated content using accessible publishing technologies. Social media is distinct from industrial media, such as newspapers, television, and film.

CONSIDERATIONS

- **Education and Care Services National Regulations 73, 168, 170, 171**
- **National Quality Standard 1, 2, 4, 5, 6 & 7**
- **Providing a Child Safe Environment Policy**
- **Staffing Policies**
- **Confidentiality Policy**
- **My Time, Our Place Learning Framework**
- **Paramount Consideration**

PROCEDURE

Educators will:

- Consider the content and message of movies, television programs, electronic games and other devices and discuss these with children when deciding what is acceptable for them to engage with.
- Not use their mobile phone/ smartwatch on site whilst working, either leave in their bags or don't bring them into the centre (Smartwatches switched to Aeroplane Mode). Any educator caught using these devices will be given a written warning.

- Extra-curricular staff may also carry a service supplied secondary phone for time and alarm purposes. Other staff may wear a smart watch if it is for health reasons and will be backed up with a letter from their dr. All staff needing to be exempt from the device ban, must fill out the Device Authorisation form and adhere to the rules of the form.
- Not access a social networking site during working hours at the service via mobile phone or any other device.
- Not use a personal camera or mobile phone to take photographs or video at the service or during excursions.
- Not post information about the centre, staff, management, families, visitors, or any matters relating to the service on a social networking site.
- Not post photographs or videos taken at the centre or on an excursion on a social networking site.
- Senior staff responsible for updating the centre's website must not post names or recognisable photographs of staff, children, visitors, or family members on the website without written permission. Staff will also not post details on any social media regarding excursions or upcoming social outings in advance of the event.
- Ensure that pirated DVDs or electronic games must not be used, as this is an illegal activity.
- Ensure that only G or PG rated films are viewed in the service or on excursions.
- Not be responsible for children's lost games or other equipment.
- Only allow staff in upper management access to passwords, emails and any other confidential information

Families and Visitors:

- May not use a personal camera or mobile phone to take photographs at the centre or during excursions unless they are only taking images of their own child.
- Must not contact their child on a Smartwatch.
- Must not post information about the centre, staff, management, families, or any matters relating to the centre on a social networking site.
- Ensure that any DVDs or games brought to the service by their children are rated G only.
- Must not use social media to harass or bully others.

Children:

- May not access a social networking site**.**
- Must leave mobile phones or other electronic equipment either in school bags or with the Nominated Supervisor.

- Must follow same procedure as school for Smartwatch and Chromebook use. If Smartwatches can't be switched to School mode or Aeroplan mode, they will be locked in drawer until home time.
- During Vacation Care, no devices will be allowed to be brought to the centre, any devices brought in will be locked away.
- The centre does not accept responsibility for any damages or loss for electronic devices brought into the centre by the child.

Compliance

- Any breaches of this policy will result in an inquiry, which may lead to termination of employment in the case of educators or termination of child's placement at the centre in case of breaches by families or children.
- Serious breaches may also result in legal action proceedings.

Unacceptable use of social media is anything that:

- Has the potential to bring the centre or the school age care sector into disrepute.
- Discloses or discusses the service's confidential information.
- Could be viewed as derogatory towards, or disparaging of staff, families, management, visitors, children, or support agencies.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Mobile Device/ Social Media/ Screen Time* policy will be reviewed on an annual basis in consultation with LPS, children, families, staff, educators and management.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
Oct 2026	V1	- Added mobile device to title - Mobile phone usage added - Smartwatch usage added - Chromebook usage added - Added secondary phone and authorisation form	Oct 2027

		- Paramount Consideration added	

Technology

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and Digital technology, and computers have become an integral part of many children's daily lives. For this reason, it is important that our educators are not only familiar with the use of digital technologies, but are able to guide children's understanding of, and ability to interact, engage, access and use a range of digital technology. Technology and media items will only be used as an extension to the daily program assisting in the development of social, physical, emotional, cognitive, language and creative potential of each child. Digital technology can be helpful in the retelling of stories about our culture, help to celebrate diversity and assist in providing an inclusive and equitable educational program.

CONSIDERATIONS

- **National Standards Section 2.1**
- **Education and Care Services National Regulations 84, 181-184**
- **Duty of Care**
- **Acceptance and Refusal of Authorisations Policy**
- **National Standards Section 5.3 (Maintenance of records/confidentiality)**
- **IT Industry Best Practice**
- **Providing a Child Safe Environment Policy**
- **Social Media Policy**
- **Paramount Consideration**

PROCEDURE

PURPOSE

Our OSHC Service will implement responsible behaviour when using technology, respecting the service, children and the privacy of families and educators. Educators will exercise appropriate judgment and behave in a professional and ethical manner when using technology. At all times, educators will provide a child safe environment and supervise children when using technology to minimise the opportunity for abuse or other harm to occur (Child Safe Standard 8, NSW).

SCOPE

This policy applies to children, families, staff, management, approved provider, nominated supervisor, volunteers, students and visitors (including contractors) of the OSHC Service.

IMPLEMENTATION

Digital technology, when used appropriately, can be a tool for learning, especially when educators play an active role. The Internet is a magnificent resource for research, communication and extending programming ideas and interests. Technology use within our Service aims to encourage children to solve problems and use logical reasoning, leading children to make decisions and choices and assisting them to use computer software competently and safely. Our educators are diligent in ensuring children are only able to access age-appropriate technology on any device provided by the service.

In the OSHC environment it is also important to have a school/leisure balance which means allowing time for play and leisure activities (*My Time, Our Place*). To achieve this, our OSHC Service may offer children opportunities to use age-appropriate and non-violent video games and/or gaming apps under the supervision of educators. Mobile devices are not permitted to be utilised in our OSHC Service.

EXAMPLES OF TECHNOLOGY USED WITHIN OUR SERVICE MAY INCLUDE:

- touchscreen devices- tablets (iPads)
- programs that develop literacy or numeracy skills with ICT such as word processing, desktop publishing
- internet and information literacy skills
- Robotic toys- such as bee bots
- Chromebooks supplied by child for use of homework only
- Interactive whiteboards/data projector

THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR WILL:

- ensure educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy
- Only allow staff in upper management access to passwords, emails and any other confidential information
- ensure families are aware of this *Technology Policy* and grant permission to their child to use their chrome books for homework only
- promote and support a child safe environment

- embed the National Child Safe Principles into the organisational structure and operations [or state specific Child Safe Standards]
- ensure all staff, educators, volunteers and students are aware of current child protection law, National Child Safe Standards and their obligation to protect children from harm
- record WWCC of volunteers and students
- maintain a positive culture that includes and promotes safe, responsible and respectful use of digital devices and online services
- identify technology training needs of educators and provide professional development
- provide professional development, information and resources to educators from the eSafety Commissioner
- provide professional learning to educators and staff in response to the ECA- *Statement on young children and digital technology*
- provide regular training for all staff on reporting obligations (including mandatory reporting) and child safe practices
- report any breach of child protection legislation to relevant authorities- police, OCG, regulatory authority through NQA ITS portal
- reflect on our service's physical environment, layout and design to ensure it supports child safe practices when children are engaged in using technology
    - ensure risk assessments are completed for all physical and online activities and identify areas where adults may have opportunities to interact with children unsupervised
    - perform regular audits to identify risks to children's safety and changes in room set-ups that can indicate areas of higher-risk and become supervision 'blind spots'
    - ensure location of digital technology/equipment allows educators to remain in line-of-sight of other staff members when working with children
    - only permit children to use Chromebook in open areas where staff can monitor children's use (**Craft Room/ Hallway in Learning Support room or Desk near Admin Area**)
    - only permit children to use Chromebook for no longer than 30 mins per session (**After School Care only**)
    - only permit children to use Chromebook for Homework Club (**Monday to Friday- Term time only**)
    - ensure all devices are set up safety- with controls, filters and safe search settings
    - ensure all devices are password protected with access for staff only
- ensure the Service *Privacy and Confidentiality Policy* is adhered to at all times by staff and educators, families, visitors, volunteers and students
- ensure there is no unauthorised access to the Service's technology facilities (programs, software program etc.)
- ensure all educators have appropriate login details to provide secure usage
- ensure all technological devices have current virus protection software installed

- develop guidelines about how technology will be used within our Service
- provide information to parents about technology use within the Service
- seek permission from families to use digital documentation including photographs of children via social media and/or other forms of documentation platforms (see: *Social Media Policy)*
- ensure children, educators and parents are aware of our Service's complaints handling process to raise any concerns they may have about the use of digital technologies or any other matter (see: *Dealing with Complaints Policy*)
- provide a range of technology devices for educators to utilise- iPads, printers
- must ensure that no breaches of copyright eventuate if screening/viewing DVDs

EDUCATORS WILL:

- comply with current legislation and Service policies
- not have access to passwords
- model appropriate use of digital devices and online services for learning purposes
- identify and minimise risks to children in physical and online environments
- only permit children to use devices in open areas of the service to ensure close monitoring and supervision
- respond to and report any breaches and incidents of inappropriate use of digital devices and online services to management
- log out of computers and software programs after each use
- only access and modify files and data for which they have authorisation
- not harass, slander, intimidate, embarrass, defame, or seek to offend another person, group of people, or organisation via technological devices
- not make copies of, transmit, steal, or loan copies to other persons of Service documents
- not use personal mobile devices including Smartwatches to take photos at the OSHC Service, access social media (Facebook, Instagram or other) or breach children and families' privacy
- provide adequate supervision to children when using computers or other technology
- ensure privacy levels are set on electronic devices when in use by young children
- participate in professional development opportunities about online safety and digital technology
- ensure children's personal information where children can be identified such as name, address, age, date of birth etc is not shared online
- ensure they are aware of their mandatory reporting requirements and report any concerns related to child safety including inappropriate use of digital technology to the Approved provider or nominated supervisor.
- Monitor children when using their chrome books for homework and revoke privileges if child demonstrates incorrect use

IN RELATION TO CHILDREN, EDUCATORS WILL:

- consider the developmental levels of children when using technology for learning
- support children's natural curiosity for technology within the OSHC Service
- provide children with access to age-appropriate technologies to help develop their computer literacy skills
- educator children on ways to recognise safe physical and online environments
- discuss online behaviour as part of discussions and activities promoting respectful relationships
- only provide programs or apps that they have viewed and assessed prior to introducing to children, homework and assignments set by school.
- strictly supervise all children engaged in using technology, if a child doesn't follow the rules, they will have to miss out on Tech use during Homework for one week. Educator will add name of the child to our Behavioural List.
- build on children's learning and inspire the ongoing and enthusiastic acquisition of knowledge through technology
- use technology to build on current projects and document children's learning
- limit the amount of time spent on screens to 30 mins per Afternoon Session
- support children in turn-taking and learning to share when using digital technologies in collaboration with others
- provide a child safe environment to children- reminding them if they encounter anything unexpected that makes them feel uncomfortable, scared or upset, they can seek support from staff
- discuss with children the role of screen time in their lives and support them in making appropriate choices about their use of screen time for both education and recreation
- ensure that under no circumstances the screen is used as a reward or to manage challenging behaviours
- educate and support children to begin to develop skills to critically evaluate sources of information on the internet.

GUIDELINES FOR USE OF TECHNOLOGY WITHIN OUR SERVICE:

- implement risk management strategies to ensure children are always supervised when using any digital device
- use of digital technologies are used to promote social interactions between children, peers and adults
- programs must be carefully selected and be suitable to the needs and development levels of each child using or watching various types of technology or media
- programs and apps will be chosen to support and promote children's cognitive investment

- all online devices have appropriate filtering and monitoring in place with safe settings activated
- all devices are password protected with access for staff only
- technology is used to assist in expanding the content of the daily program and appropriate current affairs (e.g., the Olympic Games, environmental awareness).
- technology is predominantly used where play-based and 'hands-on' experiences cannot provide the same information (e.g., investigating planets or dinosaurs). It will not replace appropriate experiences nor professional pedagogy
- programs are chosen that are engaging and age appropriate to children: Only 'G' rated television programs and movies will be viewed at the service
- the use of TV and watching DVD's will be kept to a minimum.
- timeframes for 'screen time' according to Australia's Physical Activity and Sedentary Behaviour Guidelines are:
    - Children 5-12 years of age should limit screen time for entertainment to no more than 2 hours a day
- children will be taught responsible concepts of digital use and citizenship as children are '*growing up digital'*
- only quality developmentally appropriate interactive media will be used.

IN RELATION TO FAMILIES, OUR SERVICE WILL:

- create shared understandings between families, educators and the Service about digital technology use, by adults, in front of children
- provide information regarding online safety to families
- provide families with information about the digital technology used within the OSHC Service
- provide information and advice to families about the selection of digital media content, apps and games that are appropriate for use by school aged children
- provide information about the apps and programs used within the Service
- support families to understand that negative effects of exposure to disturbing or arousing content and screens before sleep time
- request written consent from parents/families to collect and share personal information, images or videos of their children online (Website, Facebook, Instagram
- provide information to parents and families about how to make a complaint and what to expect from our complaints handling processes (*see: Dealing with Complaints Policy*).
- Request written consent allowing their child to use chrome books within our guidelines

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Technology Policy* will be reviewed on an annual basis in consultation with LPS, children, families, staff, educators and management.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- New Policy developed - Removed smart boards from policy - Changed device to chromebook for children - Reduced time for homework to 30mins - Paramount Consideration added	May 2027

CENTRE PRINCIPLES

LINDFIELD ACTIVITY CENTRE

Policies & Procedures

Child Protection

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and are committed to providing a child safe environment where children's safety and wellbeing is supported and children feel respected, valued and encouraged to reach their full potential. Our Service embeds the NSW Child Safe Standards and promotes a culture of safety and wellbeing to minimise the risk of child abuse or harm to children whilst promoting children's sense of security and belonging. We will ensure all employees and volunteers understand the meaning, importance and benefits of providing a child safe environment and critically, understand their obligations and requirements as mandatory reporters. Our Service adheres to the Education and Care Services Order 2025 related to taking images or videos of children.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is respected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Safety and Protection	Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect

EDUCATION AND CARE SERVICES NATIONAL LAW [NSW] AND NATIONAL REGULATIONS	
S. 3A	Paramount consideration [NSW]
S. 4	How functions to be exercised
S. 5	Meaning of serious incident
S.5AA	Meaning of inappropriate conduct
S. 162A	Child protection training Offence relating to child protection training
S. 162B	Child safety training
S. 165	Offence to inadequately supervise children

S. 166	Offence to use inappropriate discipline
S.166A	Offence to subject child to inappropriate conduct
S. 167	Offence relating to protection of children from harm and hazard
S. 174	Offence to fail to notify certain information to Regulatory Authority
S. 174AA	Educators and other staff members of education and care service to notify certain information
S. 174AB	Approved provider must notify Regulatory Authority of event under section 174AA
S. 175	Offence relating to requirement to keep enrolment and other documents
S. 188A	False or misleading information about certain notices
S. 269B	National Early Childhood Worker Register
S. 269E	Approved provider must give information to the National Authority for the National Early Childhood Worker Register
12	Meaning of serious incident
84	Awareness of child protection law
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
115	Premises designed to facilitate supervision
145	Staff records
149	Volunteers and students
155	Interactions with children
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
175	Prescribed information to be notified to Regulatory Authority
176	Time to notify certain information to Regulatory Authority
181	Confidentiality of records kept by approved provider

LEGISLATION

Children's Guardian Act 2019	*Children and Young Persons (Care and Protection) Act 1998 (The Care Act)*
Child Protection (Working with Children) Act 2012	*Crimes Act 1900*

CONSIDERATIONS

Behaviour Guidance Policy	Recruitment Policy
Child Safe Environment Policy	Respect for Children Policy
Code of Conduct Policy	Responsible Person Policy
Dealing with Complaints Policy	Safe Use of Digital Technologies and Online Environments Policy
Family Communication Policy	Social Media Policy
Health and Safety Policy	Staffing Arrangements Policy
Interactions with Children, Family and Staff Policy	Student, Volunteer and Visitors Policy
Nappy Change and Toileting Policy	Supervision Policy
Privacy and Confidentiality Policy	Work Health and Safety Policy
Protected Disclosures (Whistleblower) Policy	
Child Protection Educational Program Risk Assessment	Child Protection Risk Assessment
Child Protection MRG Support Guide NSW	Inappropriate Conduct Risk Assessment
Child Protection Notification Record	Management of Inappropriate Conduct Procedure
Child Protection Report Form	Training Register
Child Protection Concerns Register	Paramount Consideration

PURPOSE

All educators, staff, visitors and volunteers are committed to identifying possible risk and significant risk of harm to children and young people at the Service. We comprehend our duty of care to protect children from all types of abuse and neglect and will adhere to our moral and legislative obligations at all times. We believe that children's safety, rights, and best interests are the paramount consideration for all Service operations, decisions and functions. Our Service ensures that child safety, wellbeing and best interests take priority over all other considerations, including financial interests or other obligations of management, and are embedded in our daily practices, policies and procedures.

We aim to implement effective strategies to assist in ensuring the safety and wellbeing of all children. Our Service will act in the best interest of each child, assisting them to develop to their full potential in a secure and child safe environment.

Keeping children safe: a shared responsibility.

SCOPE

This policy applies to children, families, staff, educators, management, approved provider, nominated supervisor, students, volunteers and visitors of the Service.

DEFINITIONS

For additional definitions and key terms used within this policy, refer to *Key Terms – Policies and Procedures*.

Inappropriate conduct to a child: any behaviour that a reasonable person would consider to be inappropriate in an education and care service, taking into account the child's age, development, safety, wellbeing and the context of the interaction.

Mandatory reporting is the legislative requirement for selected classes of people to report suspected child abuse and neglect to government authorities

Mandatory reporters are listed in the *Children and Young Persons (Care and Protection) Act 1998 (The Care Act)* and include people who deliver:

- Health care (e.g., registered medical practitioners, specialists, general practice nurses, midwives, occupational therapists, speech therapists, psychologists, dentists and other allied health professionals working in sole practice or in public or private health practices)
- **Education (e.g., teachers, counsellors, principals)**
- Children's services (e.g., childcare workers, family day carers and home-based carers).

Maltreatment refers to non-accidental behaviour towards another person, which is outside the norms of conduct and entails a substantial risk of causing physical or emotional harm. Behaviours may be intentional or unintentional and include acts of omission and commission. Specifically abuse refers to acts of commission and neglects acts of omission. Note that in practice, the terms child abuse and child neglect are used more frequently than the term child maltreatment.

Risk of Significant Harm (ROSH) refers to circumstances causing concern for the safety, welfare and wellbeing of a child or young person are present to a significant extent. This means it is sufficiently serious to warrant a response by a statutory authority irrespective of the family's consent. Mandatory reporters should report their concern to the Child Protection Helpline within 24 hours. What is significant is not minor or trivial and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child's or young person's safety, welfare, or wellbeing. In the case of an unborn child, what is significant is not minor or trivial and may reasonably be expected to produce a substantial and demonstrably adverse impact on the child.

Immediate Risk of Significant Harm (IROSH) is a term used in the Mandatory Reporter Guide to tell reporters that they must report *immediately* to the Department of Communities & Justice and NSW Police.

Reasonable grounds refer to the need to have an objective basis for suspecting that a child may be at risk of abuse and neglect based on:

- Firsthand observation of the child or family
- What the child, parent or other person has disclosed
- What can reasonably be indirect based on observation, professional training and/ or experience

WHAT IS CHILD ABUSE?

The World Health Organisation ([WHO], 2006, p. 9) defines child abuse and neglect as:

"All forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power." (Australian Government, Australian Institute of Family Studies)

Child abuse is any action towards a child or young person that harms or puts at risk their physical, psychological or emotional health or development. Child abuse can be a single incident or can be a number of different incidents that take place over time. NSW Communities and Justice identify different forms of child abuse which include- neglect, sexual, physical and emotional abuse or psychological harm.

TYPES OF ABUSE AND NEGLECT

The NSW Government- Department of Communities and Justice (DCJ) identifies the following types of abuse and neglect:

- neglect
- sexual abuse
- physical abuse
- emotional abuse or psychological harm
- circumcision, including female circumcision
- domestic and family violence
- forced marriage and underage forced marriage

There are common physical and behavioural signs that may indicate abuse or neglect. The presence of one of these signs does not necessarily mean abuse or neglect. Behavioural or physical signs which assist in recognising harm to children are known as indicators.

One indicator on its own may not imply abuse or neglect. However, a single indicator can be as important as the presence of several indicators. Each indicator needs to be deliberated in the perspective of other indicators and the child's circumstances. A child's behaviour is likely to be affected if he/she is under stress. There can be many causes of stress and it is important to find out specifically what is causing the stress. Abuse and neglect can be single incidents or ongoing and may be intentional or unintentional.

The DCJ provides further definitions and indicators for Recognising Child Abuse.

WORKING WITH CHILDREN CHECK

All people working or volunteering with children in New South Wales must, by law, have a valid Working with Children Check (WWCC). Our Service ensures that no person is permitted to commence work or

volunteer in any capacity unless they hold a valid WWCC check and the approved provider has verified the WWCC check. The Office of the Children's Guardian provides checks of workers and volunteers to organisations, contributing to creating safe environments for children and other vulnerable people.

A WWCC Check is an assessment of whether a person poses an unacceptable risk to children. As part of the process, the Office of the Children's Guardian will check an applicant's national criminal history and any findings of misconduct by a relevant entity. Working with Children Checks are valid for five years.

Please note: a National Police Check is an additional screening measure to complement the legislated WWCC and produces a record of criminal history. This is a broader overview of an individual's criminal history, including offenses not related to children. Child safe recruitment processes in NSW recommend this check is requested prior to engagement of staff and educators.

Cleared applicants are subject to ongoing monitoring and relevant new records may lead to the clearance being revoked. If new information about a person means they pose a risk to children's safety, that person's check will be re-assessed and, ~~if necessary,~~ they will be immediately prohibited from working with children, in accordance with directions from the Office of the Children's Guardian.

The Office of the Children's Guardian will inform both the person affected and any organisations they're linked to about the change in status. Staff, volunteers and students must notify the approved provider within 72 hours of the event, or within 24 hours of becoming aware of the event, of any changes to their WWCC status, changes to their teacher registration or fit and proper status. This notification must be in writing. The approved provider must notify the NSW Early Learning Commission (regulatory authority) within 24 hours of becoming aware of the event, of becoming aware of changes to a staff/educator WWCC status including negative notices or changes to teacher accreditation or registration.

[The National Continuous Checking Capability (NCCC) to monitor the criminal history of WWCC holders across Australia is scheduled to begin in 2026].

CHILDSTORY REPORTER COMMUNITY

If a child is at immediate risk and police or medical assistance is required, educators/staff must contact emergency services immediately on 000.

The Child Story Reporter Community is available for staff and educators when responding to and reporting risk of abuse and neglect. Mandatory reporters in NSW should use the online Mandatory Reporter Guide (MRG) if they have concerns that a child or young person is at risk of being neglected or physically, sexually or emotionally abused. The MRG assists in providing mandatory reporters with the most appropriate reporting decision.

The MRG supports mandatory reporters to:

- determine whether a report to the Child Protection Helpline is needed for concerns about possible abuse or neglect of a child (including unborn) or young person

- identify alternative ways to support vulnerable children, young people and their families where a mandatory reporter's response is better served outside the statutory child protection system

It is recommended that mandatory reporters complete the MRG on each occasion they have risk concerns, regardless of their level of experience or expertise. Each circumstance is different, and every child and young person is unique. Our Service will ensure all educators and staff have access to the MRG and reporting decision tree via Service-supplied electronic devices. *[see: NSW Child Protection MRG Support Guide- Childcare Centre Desktop].*

Our Service will develop and maintain a *Child Protection Concerns Register* for recording child protection concerns. The register will include information to record all concerns, disclosures, or suspicions of child abuse or neglect. The register ensures concerns are documented, monitored, and followed up in line with National Law, NSW Regulations, and child protection legislation. The register is kept confidential, stored securely, and accessible only to authorised personnel.

IMPLEMENTATION

Our Service strongly opposes any type of abuse against a child and endorses high quality practices in relation to protecting children. Educators have an important role to support children and young people and to identify concerns that may jeopardise their safety, welfare, or wellbeing including:

- a duty of care to ensure that reasonable steps are taken to prevent harm to children
- obligations are met under child protection legislation
- obligations are met under work, health and safety legislation.

Our Service promotes a culture of child safety and wellbeing within the Service. All staff, including the approved provider, nominated supervisors, educators, volunteers and students will be required to complete mandatory National Child Safety Training for the Early Childhood Education and Care Sector (effective February 2026). This applies to any person working in the Service whether or not they work directly with children.

The approved provider will ensure each nominated supervisor and each person in day-to-day charge of the Service has:

- successfully completed approved child protection training
- provides evidence of the successful completion of approved child protection training
- is aware of current child protection law
- understands how to apply child protection law within our Service
- is aware of their obligations such as the responsibilities of a mandatory reporter.

This will be expanded in 2026 (date to be advised) to include: all staff members, students and volunteers.

The approved provider will need to ensure prescribed child protection training is completed within the timeframes prescribed in the National Regulations.

The approved provider will ensure educators, staff and volunteers and students who work with children have been advised of:

- the existence and application of the current child protection law
- any obligations that they have under the law

All staff, educators, volunteers and students will be provided with refresher child protection awareness training (annually) to ensure they remain up-to-date with knowledge of child protection law including their obligations as mandatory reporters. Staff, educators, students and volunteers must demonstrate an understanding of the role of mandatory reporter, including when a report must be made and how to make a report.

MAKING A REPORT/NOTIFICATIONS

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR WILL:

Dial 000 if a child is at immediate risk and Police or medical assistance is required

- follow the *NSW Early Learning Commission Reporting Guide*
- report all instances (alleged or witnessed) of child abuse, including assault or sexual abuse (including grooming) to NSW Police
- notify the Department of Communities and Justice (DCJ) if a child is at risk of significant harm to the Child Protection Helpline 132111 or make online eReport through ChildStory Reporter website within 24 hours
- notify the NSW Early Learning Commission through the NQA-ITS (within 24 hours) of
    - any incident or allegation where it is reasonably believed that physical and/or sexual abuse of a child has occurred or is occurring while the child is being educated and cared for by the Service
    - of any complaints alleging that a serious incident has occurred or is occurring at the Service
    - of a serious incident, which may include:
        - physical or sexual abuse where emergency services attended the Service or
        - where a child appears to have been involved in a sexual offence or sexual misconduct
    - of any circumstances that may affect an educator or staff member's WWCC or fit and proper status, including changes to teacher accreditation or registration (if applicable) within 24 hours of becoming aware of the event
    - any sexual offence or sexual misconduct committed by an employee, volunteer or student
- ensure documentation is completed to assist in making reports to relevant authorities including an incident, injury, trauma and illness record
- comply with legislation for Reportable Conduct Scheme and ensure the Office of the Children's Guardian is notified within 7 business days of becoming aware of any allegations and/or convictions of abuse or neglect of a child made against an employee or volunteer and ensure they are investigated, and appropriate action taken. (see Reportable Conduct Scheme section)
- notify the NSW Early Learning Commission through the NQA-ITS, NSW Department of Communities and Justice (DCJ), NSW Office of the Children's Guardian (OCG) and NSW Police of any allegation (observed or suspected or disclosures) that a staff member or volunteer is engaging or has engaged in inappropriate conduct to a child within 24 hours
- develop a 24-hour reporting procedure to ensure that any report made to the approved provider or nominated supervisor, which is deemed notifiable to the regulatory authority, is submitted within the

required 24-hour timeframe, including when incidents occur, or are reported, outside of operational hours (e.g. weekends or public holidays).

EDUCATORS WILL:

- contact the police on 000 if there is an immediate danger to a child and intervene if it is safe to do so
- respect what a child discloses, taking it seriously and follow up on their concerns through the appropriate channels
- report all incidents, allegations and complaints relating to child safety to the approved provider
- report all instances (alleged or witnessed) of child abuse, including assault or sexual abuse (including grooming) to NSW Police
- follow the *NSW Early Learning Commission Reporting Guide*
- comprehend their mandatory reporting obligations and responsibilities to report suspected risk or significant risk of harm to the NSW Department of Communities and Justice (Child Protection Helpline) 132111 or make online eReport through ChildStory Reporter website within 24 hours
- prepare accurate records recording exactly what happened, conversations that took place and what was observed to pass on to the relevant authorities to assist with any investigation
- NOT investigate suspicion of abuse or neglect but collect only enough information to substantiate concerns and pass on to the Child Protection Helpline or appropriate authority
- understand that allegations of abuse or suspected abuse against them are treated in the same way as allegations of abuse against other people
- identify and report any concerns and allegations of reportable conduct involving a staff member, volunteer or contractor to the approved provider ~~and/or~~ (reports may be made to the NSW Office of the Children's Guardian if they are concerned the approved provider has not fulfilled their reporting duty, as part of mandatory requirements under the Reportable Conduct Scheme)
- identify and report any concerns and allegations of inappropriate conduct (observed or suspected or disclosures) by other staff members, volunteers or students to the approved provider within 24 hours
- refer families to appropriate agencies where concerns of harm do not meet the threshold of significant harm. These services may be located through CWU (Child Wellbeing Units) or/and FRS (Family Referral Services). Family consent will be sought before making referrals.

CONFIDENTIALITY

It is important that any notification remains confidential, as it is vitally important to remember that no confirmation of any allegation can be made until the matter is investigated. The individual who makes the notification should not inform the suspected perpetrator (if known) nor attempt to investigate any allegation themselves. This ensures the matter can be investigated without contamination of evidence or pre-rehearsed statements by the appropriate authorities. It also minimises the risk of retaliation on the child for disclosing.

PROTECTION FOR REPORTERS

All reporters are protected against retribution for making or proposing to make a report under

amendments to the Children and Young Persons (Care and Protection) Act 1998 effective 1 March 2020. The identity of the reporter is protected by law from being disclosed, except in certain exceptional circumstances. Provided the report is made in good faith:

- The report will not breach standards of professional conduct
- The report cannot lead to defamation and civil and criminal liability
- The report is not admissible in any proceedings as evidence against the person who made the report
- A person cannot be compelled by a court to provide the report or disclose its contents
- The identity of the person making the report is protected.

A report is also an exempt document under the *Freedom of Information Act 1989*.

Additional protections apply under the Education and Care Services National Law (Amendment Bill 2025 [NSW]). It is an offence to take or threaten any detrimental action, such as intimidation, bullying, discrimination, or adverse treatment, against a person who has made or may make a protected disclosure. These protections are outlined within our *Protected Disclosures (Whistleblower) Policy,* which supports and protects individuals who report concerns in good faith about child safety, breaches of the National Law, or Service operations.

SHARING OF INFORMATION

Chapter 16A of the *NSW Children and Young Person (Care and Protection) Act 1998* provides for the exchange of information and cooperation between prescribed bodies, if the information relates to the safety, welfare or wellbeing of a child or young person.

Sharing personal information about children and their families must be lawful, which means either gaining consent or working within relevant legislation. Information sharing by consent, where possible, is important to meaningful work with families to facilitate change. Consent may be obtained verbally or in writing; however, you should not seek consent if doing so might compromise the safety of a child or any other person.

Information can only be shared between prescribed bodies. Prescribed bodies or organisations include:

- NSW Police
- public service agencies or public authorities
- private and public schools, and TAFE establishments
- health care providers
- OSHC providers
- organisations that have direct responsibility for, or direct supervision of, the provision of health care, welfare, education, children's services, residential services or law enforcement, wholly or partly to children or their parent/s.

To provide or request information it must relate to the safety, welfare or wellbeing of a particular child or class of children. The information must be for the purposes of assisting a prescribed body to:

- make any decision, assessment or plan or to initiate or conduct any investigation, or to provide any service, relating to the safety and welfare of the child or class of children, or
- manage any risk to the child or class of children that might arise in the prescribed body's capacity as an employer or designated agency.

THE APPROVED PROVIDER, MANAGEMENT AND NOMINATED SUPERVISOR WILL ENSURE:

- that obligations under the Education and Care Services National Law [NSW] and National Regulations [NSW] are met and child's safety and wellbeing are prioritised at all times
- educators, staff, students and volunteers have knowledge of and adhere to this policy and associated procedure and are advised on how and where the policy can be accessed
- all staff are aware of and have access to the *NSW Early Learning Commission Reporting Guide*, the Reporting Guide will be displayed in a prominent location within the Staff Room and provided to new staff, students and volunteers during induction
- families are aware of this *Child Protection Policy* and procedure and are advised on how and where the policy can be accessed
- all children being educated and care for by the Service are adequately supervised (Sec. 165)
- they do not subject a child to inappropriate conduct and ensure that no child being educated and cared for by the Service is subjected to inappropriate conduct by any staff member, educator or volunteer
- any allegations, concerns or suspicions of inappropriate conduct are investigated and reported to the regulatory authority in accordance with the *Management of Inappropriate Conduct Procedure*
- staff, educators, volunteers, students and visitors have knowledge of and adhere to the Education and Care Services (Supply, Authorisation and Use of Devices) Order 2025 and not use, or have access to, any personal electronic devices, including mobile phones or smart watches used to take images or videos when educating and caring for children at the Service
- staff and educators only use electronic devices supplied by the Service for taking images or videos of children enrolled at the Service
- that the premises, including toilets and nappy change facilities are designed and maintained to facilitate clear supervision of children whilst maintaining their rights and dignity
- students, volunteers and/or visitors are never left alone with a child whilst at the Service under any circumstance
- educators and staff are provided with training and ongoing supervision to promote a child safe culture and ensure they understand that *child safety is everyone's responsibility*, and they adhere to the NSW Child Safe Standards
- any nominated supervisor and responsible person in day-to-day charge of the Service has successfully completed a course in child protection approved by the regulatory authority
- all training completed by staff, students, volunteers and persons with management or control is recorded on the *Training Register*
- a thorough recruitment process is implemented to employ people who are committed to children's safety and ensure their views align with the Service's Code of Conduct, Statement of Philosophy and child safety policies and procedures (see *Recruitment Policy*)

- the recruitment process includes pre-employment screening and reference checks
- all prospective applicants are required to complete a prohibition notice declaration to acknowledge they do not hold any prohibition notices or negative notices that would prevent them from working with children
- the Service registers with Office of the Children's Guardian and validates all staff, educator, volunteers and students Working with Children Checks (WWCC) in accordance with the *Child Protection (Working with Children) Act 2012* BEFORE the person begins working or interacting with children
- a record is kept and updated of the number of each WWCC number and expiry date and staff and educators are reminded to renew their WWCC prior to expiry
- staff, student and volunteer records are maintained as per the *Record Keeping and Retention Policy* and entered into the National Early Childhood Worker Register (mandatory from 2026)
- staff, volunteers and students notify the approved provider, in writing, within 72 hours of any changes to their WWCC status, or within 24 hours of becoming aware of the event, changes to their teacher registration or fit and proper status (including show cause notice, suspension notice, supervision notice, disciplinary notices/orders or prohibition notices)
- a *Child Protection Risk Assessment* is completed and reviewed annually
- a *Child Protection Concerns Register* is completed to record child protection concerns
- a range of strategies are used to provide effective supervision, including using attendance records to ensure children are accounted for (head counts)
- to cooperate with the regulatory authority and comply with any directions or orders issued by the regulatory authority regarding a show cause, suspension or supervision notice provided to a student, volunteer or visitor, including removing the person from engagement with children immediately
- registration for the Service is completed for eReporting through the *ChildStory Reporting Community*
- to emphasise child safety throughout the Service with regular discussions at team meetings and with children and families (NQF Safe Culture Guide (2025)
- to regularly check if staff understand child safety policies and procedures via quizzes/surveys (NQF Safe Culture Guide 2025)
- educators are provided with a reporting procedure and professional standards to safeguard children and protect the integrity of educators, staff and volunteers
- records of abuse or suspected abuse are kept in line with our *Privacy and Confidentiality Policy*
- records relating to child sexual abuse that has or is alleged to have occurred are kept for at least 45 years (recommendation not mandatory)
- our complaint handling processes are child-focused providing support and guidance for children to know who to talk to if they are feeling unsafe (*See Dealing with Complaints Policy*)
- following any critical incident, children, staff and families are provided with access to support they may need- counselling, debriefing, access to community services
- critical reflection on the incident is conducted with staff and educators to inform required changes to policy, procedures, practices (including supervision) and risk assessments.

All employees, volunteers and students are:

- provided with a copy of the current *Child Protection, Child Safe Environment, Code of Conduct and Safe Use of Digital Technologies and Online Environments Policies*
- required to participate in a comprehensive induction and orientation program, including an understanding of child protection law
- provided with access to all relevant legislations, regulations, standards and other resources to help meet their mandatory reporting obligations
- supported to foster a child safe culture within the Service by complying with the NSW Child Safe Standards
- provided with support to adhere to a zero-tolerance stance against child abuse
- required to complete online training to understand the child protection reporting process and use of the Mandatory Reporter Guide (MRG), including when and how to submit a child protection report
- required to complete mandatory child safety training on how to identify, understand, report, and respond to child maltreatment, abuse and harm
- provided with current information and reporting procedures for the Reportable Conduct Scheme (Office of Children's Guardian)
- aware of their mandatory reporting obligations and responsibilities
- aware that neglecting to report child protection concerns may be deemed a criminal offence under the Crimes Act 1900
- provided with regular training and resources about the different ways children may express concerns, distress and disclose harm as well as the process for responding to disclosures from children- including a complaint that alleges a child is exhibiting sexual behaviours that may be harmful to the child or another child (ACECQA 2023)
- provided with regular training and resources about trauma-informed care, effective supervision and monitoring, appropriate and inappropriate discipline and online abuse
- required to participate in regular performance reviews
- aware of appropriate positive and consistent approaches to guide behaviour and ensure no child is subjected to any form of corporal punishment or discipline that is unreasonable in the circumstances (Sec. 166)
- aware that it is an offence to subject a child to inappropriate conduct which includes behaviour that is inconsistent with professional standards; is likely to cause emotional, psychological or physical harm to children or has violent or sexual connotations
- aware that if they observe, suspect or receive any allegations or disclosures that a staff member, or volunteer is engaging or has engaged in inappropriate conduct, they must notify the NSW Early Learning Commission, approved provider and nominated supervisor within 24 hours
- aware of our Service policy and associated procedures for the Safe use of Digital Technologies and Online Environments.

EDUCATORS AND STAFF WILL:

- adhere to the Service's policies and procedures
- promote the welfare, safety, and wellbeing of children at the Service by creating and maintaining child safe environment and adhere to the NSW Child Safe Standards
- foster a culture of openness, respect and cultural safety where children and young people feel safe to disclose risk of harm to children or report abuse
- participate in a comprehensive induction and orientation program that includes an understanding of child protection law and their obligations
- provide valid Working with Children Check (WWCC) details during their employment and engagement at the Service
- advise the approved provider of any circumstances that may affect their WWCC or fit and proper status, including changes to teacher accreditation or registration (if applicable), in writing, within 72 hours of the event or within 24 hours of becoming aware of the event
- not use, or have access to, any personal electronic devices, including mobile phones or smart watches used to take images or video of children at the Service
- participate in mandatory national child safety training on how to identify, understand, report, and respond to child maltreatment, abuse and harm (from February 2026)
- implement consistent, appropriate interactions with children
- ensure no child is subjected to inappropriate conduct or discipline
- understand their legal responsibilities to report any allegations or disclosures that a staff member or volunteer is engaging or has engaged in inappropriate conduct to notify the NSW Early Learning Commission and nominated supervisor within 24 hours
- allow children to be part of decision-making processes where appropriate
- provide ongoing monitoring and follow-up for children's health and wellbeing.

STUDENTS/ VOLUNTEERS/ VISITORS WILL:

- adhere to the Service's policies and procedures
- participate in a comprehensive induction and orientation program, including an understanding of child protection law
- provide a child safe environment for all children
- follow the *NSW Early Learning Commission Reporting Guide*
- ensure no child is subjected to inappropriate conduct or discipline
- provide valid Working with Children Check (WWCC) details during their engagement at the Service
- advise the approved provider of any circumstances that may affect their WWCC or fit and proper status, including changes to teacher accreditation or registration (if applicable), in writing, within 72 hours of the event or within 24 hours of becoming aware of the event
- promote the welfare, safety, and wellbeing of children at the Service, fostering a child safe culture
- participate in mandatory national child safety training (from February 2026)

- not use, or have access to, any personal electronic devices, including mobile phones or smart watches used to take images or video of children at the Service
- report any concern or suspicion that a child is at risk of abuse, harm, neglect or ill-treatment to the approved provider or nominated supervisor as soon as possible
- report all instances (alleged or witnessed) of child abuse, including assault or sexual abuse (including grooming) or inappropriate conduct by a staff member or other volunteer to NSW Police and the approved provider or nominated supervisor within 24 hours
- identify and report any concerns around staff, educator or volunteer behaviour or inappropriate conduct to management/approved provider of the Service as soon as practicable but within 24 hours
- allow children to be part of decision-making processes where appropriate.

DOCUMENTING A DISCLOSURE

A disclosure of harm emerges when someone, including a child, tells you about harm that has happened or is likely to happen. When a child discloses that he or she has been abused, it is an opportunity for an adult to provide immediate support and comfort and to assist in protecting the child from the abuse. It is also a chance to help the child connect to professional services that can keep them safe, provide support and facilitate their recovery from trauma. Disclosure is about seeking support and your response can have a great impact on the child or young person's ability to seek further help and recover from the trauma.

WHEN RECEIVING A DISCLOSURE OF HARM, THE PERSON RECEIVING THE DISCLOSURE WILL:

- give the child or young person their full attention
- remain calm and find a place to talk where you can give the child your full attention (ask child or young person if you can move to a place where you can hear them properly)
- not make promises that can't be kept. For example, never promise that you will not tell anyone else.
- honestly tell the child or young person what you plan to do next
- tell the child/person they have done the right thing in revealing the information and that you will need inform someone who can help keep the child safe
- only ask enough questions to confirm the need to report the matter because probing questions could cause distress, confusion and interfere with any later enquiries
- let the child or young person take his or her time
- let the child or young person use his or her own words
- tell the child or young person that the abuse of maltreatment is not their fault
- support culturally and linguistically diverse children and children with additional needs to express themselves in the child's preferred way of communicating (NQF Safe Culture Guide)
- not attempt to conduct their own investigation or mediate an outcome between the parties involved
- not confront the perpetrator
- document as soon as possible so the details are accurately captured including:
    - time, date and place of the disclosure

- '*word for word*' what happened and what was said, including anything they (the staff member/educator) said and any actions that have been taken
- date of report and signature.

Source: *Responding to children and young people's disclosures of* abuse (2025). Australian Institute of Family Studies

BREACH OF CHILD PROTECTION POLICY

A breach is any action or inaction by any individual within the Service, including children and young people, that fails to comply with any part of the policy. All educators, students, volunteers and staff working with children are mandatory reporters under the *Crimes Act 1900* and have a duty of care to support and protect children. The rights and best interests of children are paramount and breaches will be treated as serious.

Any allegations of criminal offences against children must be reported to the Police immediately. Failure to report child sexual abuse to the police is a criminal offence. Any person who reports a breach or concern in good faith, will be protected against retaliation under the *Protected Disclosures (Whistle Blower) Policy.*

All breaches will be recorded, and outcomes documented, in accordance with record-keeping requirements. A breach may include (but is not limited to):

- failure to report suspected child abuse, neglect, or risk of harm
- engaging in or failing to prevent inappropriate conduct or inappropriate discipline to a child
- breaching confidentiality about a child protection matter
- failing to maintain a valid Working with Children Check (WWCC)
- not following the Service's Code of Conduct, supervision or reporting procedures
- any action or inaction that places a child at risk of harm.

MANAGING A BREACH IN CHILD PROTECTION POLICY

Management will investigate any breaches to this policy in a fair, unbiased and supportive manner by:

- liaising with the Department of Communities and Justice (DCJ), NSW Police and Office of Children's Guardian for appropriate processes to ensure chain of evidence is not destroyed or compromised
- not undertaking and investigating the allegation whilst the Child Protection, Police or Office of Children's Guardian are conducting an investigation
- following directions from the DCJ and NSW Police that may include removal of the educator or staff member (who is the subject of allegations) immediately from a role with contact with children or young people until authorities conclude their investigation
- displaying the Service's compliance history and any compliance actions that are the subject of review by the regulatory authority for families to view.

Management may undertake an investigation if Child Protection or the Police are not conducting their own investigation or if their action has concluded. Management will:

- give the educator, staff member, student or volunteer the opportunity to provide their version of events
- document the details of the breach, including the versions of all parties
- record the outcome clearly and without bias
- ensure the matters in relation to the breach are kept confidential
- reach a decision based on discussion and consideration of all evidence.

OUTCOME OF A BREACH IN CHILD PROTECTION POLICY

Staff members or educators who fail to adhere to this policy may be in breach of their terms of employment. Visitors or volunteers who fail to comply to this policy may face termination of their engagement. Depending on the nature of the breach outcomes may include:

- disciplinary procedures, including dismissal of employment, if required
- emphasising the relevant element of the child protection policy and procedure not followed
- providing closer supervision
- providing further education and training
- providing mediation between those involved in the incident (where appropriate)
- reviewing current policies and procedures and developing new policies and procedures if necessary
- external regulatory action- including compliance history, fines, suspension of rating or Service closure.

REPORTABLE CONDUCT SCHEME-ALLEGATIONS AGAINST EMPLOYEES, VOLUNTEERS or STUDENTS (or contractors)

Report to 000 if you have immediate concerns for a child's safety.

The approved provider has the legislative obligation under the *Reportable Conduct Scheme* to notify the *Office of the Children's Guardian* (OCG) of reportable allegations and convictions against their employees (including volunteers and contractors), investigate the allegation with procedural fairness and advise the Office of the outcome.

All educators and staff members have an obligation to report relevant allegations of a child protection nature as part of the Reportable Conduct Scheme to the approved provider (reports may be made to the NSW Office of the Children's Guardian if they are concerned the approved provider has not fulfilled their reporting duty). This reportable conduct may have occurred either within work hours or outside work hours. A child is anyone under the age of 18 at the time of the alleged conduct occurred.

In addition, the approved provider must take appropriate action to prevent reportable conduct by employees. The *Children's Guardian Act 2019,* effective 1 March 2020, defines the head of an organisation

as a 'relevant entity'. An approved education and care service is listed at Schedule 1 of the Act as an 'entity'.

The approved provider must notify the OCG within seven (7) business days and conduct an investigation into the allegations. 7-day notification form Reportable Conduct Directorate: (02) 8219 3800. (Monday – Friday). A final report of the investigation must be ready to submit within 30 calendar days or provide information about the progress of the investigation to the OCG 30 Day interim report form.

The approved provider must send a report to the OCG that enables the OCG to determine whether the investigation was completed satisfactorily and whether appropriate action was or can be taken.

The approved provider must ensure an appropriate level of confidentiality of information relating to the reportable allegations as per the Act or other legislation. The heads of relevant entities have obligations under section 57 of the Act to disclose 'relevant information' to the following persons unless they are satisfied that the disclosure is not in the public interest:

- a child to whom the information relates
- a parent of the child
- if the child is in out-of-home care- an authorised carer that provides out-of-home care to the child.

[See: Office of the Children's Guardian for further information.]

The Children's Guardian will monitor the entity's response and may conduct their own investigation. The Children's Guardian Act 2019 defines reportable conduct as:

- a sexual offence has been committed against, with or in the presence of a child
- sexual misconduct with, towards or in the presence of a child
- ill-treatment of a child
- neglect of a child
- an assault against a child
- an offence under S.43B (failure to protect) or S.316A (failure to report) of the Crimes Act 1900; *and*
- behaviour that causes significant emotional or psychological harm to the child

Employees are aware mandatory reporting procedures including notification to the Child Protection Helpline operate alongside, and does not replace, the Report Conduct Scheme.

EDUCATING CHILDREN ABOUT PROTECTIVE BEHAVIOUR

Our program will educate and support children to learn about their rights and encourage them to express their views and feelings. Children will learn:

- about acceptable and unacceptable behaviour in both physical and online environments

- about what is appropriate and inappropriate contact at an age-appropriate level and understanding
- about body safety, using correct names of private body parts to help recognise inappropriate touches and respect for personal space
- about their right to feel safe at all times
- to say '*no'* to anything that makes them feel unsafe or uncomfortable
- about how to use their own knowledge and understanding to feel safe
- to identify feelings that they do not feel safe
- help them identify trusted educators, adults and friends
- the difference between 'good' and 'bad' secrets
- that there is no secret or story that cannot be shared with someone they trust
- that educators are available for them if they have any concerns
- to tell educators of any suspicious activities or people
- to recognise and express their feelings verbally and non-verbally
- that they can choose to change the way they are feeling.

RESOURCES FOR INDICATORS OF ABUSE OR NEGLECT

Child Safe Organisations

Kids Helpline

Lifeline

NAPCAN- Prevent Child Abuse & Neglect

NSW Department of Education- Child safety

NSW Health Fact Sheets regarding sharing of information relating to Child Protection with other professionals.

NSW Government Communities and Justice ChildStory Reporter Community

Office of the Children's Guardian Child Safe Standards training and resources

Raising children. Safeguarding children and child sexual abuse.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Child Protection Policy* will be reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days. Our policy, procedures and practices will be critically examined to ensure ongoing improvement to maintain and foster a child safe environment and child safe culture within our Service.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	May- • Policy review FEBRUARY • edited WWCC information to remove National Police Check and changed to 'monitoring national criminal history' • requirement to maintain awareness of child protection law added as per ELC requirements • updated National Regulations applicable to NSW only JANUARY • Further edits to strengthen child safety requirements • Mandatory Child Safety Training added NOVEMBER • updated policy to include amendments to Children (Education and Care Services) National Law (NSW) • included additional points to strengthen child safe practices • added Ministerial directions- Education and Care Services (Supply, Authorisation and Use of Digital Devices) Order 2025 AUGUST • annual policy review • reporting/notification actions moved within policy to ensure critical importance and consistency • added NSW Child Safe Standards within policy • mandatory implementation of National Model Code (effective 1.9.25) • additional information added within policy to adhere to NQF child safety changes (effective 1 September 2025-NQF Guide to Child Safety) and National Model Code sources checked for currency and updated as required	May 2027

PROTECTED DISCLOSURES (WHISTLEBLOWER) POLICY

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will promote a culture of transparency and will provide safe, confidential channels for disclosures, investigate fairly and protect disclosures (whistleblowers) from detrimental action.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2.3	Child Protection Child Safety and Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect. Management, educators and staff are aware of their roles and responsibilities regarding child safety, including the need to identify and respond to every child at risk of abuse or neglect.
QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
4.2.2	Professional standards	Professional standards guide practice, interactions and relationships.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service that is child safe.
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service that is child safe.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S.3A	Paramount consideration
S.5AA	Meaning of inappropriate conduct
S. 162A	Offence relating to child protection training
S. 166A	Offence to subject child to inappropriate conduct

S. 174AA	Educators and other staff members of education and care service to notify certain information
Division 7	Serious detrimental action
S. 300E	Requirement for policy about protected disclosures
84	Awareness of child protection law
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedures
175	Prescribed information to be notified to the regulatory authority
181	Confidentiality of records kept by approved provider

RELATED LEGISLATION

Public Interest Disclosures Act 2022 (NSW)
Independent Commission Against Corruption Act (1988)
Anti-Discrimination Act 1977 (NSW)
Work Health and Safety Act 2011 (NSW)

CONSIDERATIONS

Bullying, Discrimination and Harassment Policy Child Protection Policy Child Safe Environment Policy Code of Conduct Policy Dealing with Complaints Policy (Staff) Governance Policy	Interactions with Children, Family and Staff Policy Privacy and Confidentiality Policy Staffing Arrangements Policy Supervision Policy Work Health and Safety Policy Paramount Consideration Management of Inappropriate Conduct policy

PROCEDURE

PURPOSE

This policy supports a culture of integrity and accountability by providing a safe and confidential process for reporting wrongdoing, misconduct, or any matter that may risk the safety, welfare, or wellbeing of children within our Service. We believe that children's safety, rights, and best interests are the paramount consideration for all Service operations, decisions and functions. Our OSHC Service ensures that child safety, wellbeing and best interests take priority over all other considerations, including financial interests or other obligations of management, and are embedded in our daily practices, policies and procedures.

SCOPE

This policy applies to staff, educators, management, approved provider, nominated supervisor, students, families, children, volunteers and visitors of the OSHC Service.

DEFINITIONS

For additional definitions and key terms used within this policy, refer to *Key Terms – Policies and Procedures.*

Protected Disclosure/Qualifying Disclosure: A disclosure of information where the reporter (whistleblower) has reasonable grounds to suspect the information concerns:

- conduct that endangers or may endanger the safety, health or wellbeing of children
- misconduct or an improper state of affairs
- illegal activity or breach of law
- inappropriate conduct toward children
- fraudulent activity or corruption
- negligence
- systemic practices posing serious risk to health and safety
- breach of child protection requirements
- failure to comply with the National Law or Regulations

Reasonable grounds to suspect: The discloser's reasons for suspicion must be reasonable when considered objectively. Even if the disclosure proves incorrect, protection applies if reasonable grounds existed.

Detrimental Action: Any disadvantage to a person including:

- Dismissal, demotion or suspension

- Harassment, intimidation or victimisation
- Discrimination or adverse treatment
- Damage to reputation, property or financial position
- Injury or harm including psychological
- Threats of any of the above

Personal work-related grievances: Generally, these do not qualify for whistleblower protection unless they:

- Include information about misconduct beyond personal circumstances
- Involve breach of employment laws punishable by 12+ months imprisonment
- Relate to detrimental action for making a protected disclosure
- Represent danger to public safety

Whistleblowing: a whistleblower, also known as a reporter, is a person who provides information and exposes serious wrongdoing within an organisation in the hope of stopping it. Whistleblowing plays a crucial role in managing risk and cultivating an ethical culture and is an effective way of uncovering potential serious wrongdoing including misconduct, fraud and corruption.

IMPLEMENTATION

Our OSHC Service promotes a culture of transparency and will provide safe, confidential channels for disclosures, investigate fairly, and protect disclosers from detrimental action. Our OSHC Service encourages anyone who suspects illegal, unethical, corrupt, fraudulent, inappropriate conduct or inappropriate discipline to report those concerns.

THE APPROVED PROVIDER/NOMINATED SUPERVISOR/ MANAGEMENT WILL ENSURE:

- that obligations under the Education and Care Services National Law and National Regulations are met and child's safety and wellbeing are prioritised at all times
- educators, staff, students and volunteers have knowledge of and adhere to this policy and are advised on how and where the policy can be accessed
- families are aware of this *Protected Disclosure (Whistleblower) Policy* and are advised on how and where the policy can be accessed
- a safe environment is created where employees and volunteers feel supported reporting any wrongdoing
- a culture of transparency and integrity is promoted within the OSHC Service
- regular training and awareness sessions about whistleblower protections and processes are provided to all staff, educators and volunteers
- multiple reporting channels including internal and external options
- appoint eligible recipients to receive disclosures

- any whistleblower reports are promptly investigated
- feedback is provided to whistleblowers on the progress and outcomes of their reports, where appropriate.

EDUCATORS/VOLUNTEERS/STUDENTS WILL:

- immediately report all incidents, allegations and complaints relating to child safety to the approved provider (see: *Child Protection Policy*)
- cooperate with investigations into disclosures
- maintain confidentiality about disclosures and investigations
- support colleagues who make protected disclosures
- not engage in or tolerate detrimental action against whistleblowers
- complete required training on whistleblower protections and procedures.

FAMILIES WILL:

- be informed of their right to make protected disclosures about serious wrongdoing
- have access to information about how to make a disclosure
- be protected if they make a qualifying disclosure
- have confidence that disclosures will be taken seriously and investigated appropriately.

HOW TO MAKE A DISCLOSURE

Disclosures can be made by current and former employees and educators, volunteers, students, contractors, families, persons with management or control at the Service. Disclosures may be made:

- in person
- in writing (letter or email)
- by telephone
- anonymously
- through a legal practitioner

When making a disclosure, the whistleblower should provide:

- description of the conduct or issue
- names of persons involved
- dates, times and locations
- any witnesses
- supporting documentation or evidence
- contact details (unless anonymous)

PROTECTION FOR WHISTLEBLOWERS

Individuals making qualifying disclosures are protected from:

- civil, criminal or administrative liability

- contractual remedies or rights being enforced
- admissibility of disclosed information in proceedings against them
- detrimental actions or threats

FALSE OR MALICIOUS DISCLOSURES

While protection extends to incorrect disclosures made within reasonable grounds, deliberately false or malicious reports will be treated seriously and may result in:

- disciplinary action
- termination of employment
- legal action
- referral to authorities

EXTERNAL RECIPIENTS OF A DISCLOSURE

If a staff member, volunteer or other person would prefer to make an external protected disclosure outside the Service, they may contact the regulatory authority, Ombudsman or the statutory child protection authority.

NEW SOUTH WALES	
NSW ECEC Regulatory Authority	
○ 1800 619 113	email: ececd@det.nsw.edu.au
Independent Commission Against Corruption (ICAC)	
○ 1800 463 909	www.icac.nsw.gov.au
NSW Ombudsman	
○ 1800 451 524	www.ombo.nsw.gov.au

RECEIVING AND MANAGING DISCLOSURES

Our OSHC Service is committed to ensuring that all protected disclosures are handled appropriately, fairly, and confidentially. The person managing the disclosure will, on behalf of the Service:

- acknowledge receipt of a disclosure within 5 business days (where the discloser can be contacted)
- assess whether the disclosure qualifies for protection under relevant legislation
- determine appropriate investigation procedures while maintain confidentiality
- take all reasonable steps to protect the discloser from detrimental action
- ensure procedural fairness for any person mentioned in a disclosure
- document all disclosures, investigations and outcomes securely and confidentiality

INVESTIGATING DISCLOSURES

The person managing the disclosure will:

- conduct thorough, fair and impartial investigations into qualifying disclosures
- determine the nature, scope and appropriate investigator (internal or external)
- complete investigations as soon as practicable
- keep the discloser informed of progress where appropriate and lawful
- take corrective action when wrongdoing is substantiated
- report to relevant authorities as required- regulatory authority, Police, Office of Children's Guardian

PROTECTING WHISTLEBLOWERS

Following a disclosure, the OSHC Service will ensure that the discloser is protected from detriment. The person managing the disclosure will:

- maintain strict confidentiality of the discloser's identity (subject to legal exceptions)
- protect disclosers from victimisation, harassment or detrimental action
- provide access to support services including Employee Assistance Programs where available
- monitor and access risks of detriment to disclosers throughout the process
- take disciplinary action against anyone who takes detrimental action against a whistleblower

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• new policy drafted	May 2027

Cultural Relevance/Anti-Bias

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and recognise the diversity of cultures in Australia and help to foster an awareness and acceptance of other cultures within each child through the thoughtful integration of a variety of cultural activities in the program. All activities and behaviour in the centre will be considerate of the cultural and linguistic diversity of the families within the community. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment.

CONSIDERATIONS

- **Anti- Discrimination Act 1977**
- **My Time, Our Place Framework**
- **National Quality Standard 5.1, 5.2, 7.1**
- **Education and Care services National Regulation 11, 155, 156, 157, 168, 170, 171**
- **Paramount Consideration**

PROCEDURE

Staff shall accept and value every parent/guardian and child regardless of race, cultural background, religion, sex or ability or sexual preference of parents/guardians. Staff will make themselves aware of the specific cultures represented in the families and general community of the centre. No discrimination will be made against any family or child due to their culture, race, or sexual preference. Staff will not make judgement towards the parents/guardians and respect any differences in childcare practices (with the exception of child protection concerns). Additionally, Staff will ensure parents/guardians have confidence in the centre's quality of care for their child by actively seeking information regarding their cultural issues. Staff will encourage feedback and input from parents/guardians in relation to the program, policies, or other issues in the centre, which are affected by the families' culture or race.

Parents/guardians will be encouraged to contribute knowledge of their own culture to enhance the program. The centre will make information available regarding various cultures and multicultural programming. Staff are encouraged to share knowledge of their own cultures with other staff, parents and children and incorporate this into the program. Staff will make themselves aware of any issues or behaviour which may be offensive to various cultures and avoid such behaviour. All activities and behaviour at the centre will be considerate of the cultural and linguistic diversity of the families within the community. The centre will maintain contact with appropriate services for any special language needs. Children will be encouraged to explore and share a range of cultural activities and experiences in an environment free from racial prejudice and harassment. Staff shall research and gain ideas regarding

appropriate activities to be incorporated into the program. All activities in the centre will be checked to ensure that negative and discriminating images of particular cultures or lifestyles are avoided.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• Paramount Consideration	May 2027

Environmental Sustainability

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and to increase the awareness of environmental responsibility within the service. We aim to make our practices eco-friendly and involve all Children, Families, and Educators so that we are successful. Sustainability is embedded in both our Philosophy and Program.

CONSIDERATIONS

- **Education and Care Services National Regulation 73, 103, 113, 114, 168, 170, 171**
- **National Quality Standards 3,5,6 & 7**
- **My Time, Our Place**
- **Paramount Consideration**

PROCEDURE

Children, families, and Educators to share and engage in eco-friendly practices, to aim to give children and families an awareness of the need to protect the planet and its future for the generations to come. The centre significantly reduces its paper use by using Google Drive and Becklyn on centre computers and iPads. LAC aims to keep up to date with the local council and Government departments regarding information on sustainable practices in the local community. Our Educators promote a holistic, open-ended curriculum which explores ideas and practices for environmental sustainability. It assists the children to understand the interdependence between people and the environment by:

- Connecting children to nature through art and play. This allows the children to experience the natural environment through materials such as wood, stone, sand and recycled materials.
- Foster children's environmental knowledge and promote sustainable practice.
- Education about plants/gardening, such as how to grow plants and flowers from seeds.
- Engaging children in learning about the food cycle by growing, harvesting, and preparing food
- Having opportunities for children to be outside and engaging in nature whenever possible.
- Working with the Principal/School to continually improve and maintain our shared garden spaces.
- Promoting sustainable daily habits to incorporate into their daily routine, including:

- Recycling
- Water and Energy Conservation
- Gardening
- Using recycled material for craft
- Sustainability to be included in newsletters
- Sustainability to be an item on meeting agendas and relate to the Quality Improvement Plan
- Maintaining a sustainability plan
- Saving leftover drinking water to place in the garden.
- Turn off taps, light switches etc when not in use

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - Paramount Consideration added	May 2027

Free Play

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and to provide an environment in which children are encouraged to use their creativity as well as interact with the environment on their own terms. The Centre will provide a wide variety of planned experiences within which the children may choose their own level of participation and the way in which they participate.

The Centre acknowledges that children come straight from school. We understand that many children would prefer to relax and choose how they spend the rest of the afternoon rather than have it dictated to them. The Free Play policy empowers the children by giving them the freedom to do what they choose.

CONSIDERATIONS

- **United Nations Convention on Rights of the Child**
- **Centre Philosophy**
- **My Time, Our Place**
- **National Quality Standards**
- **Paramount Consideration**

PROCEDURE

The Centre will provide equipment for children, which can choose to utilise in a variety of ways. The intention is to provide equipment that does not exclusively dictate the way in which it must be used.

This will include but is not limited to:

- Raw building blocks
- Varied materials for construction (cardboard, paper, plastic)
- Assorted types of balls (basketball, tennis, soccer)
- Assorted sporting equipment (bats, hoops etc.)
- Materials for expression (paper, coloured pencils)
- Creative expression (musical instruments, dress-ups etc.)

The Centre will also provide a number of different environments in which children can create different sorts of games and activities:

- Indoor areas where blocks, cards and other games can be played.
- Outdoor shaded areas where children can play games such as handball or skipping
- Open outdoor spaces where larger group games can be played (soccer, tip etc.)

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• Paramount Consideration added	May 2027

Sex & Gender Equity

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will support children to develop their social, emotional, and physical development regardless of their gender/sex. All children will be treated in the same manner and provided with the same access to all materials and equipment.

CONSIDERATIONS

- **National Standards Section 4.4, 5.1, 5.2, 7**
- **Sexual Discrimination Laws**
- **Centre Philosophy**
- **Grievance Policy**
- **Providing a Child Safe Environment Policy**
- **Interactions with Children Policy**
- **Education and Care Services National Regulation 155, 156, 168, 170, 171**
- **Paramount Consideration**

PROCEDURE

Staff and children shall accept and value every adult and child regardless of sex, gender, or ability. Staff and children are to be aware of the way in which they treat individual children in regard to language, attitudes, assumptions, and expectations, and will treat all children in the same manner regardless of sex or gender. Our program is created to present positive experiences for children, which are not based on gender norms or stereotypes. Additionally, all children will be encouraged to try a variety of activities regardless of sex or gender.

Centre resources will as far as possible be non-stereotyped, and the educators will provide a range of equipment, which meets the needs of all children.

Staff should act as positive role models encouraging children to be involved in activities commonly stereotyped for the opposite sex. Staff will be actively involved in a variety of activities regardless of sex or gender. Every effort will be made to employ a balance of genders at the centre. All complaints are handled in accordance with the Complaints Policy & Procedure in regard to sexual and other forms of discrimination.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - Replaced parent with adult - Paramount Consideration added	May 2027

Interactions with Children

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will provide an environment that reflects the principles in 'My Time, Our Place'. We acknowledge that the development of secure, respectful, and reciprocal relationships with children are fostered and encouraged and genuine respect for diversity and a commitment to equity.

We will endeavour through our interactions with children to nurture their optimism, happiness, and sense of fun. We aim to recognise and respond to barriers which may impact on children achieving a positive sense of self identity.

Educators will utilise opportunities in their interactions with children to develop an understanding of each other's expectations, leading to a deeper understanding of each other and the negotiation of clear boundaries regarding safety, respect for others and procedures for creating a caring environment.

CONSIDERATION

- **Education and Care Services National Regulations 73, 74, 76, 155, 156 & 68**
- **Quality Areas 1,4, 5 & 6 in the National Quality Standard**
- **My Time, Our Place**
- **Centre Philosophy**
- **Sex & Gender Equity Policy**
- **Centre Rules**
- **Supervision and mapping plans**
- **Child Safe Environment Policy**
- **Behaviour Guidelines**
- **Staff Handbook**
- **Paramount Consideration**
- **Management of Inappropriate Conduct policy**

PROCEDURES

Interactions with children at LAC will promote a safe, secure and nurturing environment, be authentic and responsive based on fairness, acceptance and empathy with respect for culture, rights, community and the individual.

a) The educators will:

- Treat children with respect, courtesy and understanding regardless of race, cultural background, religion, sex, or ability.
- Encourage children to listen to others.
- Demonstrate respect, courtesy, and mutual understanding regardless of race, cultural background, religion, sex, or ability.
- Encourage children to share humour and express themselves in a variety of ways.
- Maintain a positive attitude in all interactions with children.
- Listen and show interest in children's experiences and perspectives.
- Respect children as individuals and encourage each child to voice their opinions, concerns and ideas in a supportive forum that is free from stigmatism.
- Support children in feeling confident in the environment by never using strategies such as threats of corporal punishment or the refusal of food or other basic needs. Educators will always treat children with respect, courtesy and understanding.
- Treat children equally regardless of race, cultural background, religion, sex, or ability and ensure interactions between children and educators exhibit this.
- Sensitively manage children who are having difficulty conveying messages or managing emotions.
- Ensure children understand what is being communicated to them during interactions and allow them time to question and/or respond.
- Speak to children at the appropriate level and use voice intonations, facial expressions, and body language to assist in conveying messages.
- Engage in one on one conversations with children and develop an understanding of their likes, dislikes, and interests.
- Collaborate with children regarding the daily routines and practices within the centre including programming of experiences, in order to meet their needs, interests and abilities.
- Organise environments and spaces that promote small and large group interactions and meaningful play and leisure. All educators will have access to supervision plans/ mapping of all areas.
- Collaborate with children to develop a set of rules or boundaries to guide their behaviour in the centre and discuss clear expectations and consequences of inappropriate behaviours.

- Keep rules simple and only have a small number of concise rules that children understand, focusing on appreciating and caring for each other and the environment. All staff, families and children will be made aware of the rules and the expected consequences. The rules will be clearly displayed.
- Ensure that all educators enforce the rules and consequences consistently at all times. Consequences will be relevant to the situation and never demeaning.
- Follow up all issues that arise by discussing the situation with the child and strategising for solutions in future issues.
- Collaborate with family members and schools regarding appropriate behaviour management practices to ensure there is a consistent approach.
- Access professional development and resources related to positive behaviour management and include this in professional development planning.
- Act as a positive role model for appropriate and expected behaviours in the centre being mindful of respectful language and tone.
- Encourage and reward acceptable behaviour by giving praise and positive feedback to children
- Assist children in developing self-discipline skills and regulating their behaviours by using conflict resolution skills, building self-reliance and self-esteem, role modelling and positive direction.
- Provide children with opportunities to interact and develop respectful and positive relationships with each other, educators, and visitors to the centre.
- Ensure that appropriate physical contact is maintained in regard to comforting children, application of first aid, safety provisions such as holding hands and maintaining respectful bodily space.
- Identify when interactions with a child are not appropriate and refer to the centre 'Providing a Child Safe Environment' policy to address these concerns.
- Maintain defined boundaries in regard to appropriate behaviour with children and engagement with their families.
- Ensure a child's safety, welfare and wellbeing is paramount
- Encourage children to critically reflect on daily routines/ programs and anything that is associated with the centre operations and provide this feedback

b) The children will:

- Demonstrate respect and courtesy towards staff.
- Practice strategies for problem solving, debating, negotiating, and interacting with others in an appropriate way with the guidance of educators.
- Have opportunities to use and share their home language with other children and educators
- Collaborate with staff in developing service routines and procedures including rules and boundaries and the consequences they should expect if these are not followed.
- Encourage their peers to understand and follow the Centre rules and expectations.

- Have the opportunity to participate in experiences that will build relationships and promote interactions between each other, educators, and visitors to the centre.
- Have the opportunity to assist educators in developing programs and routines for the centre that reflect their individual needs, interests, and abilities.
- Have the opportunity for quiet time supported and respected by educators and other children.
- Develop an understanding of the choices they make and the responsibility they have to manage their own behaviours in conjunction with educators.
- Have the opportunity to share feedback on anything centre related for consideration

Dealing with consistently inappropriate behaviours

Where a child demonstrates unacceptable behaviour consistently, educators will:

- Ensure the child is aware of the limits and what is appropriate behaviour
- Ensure the expectations are appropriate for the child's level of development and understanding.
- Look for and assess possible causes for the behaviour such as environmental factors.
- Discuss the issue with the child and their family members.
- Record all incidents that occur in relation to inappropriate behaviours, making note of the events leading up to the incident, the date and time, who was involved and how the incident was handled.
- Develop an action plan for the management of the specific behaviours and include a plan for regular discussions with all educators, children's families, school professionals etc. to review the action plans effectiveness and progression.

Where a child demonstrates behaviours that are physically harmful, educators will:

  - Remove the child from the situation as quickly as possible.
  - Ensure any children or educators involved have not been hurt and apply first aid where required.
  - Record the details of the incident including date, time, people involved, people injured and the action taken.
  - Ensure that the family members of all children involved in the incident are notified.

Exclusion for unacceptable behaviours

Should unacceptable behaviour continue and the above strategies have not worked effectively, the nominated supervisor will inform the management committee to discuss the issue. Where exclusion is necessary, this will be decided by management and will only be considered after:

- The best interest of the children, and other children at the centre is considered

- Adequate support and counselling has been provided.
- Family members have been notified and given the opportunity to discuss the child's behaviour and strategies for creating change.
- Referrals to other agencies have been suggested where necessary.
- Educators and management have given careful consideration to the issue.
- Clear procedures have been established for accepting the child back into the centre.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Dealing with consistently inappropriate behaviour section added - Exclusion for unacceptable behaviour section added - Paramount Consideration added	May 2027

Providing a Child Safe Environment

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and we are committed to providing a Child Safe Environment that ensures the safety, health, and wellbeing of children always. The welfare and protection of all children is of paramount importance. Educators will maintain the premises and equipment, adhere to procedures regarding safe practices and operate in line with legislative requirements relating to child protective practices and the Education and Care Services National Regulations and Law. Educators will ensure that children are always supervised and that every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury or trauma (National Quality Standards 2.3.1 & 2.3.2).

CONSIDERATIONS

- **Education and Care Services National Regulations 82, 83, 84-87, 89, 103, 105, 107-110, 114, 115, 155, 170, 176 & 168.**
- **Quality Area 2, 3, 4, 5 & 7**
- **Staff Handbook**
- **Health & Safety Policies**
- **Staffing Policies**
- **Interactions with Children Policy**
- **NSW Children and Young Person's (Care and Protection) Act 1998**
- **Commission for Children and Young People Act 1998**
- **Confidentiality Policy**
- **Child Protection Policy**
- **Child Protection (Prohibited Employment) Act 1998**
- **Ombudsman Act 1974 (with relevant Child Protection Amendments)**
- **NSW Department of Community Services Mandatory Reporting Guidelines**
- **NSW Child Protection Interagency Guidelines (2006)**
- **Legislation Amendment (Wood Inquiry Recommendations) Act 2009 No 13**
- **Keep Them Safe – Information session/ overview participants manual 2009/ 2010**
- **My Time, Our Place**
- **Paramount Consideration**
- **Management of Inappropriate Conduct policy**
- **Child Safe Recruitment policy**

PROCEDURES

Recruitment

Our service maintains a thorough screening and selection process to ensure we employ reliable and honest educators. All advertised positions will state a strong commitment to Child Safety, and this will form part of determining candidates for interview stage. All applicants and referees will be asked the same questions. A

selection of questions will be based around their understanding of Child Safety and Paramount Consideration. Selection will be based only on suitability for the position and based on the selection criteria, which have been drawn up by the panel. The criteria will cover issues such as qualifications and experience, appropriate knowledge to meet the children's needs, good communication skills, demonstration in being fit and proper person for the job, including Working with Children Check, Child Safety training and appropriate answers to the interview questions.

Child Protection & Child Safety Training

Children and Young people have the right to be safe and protected. To comply with legislation and ensure a child safe environment, educators are provided with training and ongoing supervision to ensure they understand that child safety is everyone's responsibility. All educators and staff are mandatory reporters and must make reports if they suspect on reasonable grounds, a child is at risk of significant harm. All staff are provided with up-to-date training about child protection law and their obligations under this law and to ensure they are confident in following the reporting guidelines within NSW and adhere to our Child Protection Policy. Through continual education and training, educators and staff are equipped with the knowledge, skills and awareness to keep children safe. Training gives educators and staff confidence to identify, respond and report child abuse. Nominated supervisors and persons in day-to-day charge must complete a course in child protection approved by the Regulatory Authority and refresh their knowledge annually. All educators will complete their child safety training before starting at LAC, if they haven't completed it, they will have 14 days after work contracts are signed to complete before starting.

The consumption of drugs, alcohol, smoking & Vaping

The centre is to be strictly free of drugs, alcohol, smoking and vaping. This is specified in staff contracts, as well as in induction and orientation documents. The centre posts a no smoking sign on the outside of the building.

The centre operates in line with the requirements in the operational Licence issued by the Department of Education in regard to smoking and the consumption of drugs and alcohol.

Securing the physical environment

Only approved staff and management members will be given a key to access the building and equipment areas. The Nominated Supervisor will be responsible for maintaining the issuing of keys to responsible staff. The centre will adhere to key registry requirements of the school. Extra keys will only be cut after agreement by the School Principal. All money and important documents are to be kept in a lockable place, and access will only be permitted by approved staff and management members. At the end of a session, Educators will ensure that the building is left in a secure manner before leaving and all windows, cupboards, safe, and other relevant areas are locked. All heating and lighting is to be turned off, and all doors properly secured. In the event of a break in or suspicious activity, educators will inform the Director, police and the committee as soon as possible if there has been a break in of any kind. Educators will remain at the service until the police arrive or inform them of what to do.

Safety Checks and Equipment and Maintenance Record

Equipment will be chosen to meet the children's developmental needs and interests. There will be sufficient access to furniture, materials, and developmentally appropriate equipment suitable for the education and care for each child. Centre premises, all equipment and furniture will be maintained in a safe, clean condition and in good repair at all times. Children will be provided with adequate, developmental, and age-appropriate toilet, hand washing and drying facilities. These will enable safe use and convenient access by children.

There must be no damaged plugs, sockets, power cords or extension cords. All plug sockets shall be maintained as child safe. Electrical appliances shall be in good working order and electrical circuit breakers will be installed and maintained. Provision will be made in the budget for regular maintenance and repair work and for deferred costs of major capital repairs. All contractors used should have their own public liability insurance.

The service and equipment will be regularly checked to ensure that they are in a good and safe condition, comply with relevant Australian Standards and have appropriate soft-fall surfacing maintained. Equipment will be regularly washed and cleaned. Recycled craft materials should be thoroughly cleaned and checked for potential hazards. Educators should ensure safe handling of all tools if used as part of any activity. Anything that requires maintenance is to be reported to the Nominated Supervisor as soon as possible. Educators will undertake a building check before a session commences. Faulty equipment should be removed, or protection placed around any dangerous building sites.

For urgent repairs, the Nominated Supervisor will discuss with the school principal to arrange. Non-urgent repairs will be recorded in the maintenance folder. The Nominated Supervisor will organise with school GA to have these issues repaired. It is the responsibility of management, once a problem has been raised, to ensure that it is rectified in the most efficient manner and that the centre is safe for educators and clientele. The centre will have an appropriate number of first aid kits that are suitable to the ages and needs of the children attending. The first aid kits will be audited at the beginning of each month, well stocked and be easily recognised and accessible at all times.

Risk assessments are completed for all areas of the centre yearly or as needed, these are also completed at the beginning of all Vacation Care and communicated to all educators.

Emergency & Evacuation Procedures

Management will ensure that copies of the emergency and evacuation floor plan are displayed in prominent positions near each exit of the service premises. All staff are familiar with emergency evacuation procedures and regulatory requirements. Rehearsals for emergency and evacuation procedures are conducted multiple times each term. At a minimum, they are to be conducted once a term.

Storage

Storage areas will be cleaned and tidied as frequently as indicated on the daily, weekly and monthly cleaning lists. Play equipment and toys are easily accessible to all children during the operating hours of the centre. Children are encouraged to respect the equipment and pack it away when not in use to avoid trip hazards. Craft equipment is stored in a separate area, children ask permission before removing any craft equipment, such as paints and glues etc. which has not been set up by the staff. All craft equipment is properly washed and cleaned before storage. All items such as cleaning materials, disinfectants, flammable, poisonous and other dangerous substances, tools, toiletries, first aid equipment, and medications are stored in the designated secured area which is inaccessible to the children. Educators are responsible for ensuring that these areas remain secure and that they do not inadvertently provide access to these items.

Educators and management ensure that all family records are kept in a nominated secure place, ensuring that records are kept confidential and not left accessible to others during the course of the daily operations.

Ventilation, Temperature and Natural Light:

All heating and cooling systems will be of good quality and checked regularly to ensure safety and reliability. Educators will take individual needs and specific activities into account when ensuring that heating, ventilation levels are comfortable. Should educators, children or families complain about the temperature in the service not being at a comfortable level, this matter will be drawn to the attention of management and steps will be made to address the problem. Adequate ventilation will be provided at all times. Windows will be properly maintained to ensure easy opening and protection from bugs and insects. Where activities involve toxic materials such as paints and glues, staff are to ensure there is adequate ventilation before undertaking the activity. Windows are to be opened during operation of the service unless closed to protect from extreme weather conditions. Provision of natural light areas will be enhanced as much as possible. In areas made available for children's homework or other fine detail, natural light will be made available where possible and good overhead lighting provided. Adequate light will be maintained both indoors and outdoors. A security light will be placed at the entrance to the service that clearly provides an unobstructed view of the door and surrounding areas. Outdoor lighting will be suitable so that families, staff, and children can enter and exit the building without any unsafe dark areas.

Pest Control:

Equipment and food items will be safely stored so as not to attract pests and vermin. Bins and disposal areas will be emptied and cleaned daily. Kitchen and food preparation areas will be cleaned and maintained daily. All areas will be checked daily for any signs of pests or vermin. Should any pests or vermin be identified then action should be taken to rid the service of the problem by initially using non-chemical methods such as physical removal, maintaining a clean environment, and use of any non-chemical products.

- Low irritant, environmentally friendly sprays to be used minimally and only with adequate ventilation and preferably not in the presence of the children.

- Other methods such as the employment of a pest control company if deemed necessary by the school principal, where the above methods have failed.

Managing the Indoor and Outdoor Environment:

Indoor Environment:

The service's indoor environment is a smoke free environment. The centre only enrols the authorised number of children, in accordance with the National Regulations. Where children are indoors for long periods due to weather conditions, special activities will be planned. The indoor environment provides for:

- Signing children in/out of the service
- Answering phones, and maintaining daily records
- Educators and families to talk in confidence
- Children to store their bags and belongings
- Storage of equipment, food, dangerous materials, and family records
- Preparation of food and drinks
- Kitchen
- Cleaning of equipment
- Separate male and female toilet areas and hand washing facilities
- Creative activities, construction & homework spaces
- Relaxation
- Display of children's activities and work

Staff and children ensure that bags are safely stored on the bag rack, or in the designated area and walkways are kept clear. Areas are set up to ensure that proper supervision can be maintained at all times.

Outdoor Environment:

The outdoor environment provides each child with at least 7 square metres of unencumbered outdoor space in compliance with National Regulation 108. The centre is a non-smoking environment, and smoking is strictly forbidden on the school grounds. The outdoor space is inspected daily for any obstacles or dangerous items and the hazard check is recorded in the Work Health & Safety Folder. Any hazardous items are disposed of or isolated in a safe and careful manner prior to the children playing in the area. The outdoor space is set up in a variety of ways to encourage participation. The outdoor environment has allocated areas for various age groups and activities. Adequate shade via trees and coverings are maintained.

Supervision:

The centre has conducted risk assessments and supervision plans, which include mapping for all areas that LAC use, this is reviewed yearly or as needed and feedback is welcomed from children, educators, families and school. When reviewing risk assessments, Paramountcy will feature heavily and guide our decision making in all areas of these assessment's, any changes will be communicated to educators, children and families.

Child Protection:

The centre will maintain a register of child protection concerns. Educators will be updated on changes to this legislation and will have opportunities during induction, meetings and in-centre training to keep up to date with their commitment to child safety and their own daily mandatory requirements. Early Learning Reporting Guide will be displayed in centre and be used in discussion points in meetings. The centre will complete risk assessments in all key areas of the centre and child safety is paramount in this report. All children will be accounted for, including when away from the centre with extra-curricular activities, this will be digitally recorded. The service will only use service issued devices for work purposes; this will be managed by the service supplied device register.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
Oct 2026	V1	- Minor formatting and grammar modification - updated and included that school principal decides on key cutting - removed collection of fees from indoor environment - Added First Aid Kits audited at beginning of each month - Added vaping - Paramount Consideration added - Child Safe recruitment practises added - Child Safe employment practises added - Risk assessment reviews added to policy - Child protection subheading added - Service supplied device register added	Oct 2027

HEALTH & SAFETY

LINDFIELD ACTIVITY CENTRE

Policies & Procedures

Administration of First Aid

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration in order for our service to ensure that educators will be suitably qualified in emergency first aid management and that first aid equipment is available to all children, Educators, and visitors to the centre in accordance with best practice.

CONSIDERATIONS

- **Education and Care Services National Regulations 85, 86, 89, 12 & 87**
- **Education and Care Services National Law s.174**
- **National Quality Standard 2.1**
- **Staff Handbook**
- **Providing a Child Safe Environment Policy**
- **Excursion Policy**
- **Incident, Injury, Illness and Trauma Policy**
- **Infectious Disease Policy**
- **My Time, Our Place**
- **Paramount Consideration**

PROCEDURE

The Nominated Supervisor is responsible for ensuring there are sufficient educators qualified in First Aid, Asthma management and Anaphylaxis management. A sufficient number should be present at the service at all times when educating and caring for children. The centre will budget for the cost of the first aid course or renewal for each educator as part of the training budget. All educators with first aid qualifications are responsible for administering first aid when necessary. Only qualified first aiders will administer first aid in minor accidents or to stabilise the child until expert assistance arrives in more serious accidents.

At orientation, educators and volunteers will be made aware of the first aid kit, where it is kept and their responsibilities in relation to it. Telephone numbers of emergency contacts, local doctor and poisons centre will be located near telephone. In the event of an emergency, the educator administering the first aid must not leave the patient until emergency services or the parent arrives. A second educator should

make all emergency calls. Where the service has had to administer first aid and the incident is deemed serious as per Regulation 12, the Nominated Supervisor will ensure that the steps outlined in the 'Management of Incident, Injury, Illness and Trauma' Policy are followed. The Regulatory Authority will be notified within 24 hours of either the incident or them becoming aware of the incident.

In the case of a minor accident, the educator will:

1. Reassure the child
2. Assess the injury
3. Attend to the injured person and apply first aid as required.
4. Ensure that disposable gloves are used with any contact with blood or bodily fluids.
5. Ensure that all blood or bodily fluids are cleaned up and disposed of in a safe manner as per the infectious diseases policy.
6. Ensure that anyone who has come in contact with any blood or fluids washes their hands thoroughly in soapy water.
7. Record the incident and treatment given on the Becklyn Incident Report screen.
8. Notify the Nominated Supervisor, who will notify the parent when they come to collect their child.

Nominated Supervisor / Responsible Person will:

- Appoint a first aid officer to each shift.
- Ensure risk assessments are conducted for excursions & high-risk experiences, ensuring these are communicated to all staff.
- Ensuring staff records are updated with current First Aid qualifications.
- Ensuring every precaution is taken to keep children safe & clear from hazards whilst in the care of LAC.
- Organise annual in-house training for incident report writing to provide all staff with the skills to correctly fill out first-aid related documentation on the Becklyn Incident Report screen.
- Support staff where needed in administering first aid or dealing with injury / trauma.
- Ensuring policies & procedures are reviewed & kept up to date.

Educators will:

- Maintain current First Aid qualifications & update when required.
- Partake in annual in-house training surrounding incident report writing & refreshers of First Aid.
- Ensure an incident report is filled out for First Aid administered on the Becklyn Incident Report screen.

- Ensure they act professionally & protect children from harm at all times

Parents Will:

- Acknowledge incident report on the Becklyn portal as required when a child has had first aid administered.
- Provide correct information & fill out all appropriate forms required by staff if medication is required for their child whilst in care.
- Be contactable or have emergency contacts in case of emergency.
- Parents are expected to collect their child(ren) as soon as possible in the event of an injury that is not treatable by an educator, and requires further medical treatment

First Aid Kits:

Must be checked monthly by a designated staff member at the beginning of each month. A checklist provided by WHS NSW will determine what is stocked within each kit & filed away each month that the audit is carried out. Checked for expiry dates during the monthly audit. Be stored in a safe place & out of reach for children. Have a back-up kit in case of emergency. The cupboard as to where kits are kept will clearly state with a first aid sign. First aid kits will be kept in a designated secure place in the centre. They should be easily accessible to all educators and volunteers and kept inaccessible to the children. A separate travelling first aid kit will be available for all excursions and outdoor activities. Cold packs will be kept in the freezer for treatment of bruises and swelling.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - Updated Certified Supervisor to Responsible Person - Added Becklyn Incident Report on portal for all incident and accident reports - Added that first aid kit checks are completed at the beginning of each month - Paramount Consideration added	May 2027

Incident, Injury, Illness & Trauma

POLICY STATEMENT

Lindfield Activity Centre will aim to ensure the safety, welfare and wellbeing is paramount to educators, children, and visitors at our service through proper care and attention in the event of an incident, injury, illness, or trauma. The centre will make every attempt to ensure sound management of the situation.

CONSIDERATIONS

- **National Standards Section 2.1**
- **Education and Care Services National Regulations 12, 85-88**
- **Work, Health and Safety Act 2011**
- **Duty of Care**
- **Staff Handbook**
- **Infectious Diseases Policy**
- **Immunisation Policy**
- **Acceptance and Refusal of Authorisations Policy**
- **Enrolment Policy**
- **Administration of Medication Policy**
- **Providing a Child Safe Environment Policy**
- **Administration of First Aid Policy**
- **Paramount Consideration**

PROCEDURE

Enrolment Information

Families are required to provide online consent for the centre to seek medical attention for their child as required in the enrolment form. Families are required to supply details of their preferred doctor, dentist, health fund and Medicare. Families are required to supply emergency contact numbers in case of an emergency or accident.

Incident, injury, or trauma to a child whilst in the service

If a Child, Educator, or Visitor has an accident while at the service, only an Educator who holds a First Aid certificate will attend to them. Any child who is injured will be kept under adult supervision until they recover, and an authorised person, either the Nominated Supervisor or Responsible Person, takes charge of them.

In the case of a major incident, injury, illness, or trauma at the service requiring more than basic first aid, the first aid attendant:

1. Attend to the injured person and follow first aid procedures.
2. Assess the injury and liaise with the Nominated Supervisor or Responsible Person to decide whether the injured person needs to be attended to by a doctor or whether an ambulance should be called.
3. Contact families or emergency contacts at the first available opportunity. If not possible, there should be no delay in organising proper medical treatment.
4. Remain with the person until suitable help arrives, or further treatment taken.
5. Isolate other children from the incident to maintain a children's safe environment.
6. Endeavour to make the child comfortable and reassure them that they will be ok and that their families have been called.
7. Complete a centre 'Incident Report' on the Becklyn Portal.
8. Notify ACECQA as per reporting requirements.
9. NS will update the Committee on the incident.

The Nominated Supervisor or Responsible Person will:

- Notify the parent/guardian/emergency contact person immediately regarding what happened and the action that is being taken including clear directions of where the child is being taken (e.g. hospital).
- Try to reassure the other children and keep them calm, keeping them informed about what is happening, and away from the child.
- Notify ACECQA as per reporting requirements.
- NS will update the Committee on the incident.

Completing an Incident, Injury, Illness and Trauma Form on the Becklyn Portal

1. The educator completing the record should state:
    - their name
    - role at the centre (educator, etc.),
    - the date and time the record was made

- Signature of the educator completing the record

2. They should also state:
    - The child's full name
    - date of birth
    - age and
    - gender
3. The incident details such as:
    - Date of the incident
    - Time the incident occurred
    - Location that the incident occurred
    - Name of who witnessed the incident and
    - Witness signature (could be a number of witnesses)
    - General activity surrounding the incident/injury/trauma/illness
4. If the issue is an injury or trauma:
    - Describe the cause of the injury or trauma
    - Mark on the diagram where the affected area is
    - Label what type of affliction next to the diagram
5. If the issue is an illness:
    - Describe circumstances surrounding illness including symptoms
    - If applicable, mark on the diagram where the affected area is
    - Label the affliction next to the diagram
6. If the child is missing or otherwise unaccounted for:
    - Describe the circumstances surrounding the child's absence (including duration, who found the child, etc.)
7. If the child was taken or removed or was locked in/out of the service:
    - Describe the circumstances surrounding the child's removal or the child being locked in/out
8. In any of the above scenarios:
    - Describe the action taken including first aid, administration of medication, etc.
    - State if emergency services attended and provide details if so
    - State if medical attention was sought from a medical practitioner or hospital and provide details if so

- Describe what steps have been taken to prevent or minimise this type of incident in the future.
- Record any additional notes at the back of the form i.e. times and dosage of medication administered, any follow up incidents as it progresses throughout the afternoon, etc.

9. Once all of these details are provided:
    - Record when parents/guardians were notified
    - Record when the Director/Coordinator was notified
    - Record when the Regulatory Authority was notified (if necessary)
    - Ask Director to look over and submit to families

Illness

- Families are advised upon enrolment and in regular reminders not to bring sick children to the centre and to arrange prompt collection of children who are unwell.
- Where a child becomes ill at the centre, all care and consideration will be given to comfort the child and minimise the risk of cross infection until the child is collected by the family/emergency contact.
- A child or adult will be considered sick if they:
    - Sleep at unusual times is lethargic.
    - Has a fever over 38 degrees.
    - Is crying constantly from discomfort.
    - Vomits or has diarrhoea.
    - Need constant one to one care.
    - Has symptoms of an infectious disease.
- Children are asked to stay away from the centre for up to 24 hours if they present one or more of the above symptoms, or unless a doctor's certificate is supplied that outlines the child is fit to return to the service.
- If a child is unwell at home, the family is requested not to bring the child to the centre. The centre reserves the right not to accept a child who appears unwell when being signed in by their parent/ guardian.
- If a child becomes ill whilst at the service, the parent/guardian/emergency contact will be contacted to collect the child.
- The child who is ill will be comforted, cared for and placed in a quiet isolated area with adult supervision until the child's parent/guardian or emergency contact takes them home.

- If a child is unwell and contact cannot be made with the parent/guardian/emergency contact the child will be taken to a doctor or an ambulance will be called.
- Staff members are encouraged not to attend the service if they are ill.

Preventing the spread of illness

To reduce the transmission of infectious illness, our Service implements effective hygiene and infection control routines and procedures as per the Australian Health Protection Principal Committee guidelines. If a child is unwell or displaying symptoms of a cold or flu virus, parents are requested to keep the child away from the Service. Infectious illnesses can be spread quickly from one person to another usually through respiratory droplets or from a child or person touching their own mouth or nose and then touching an object or surface.

Prevention strategies:

Practicing effective hygiene helps to minimise the risk of cross infection within our Service. Signs and posters remind employees and visitors of the risks of infectious diseases, including COVID-19 and the measures necessary to stop the spread. Educators model good hygiene practices and remind children to cough or sneeze into their elbow or use disposable tissue and wash their hands with soap and water for at least 20 seconds after touching their mouth, eyes, or nose. Handwashing techniques are practiced by all educators and children routinely using soap and water before and after eating and when using the toilet and drying hands thoroughly with paper towels. (See Health and Safety Policy). All surfaces including soft furnishings such as pillows and blankets and soft toys, used by a child who is unwell, will be cleaned with soap and water and then disinfected. Parents, families, and visitors are requested to wash their hands upon arrival and departure at the Service or use an alcohol-based hand sanitiser. (Note: low alcohol-based sanitisers are to be used by children only with adult supervision.) Parents will be notified of any outbreak of an infectious illness (e.g. gastroenteritis) within the service via our notice board and email to assist in reducing the spread of the illness. Exclusion periods for illness and infectious diseases are provided to parents and families and included in our Parent/Family Handbook and Sick Children Policy.

How to decide if an injury, trauma, or illness is a 'serious incident'

An incident, injury, trauma, or illness will be regarded by the service as a 'serious incident' if more than basic first aid was needed to manage the incident, injury, trauma, or illness. If medical attention was sought for the child, or should have been sought, including attendance at hospital or medical facility for further treatment then it is also considered a 'serious incident'.

Reporting of Serious Incident, Injury and Trauma

All serious incidents, injury, illness, or trauma will be recorded as soon as possible. The child's family or emergency contact must be notified of any accident or injury that has occurred to the child as soon as possible and no later than 24 hours after the event. The Nominated Supervisor is responsible for ensuring that, in the event of a serious incident, the NSW Regulatory Authority is advised as well as the Approved Provider (e.g. Management Committee) within 24 hours. It may not be until sometime after the incident

that it becomes apparent that an incident was serious. If that occurs, the Nominated Supervisor must notify the NSW Regulatory Authority within 24 hours of becoming aware that the incident was serious.

Death or Serious Injury to a Child or Educator

Centre staff are prepared to handle all incidents in a professional and sensitive manner. In the event of tragic circumstances such as the death of a child or educator, the centre staff will follow guidelines in accordance with this procedure to minimise trauma to the remaining educators and children in the service. The centre will notify the family or emergency contact person that a serious incident has happened and advise them to contact the relevant medical agency. Only a qualified medical practitioner can declare a person is deceased, therefore educators should ensure the parents/guardians are only advised that the injury is serious and refer them to the medical agency (i.e. hospital) where the child or educator has been taken. This information should be provided in a calm and extremely sensitive manner. The site of the accident should not be cleared, or any blood or fluids cleaned up until after approval from the Police. All other children should be removed away from the scene and if necessary, parents/guardians contacted for early collection of children. The children should be reassured and notified only that a serious incident has occurred. The Nominated Supervisor should also contact the NSW Regulatory Authority as soon as possible and within 24 hours to report the incident. The School Principal, Committee and Network of Community Activities should be contacted to seek additional support, resources, or advice. In the event that a staff member is deceased the centre must contact Work Cover. In the event of the death occurring out of service hours, alternate arrangements will be maintained to ensure children are not exposed to the situation.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - Removed the word “written” for enrolment forms as it has been replaced with online forms - Added Committee to areas where they are needed to be included - Added School Principal where they need to be included - Added Becklyn portal for incident reports - Added director to look over report before submitting to families - Paramount Consideration	May 2027

Allergies

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and provide safe and effective care of children by ensuring that staff are fully aware of reactions to, and management of, any child's allergies. The centre ensures that a sufficient amount of suitably qualified educators have training in Asthma and Anaphylaxis management.

CONSIDERATIONS

- **Advice from the Department of Education and Training on managing Allergies and Anaphylaxis**
- **Relevant Organisations in Australia**
- **Dealing with Medical Conditions Policy**
- **Providing a Child Safe Environment Policy**
- **Incident, Injury, Trauma, and Illness Policy**
- **Enrolment Form**
- **Administration of First Aid Policy**
- **Education and Care Services National Regulations 55-60**
- **Paramount Consideration**

PROCEDURE

Parents/guardians are required to list all medical information including allergies at the time of the child's enrolment at the centre. Parents/guardians must provide a Medical Management Plan developed in consultation with the child's doctor. This plan must explain the effects if the child is exposed to whatever they are allergic to and to explain ways Educators can assist the child if they do become exposed. The Nominated Supervisor will develop a Risk Minimisation Plan with parents/guardians when required, for serious allergies such as Anaphylaxis. All children with food allergies will be listed on the inside of the kitchen pantry doors. Educators endeavour to plan the menu around children attending with food allergies. The centre does not carry known allergy triggers. Allergies will be discussed with staff on orientation. As far as practicable allergens will be excluded from the service. For this reason, the centre aims to be an allergen free service.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - Added the word "aims to be" instead of "is" - Paramount Consideration added	May 2027

Keeping an Animal at the Centre

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and we acknowledge that whilst animals are not a necessary part of the program, they can be a great source of enjoyment and stimulation for children. The opportunity for children to engage with animals offers children experiences that will enrich their understanding and appreciation of the natural environment and promote the development of their skills in caring for others. While pets and other animals can prove an effective inclusion into the children's experiences whilst in care, they may also be a risk to children, therefore any animals that enter the service must be housed appropriately to minimise the risk of danger to the children. Strict supervision will be maintained to ensure the health and safety of the children and educators. Staff will ensure that everyone in the service treats all animals humanely and with respect.

CONSIDERATIONS

- **National Quality Standards 1.1, 1.2, 2.1, 2.3, 6.1**
- **Animal Rights Legislation**
- **Section 70 Animals Children (Education and Care Services) Supplementary Provisions Regulation 2012.**
- **Paramount Consideration**

PROCEDURE

The decision to keep a pet or have an animal (or animals) visit the service will be made by the Nominated Supervisor, School Principal and Committee, based on an observed interest or value to the children. The Nominated Supervisor will inform families of the benefits and potential risks associated with animals in the service and the procedures relating to pets and children. The Nominated Supervisor will consult with parents/guardians to determine special considerations needed for children whose immunity is compromised, or who have allergies or asthma.

a) Educators will:

- Wash hands after contact with animals, animal products or feed, or animal environments.

- Ensure children do not have direct contact with animals that carry diseases.
- Display animals in enclosed cages or under appropriate restraints.
- Not allow animals to roam, fly free, or have contact with wild animals/birds.
- Not allow food in animal contact areas; do not allow animals in areas where food and drink are prepared or consumed.
- Clean and disinfect all areas where animals have been present.
- Not clean animal cages or enclosures in sinks or other areas used to prepare food and drinks.
- Prepare a weekly roster to ensure the animal is appropriately fed and cared for.
- Ensure that a procedure and care roster is in place for the care of animals over the weekend, public holidays, and school development days and/or during vacation care - particularly if the service does not operate on these days.
- Remind children about the hygiene practices required for handling an animal and ensure the practices are followed.
- Maintain adequate supervision of the children and animals at all times.
- Follow the service's policies in relation to risk assessment, providing a child safe environment and/or any incidents or injuries sustained as a result of an interaction with an animal.

b) Minimising risk to health and safety of children

The mouths and claws of all animals carry bacteria that can cause infections in flesh around a bite, and eventually, if untreated, may spread into the bloodstream. The following preventative measures will be followed to help minimise risk to health and safety from contact with animals:

- A Vet should promptly treat animals that are ill or thought to be ill. An animal that is irritable because of pain or illness is more likely to bite or scratch.
- Children will not come into contact with animals that carry diseases.
- Educators must wash their hands thoroughly after touching animals and cleaning their cage/litter trays.

c) Housing, hygiene, feeding & handling of the animal

- The animal will be housed in appropriate housing, as recommended by industry professionals.
- The animal's enclosure will be cleaned every week in line with industry guidelines.
- The animal will be fed every day, and a roster for proper care & feeding will be created each week and during holiday periods.
- The animal will not be fed on areas that are used for food preparation. Any surface the animal or its food or equipment comes into contact with must be disinfected.
- Only the Nominated Supervisor or staff will come into direct contact with the animal and will

disinfect their hands after coming into contact with the animal, to prevent the spread of diseases.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - Added School Principal and Committee to make any decisions - Paramount Consideration added	May 2027

Child Behavioural Management

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will provide an environment where all parents/guardians, staff and children feel safe, cared for and relaxed and we encourage cooperation and positive interactions between all persons. Values will be clearly established based on safety, respect for others, order, cleanliness and which help create a caring environment. Positive behaviour will be encouraged, and self-discipline skills developed through positive example and direction.

CONSIDERATIONS

- **Children's and Young Persons (Care and Protection) Act 1998**
- **Voluntary Code of Practice, Section 12 (Exclusion for unacceptable behaviour)**
- **United Nations Convention on Rights of the Child**
- **Play – Rights and Responsibilities of children, staff, and parents/guardians for a cooperative OOSH environment (Network)**
- **Interactions with Children Policy**
- **Providing a Child Safe Environment Policy**
- **Child Protection Policy**
- **Child Safe Standards**
- **Paramount Consideration**

PROCEDURE

Values and clear guidelines of acceptable behaviour will be established through consultation with staff and children. Values will encourage respect for the rights of others and help create a caring environment and be based on safety, order, cleanliness. Children and Parents/Guardians will have the opportunity to be involved in developing the Centre Values and our Centre's Code of Conduct. All Values will be clearly expressed in a positive way and reinforced consistently. Staff, Parents/Guardians, and children will be made aware of the Values and will be displayed at the centre. Consequences for not supporting the Values will be explained. All consequences shall be relevant to the individual situation and not demeaning to the child. No child is to be subjected to, or threatened with, corporal punishment. No child is to have food or other basic needs withdrawn as part of a punishment. Staff will only use the "Reflection Area" for short periods, where children are encouraged to sit and think. Staff will follow up all "Reflection Area" situations by discussing the situation with the child and working together on better solutions for future behaviour.

Positive behaviour will be encouraged by role modelling, diverting children to more appropriate activities, showing appreciation for appropriate behaviour and building on each child's strengths and achievements. Children are to be given opportunities that enable them to be responsible for their own behaviour through the development of problem-solving skills. Staff will have access to training materials and support in positive approaches to behaviour management. Staff, school, and parents/guardians should work in partnership in promoting a consistent and positive approach to behaviour management. Staff and parents/guardians will raise concerns as they arise and discuss ways of working together to assist children to make changes in inappropriate behaviour. To assist in maintaining a positive, safe, and caring environment the staff and children will have the following responsibilities.

The Educators will:

- Treat children with respect, courtesy and understanding regardless of race, cultural background, religion, sex, or ability.
- Encourage children to listen to others.
- Demonstrate respect, courtesy, and mutual understanding regardless of race, cultural background, religion, sex, or ability.
- Encourage children to share humour and express themselves in a variety of ways.
- Maintain a positive attitude in all interactions with children.
- Listen and show interest in children's experiences and perspectives.
- Respect children as individuals and encourage each child to voice their opinions, concerns and ideas in a supportive forum that is free from stigmatism.
- Support children in feeling confident in the environment by never using strategies such as threats of corporal punishment or the refusal of food or other basic needs. Educators will always treat children with respect, courtesy and understanding.
- Treat children equally regardless of race, cultural background, religion, sex, or ability and ensure interactions between children and educators exhibit this.
- Sensitively manage children who are having difficulty conveying messages or managing emotions.
- Ensure children understand what is being communicated to them during interactions and allow them time to question and/or respond.
- Speak to children at the appropriate level and use voice intonations, facial expressions, and body language to assist in conveying messages.
- Engage in one on one conversations with children and develop an understanding of their likes, dislikes, and interests.
- Collaborate with children regarding the daily routines and practices within the centre including programming of experiences, in order to meet their needs, interests and abilities.

- Organise environments and spaces that promote small and large group interactions and meaningful play and leisure.
- Collaborate with children to develop Values to guide their behaviour in the centre and discuss clear expectations and consequences of inappropriate behaviours.
- Keep Values simple and only have a small number of Values that children understand, focusing on appreciating and caring for each other and the environment. All staff, families and children will be made aware of the Values and the expected consequences. The Values will be clearly displayed.
- Ensure that all educators enforce the Values and consequences consistently at all times. Consequences will be relevant to the situation and never demeaning.
- Follow up all issues that arise by discussing the situation with the child and strategising for solutions in future issues.
- Collaborate with family members and schools regarding appropriate behaviour management practices to ensure there is a consistent approach.
- Access professional development and resources related to positive behaviour management and include this in professional development planning.
- Act as a positive role model for appropriate and expected behaviours in the centre being mindful of respectful language and tone.
- Encourage and reward acceptable behaviour by giving praise and positive feedback to children
- Assist children in developing self-discipline skills and regulating their behaviours by using conflict resolution skills, building self-reliance and self-esteem, role modelling and positive direction.
- Provide children with opportunities to interact and develop respectful and positive relationships with each other, educators, and visitors to the centre.
- Ensure that appropriate physical contact is maintained in regard to comforting children, application of first aid, safety provisions such as holding hands and maintaining respectful bodily space.
- Identify when interactions with a child are not appropriate and refer to the centre 'Providing a Child Safe Environment' policy to address these concerns.
- Maintain defined boundaries in regard to appropriate behaviour with children and engagement with their families.

The Children will:

- Accept and value every child and adult regardless of race, cultural background, religion, sex, or ability.
- Treat each other with respect, courtesy and understanding
- Be encouraged to maintain positive communication and relationships between staff, children, and other adults.

- Ensure that appropriate language is used at all times.
- Know and fulfil their responsibilities
- Settle their differences in a peaceful manner, try to use communication to resolve difficulties rather than resort to violence.
- Develop self-discipline skills through positive example and direction.
- Develop an understanding that behaviour results from a choice made by the individual and that all behaviour has consequences.
- Demonstrate respect and courtesy towards staff.
- Practice strategies for problem solving, debating, negotiating, and interacting with others in an appropriate way with the guidance of educators.
- Have opportunities to use and share their home language with other children and educators
- Collaborate with staff in developing service routines and procedures including Values and boundaries and the consequences they should expect if these are not followed.
- Encourage their peers to understand and follow the Centre Values and expectations.
- Have the opportunity to participate in experiences that will build relationships and promote interactions between each other, educators, and visitors to the centre.
- Have the opportunity to assist educators in developing programs and routines for the centre that reflect their individual needs, interests, and abilities.
- Have the opportunity for quiet time supported and respected by educators and other children.
- Develop an understanding of the choices they make and the responsibility they have to manage their own behaviours in conjunction with educators.

Dealing with consistently inappropriate behaviours

Where a child demonstrates unacceptable behaviour consistently, educators will:

- Ensure the child is aware of the limits and what is appropriate behaviour
- Ensure the expectations are appropriate for the child's level of development and understanding.
- Look for and assess possible causes for the behaviour such as environmental factors.
- Discuss the issue with the child and their family members.
- Record all incidents that occur in relation to inappropriate behaviours, making note of the events leading up to the incident, the date and time, who was involved and how the incident was handled.
- Develop an action plan for the management of the specific behaviours and include a plan for regular discussions with all educators, children's families, school professionals etc. to review the action plans effectiveness and progression.
- Where a child demonstrates behaviours that are physically harmful, educators will:

- Remove the child from the situation as quickly as possible.
- Ensure any children or educators involved have not been hurt and apply first aid where required.
- Record the details of the incident including date, time, people involved, people injured and the action taken.
- Ensure that the family members of all children involved in the incident are notified.

Exclusion for unacceptable behaviours

Should unacceptable behaviour continue and the above strategies have not worked effectively, the nominated supervisor will inform the school principal and management committee to discuss the issue. Where exclusion is necessary, this will be decided by management and will only be considered after:

- The best interest of the children, and other children at the centre is considered
- Adequate support and counselling have been provided.
- Family members have been notified and given the opportunity to discuss the child's behaviour and strategies for creating change.
- Referrals to other agencies have been suggested where necessary.
- Educators and management have given careful consideration to the issue.
- Clear procedures have been established for accepting the child back into the centre.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - Added further considerations - Changed the wording "Rules" to "Values" - Added to Children and Educator areas - Added principal to decision making for any exclusions - Paramount Consideration added	May 2027

COVID-19

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will provide a safe and hygienic environment that will promote the health of the children, families and staff. All care and consideration will be given to the child who becomes ill while at the centre. Parents/guardians/guardians will be asked not to bring sick children to the centre and to collect children who are unwell. Children, families and staff who have contracted or recently come into contact with COVID-19 will be encouraged to stay at home whilst sick and are showing symptoms.

Staff, Families and Children are to abide by our safety and cleaning procedures to ensure we minimise the risk of spreading the COVID-19 Virus

CONSIDERATIONS

- **Incidents, injury, trauma, and illness Policy**
- **Infectious Disease Policy**
- **Hygiene Policy**
- **National Standards Section 2.1, 2.2, 3.1, 4.1**
- **Education and Care Services National Regulation 77, 85-88, 103, 106, 110, 122, 123, 145-151, 157, 165**
- **Department of Health Guidelines**
- **Department of Education Guidelines**
- **Work, Health and Safety act 2011**
- **Paramount Consideration**

PROCEDURE

Staff

All staff will be asked to stay at home if they have any symptoms and test for Covid. If positive they will remain at home until a negative result is shown and sent to the Director. If negative, they will be asked to wear a mask should they need to attend work and be put on outdoor roles.

Staff must complete ongoing cleaning lists split into Daily, Weekly and Monthly lists. These include sanitisation of all surfaces and resources such as pens, pencils, radios, etc.

In accordance with Department of Education Guidelines, as the centre is located on school grounds, after 25/10/21 all on site staff will be required to be vaccinated with 2 doses of a Covid-19 vaccine unless a reasonable excuse is provided as to why they cannot receive the vaccine i.e. pre-existing medical conditions that mean vaccination is not recommended. After 25/10/21, the Centre Director will sight immunisation records stating that staff have received 2 doses of a Covid-19 vaccine and keep a list of all staff that are fully vaccinated against the Covid-19 virus. Note: the centre will not keep any immunisation statements of staff on file.

We will continue to get information from the Dept of Health, Dept of Education.

Environment

Children are kept outside as often as possible to ensure the most well-ventilated conditions possible. When Children are inside, keep as many windows open as possible to promote ventilation.

Cleaning

Laundry is taken weekly in between opening hours to ensure minimum contact and washed by a professional service to ensure cleanliness of certain toys, couch covers, hand towels, etc. Staff must complete ongoing cleaning lists split into Daily, Weekly and Monthly lists. These include sanitisation of all surfaces and resources such as pens, pencils, radios, etc. The school employs and utilises cleaners for the school grounds including areas that the centre uses for day to day activities as well as the children's bathrooms.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	- ongoing changes with updates from Dept of Ed and NSW Health - removed section on temp checks - updated staff section - removed positive cases and reporting - removed section on parents remaining outside during outbreaks, kept staff will sign in and out children - updated statement - removal of sign in/ out - Paramount Consideration added	May 2027

Death of a Child

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and Staff in the centre must be prepared to handle all incidents in a professional and sensitive manner. In the event of such tragic circumstances, the staff will follow guidelines as set out below. The safety and wellbeing of all children must also be prioritised to maintain a child safe environment.

CONSIDERATIONS

- **National Quality Standard Area 2.2, 4.2, 6.1, 7.1**
- **Education and Care Services National Regulation 12, 85, 86, 87, 168, 170, 176**
- **NSW Department of Community Services Guidelines**
- **Incidents, injury, trauma, and illness Policy**
- **Education and Care Services National Regulation 55**
- **Paramount Consideration**

PROCEDURE

The Death Must be Reported to:

- Emergency Services (both police and ambulance)
- NSW Government – Department of Communities & Justice and the Regulatory Authority for NSW
- The Management Committee and Lindfield Public School

Clear emergency procedures should be maintained for the other children at the Centre. The Responsible Person will notify the parent / guardian that a serious incident has happened and advise them to contact the relevant medical agency. This information should be provided in an extremely sensitive manner. It is not the role of the Centre to inform the parent / guardian that their child has died. Only a qualified medical practitioner can declare a person dead and therefore educators should ensure the parents are only advised that the injury is serious and refer them to the medical centre where the child has been taken. A detailed incident report will be completed as soon as practicable, but no later than 24 hours after the incident (Regulation 87) and forwarded to the President of the Committee. The site of the incident may be subject to investigation and should be protected from disturbance until notified by the Police. Records of the death need to be kept for 7 years.

Caring for the wellbeing of educators, children and families

Our service will engage health professionals who may include child and family counsellors and psychologists to support our Educators to be sensitive and mindful of the impact such an event has had on all stakeholders. With professional guidance and support, we will encourage children to express their emotions and feelings and implement strategies to assist and guide children's process of grieving and re-engage children in learning.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Caring for the wellbeing of educators, children and families section added - Paramount Consideration added	May 2027

Emergency and Evacuation Procedures

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will provide an environment that provides for the safety and wellbeing of the children at all times. All children and staff will be aware of, and practiced in, emergency and evacuation procedures. In the event of an emergency, natural disaster, or threats of violence these procedures will be immediately undertaken. The centre will ensure that a risk assessment and risk register is maintained in accordance with Regulation 97, that will address particular emergencies relevant to the centre.

CONSIDERATIONS

- **National Standards Section 2.2, 2.3, 7.1**
- **Education and Care Services National Regulation 97, 98, 168, 170**
- **Work, Health and Safety Act 2011**
- **Australian Standards**
- **My Time, Our Place**
- **Providing a Child Safe Environment Policy**
- **Death of a Child Policy**
- **Paramount Consideration**

PROCEDURE

An emergency, in relation to an education and care service, includes any situation or event that poses an imminent or severe risk to the persons at the education and care service premises. Examples include flood, fire, or a situation that requires the premises to be secured and continue quieter inside activities or completely locked down and to remain quiet. Emergency evacuation procedures will be clearly displayed near the main entrance and exit of each room used by the centre. All educators will be informed of the procedure and their specific duties identified in their orientation to the centre. Staff will decide as to duties undertaken in the absence of other staff. The centre will conduct evacuation drills every day for a week each term to expose all children to the procedure. Fire extinguishers are installed and maintained in accordance with Australian Standards. Staff will be instructed and trained on their operation. The centre maintains smoke detectors and has a fire blanket in the kitchen.

Emergency "Evacuation" Procedure

1. Radio **Evacuation, Evacuation, Evacuation** repeatedly until everyone is aware of the emergency evacuation in progress and inform everyone of assembly point (Either **Evac Area A** Palm, **Evac Area B** Ginkgo or **Evac Area C** Two Turners) **(Map Attached)**
2. Seek acknowledgement from all areas of the centre (inside or level 1) via radio.
3. The Chief Warden will delegate roles to staff then call 000 and anyone else (Principal, Parents and Tutes) whilst doing a sweep of all areas if possible and relay the nature of the emergency, any injuries sustained, the location and the nature of the incident.
4. Staff will gather all children and prepare to move to Assembly Point. (Either **Evac Area A** Palm, **Evac Area B** Ginkgo or **Evac Area C** Two Turners) **(Map Attached)**
5. Wardens conduct their duties and report continuously to the Chief Warden.
6. At the Assembly Point, Deputy Warden will call the roll to establish if everyone is accounted for. They will report this back to the Chief Warden when the roll is complete
7. The Chief Warden will keep in contact with NS, parents/guardians, Principal etc.
8. Inform ACECQA within 24 hours via the S101 Form on the ACECQA website.

No child or staff member is to go to their lockers or bags to collect personal items during an emergency evacuation. Staff will only attempt to extinguish fires if the fire is small, there is no threat to their personal safety, and they feel confident to operate the extinguisher and all the children have been evacuated from the room. Staff should be aware of bush fire danger and have appropriate training on the necessary procedures. The supervisor will inform the officer in charge of the nature and location of the emergency and if there is anyone missing. No one should re-enter the building until the officer in charge has said it is safe to do so.

Emergency "Lockdown" Procedure

1. **Say "code" 3 times** repeatedly until everyone is aware of the emergency lockdown in progress. Seek acknowledgement from all areas of the centre (Palm, Kindy Room, etc.) via radio.
2. The Chief Warden will call 000 and anyone else (principal, parents and tutes) whilst doing a sweep of all areas if possible and relay the nature of the emergency, any injuries sustained, the location and the nature of the incident.
3. Staff will gather all children inside the centre and any room outside of LAC available to them. **(Map of school Attached)**
4. Staff will lock all windows and doors and pull the blinds down.
5. Wardens conduct their duties and report continuously to Chief Warden. Roll call via radio begins and report to Chief Warden when complete. Remain quiet and wait for further instructions.

6. The Chief Warden will keep in contact with parents/guardians, Principal etc
7. Inform ACECQA within 24 hours via the S101 Form on the ACECQA website.

Educators will:

- Comfort children who are concerned or upset
- Endeavour to keep the children silent throughout the lockdown
- Complete their duties thoroughly and quickly
- Assist the deputy warden in locating children while going through the roll
- In the event of harassment and threats of violence, educators will:
  - Calmly and politely ask them to leave the centre or the vicinity of the children.
  - Be firm and clear and remember that your primary duty is to the children in your care.
  - If they refuse to leave, explain that it may be necessary to call the police to remove them.
  - If they still do not leave, call the police.
  - If the Supervisor is unable to make the call another staff member should be directed to do so.
  - Where possible the staff will calmly move the children away from the person.
  - No staff member is to try to physically remove the unwelcome person, they will remain calm and keep the person calm as far as possible and wait for the police.
  - Staff should be aware of any unfamiliar person on the premises and find out what they want as quickly as possible and try to contain them outside the centre.
  - Staff should avoid being aggressive or confrontational, whether supervising children on palm or taking them to swimming or other activities, if there is an unwelcome person who staff feel is a threat in any way to the children, staff should immediately return the children to the centre.

Emergency "Secure Alert" Procedure

1. **Over the radio say and repeat 3 times- Return to your nearest classroom, secure doors and windows and wait for further information.** Seek acknowledgement from all areas of the centre (inside or level 1) via radio.
2. The Chief Warden will delegate roles to staff then call 000 and anyone else (NS, Principal, Parents and Tutes) whilst doing a sweep of all areas if possible and relay the nature of the emergency, any injuries sustained, the location and the nature of the incident.

3. Staff will gather all children inside the centre.
4. Staff will lock all windows and doors.
5. Wardens conduct their duties and report continuously to Chief Warden. Roll call via radio begins and report to Chief Warden when complete. Normal quieter activities can continue and remain inside until further instructions.
6. The Chief Warden will keep in contact with NS, parents/guardians, Principal etc
7. Inform ACECQA within 24 hours via the S101 Form on the ACECQA website.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	- 'Educators will' sections added - Procedures updated - Added new procedure (Secure Alert) in-line with school and reviewed other procedures, keeping terminology in-line with school. - Paramount Consideration added	May 2027

Food and Nutrition

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will provide nutritious and high-quality meals in the centre. Children will be encouraged to develop healthy eating habits through good examples and education. Parents/guardians and children will be encouraged to share family and multicultural values and ideas to enrich the variety and enjoyment of food by the children. We are committed to implementing the National Dietary Guidelines for children & adolescents and the key messages laid out in their Food for Health program.

CONSIDERATIONS

- **National Standards Section 2.7 (Food), 2.8 (Drinking Water)**
- **National Standards Section 2.9.3 (Building cleanliness, maintenance, and repair)**
- **Public Health Act**
- **Australian Dietary Guidelines**
- **Hygiene Policy**
- **Education and Care Services National Regulations 77, 78, 79, 80, 90, 91, 162**
- **Paramount Consideration**

PROCEDURE

Food and drink will be provided at Before, After school and Vacation Care sessions. In the mornings, there will be a variety of options like breads, cereals, pancakes, milks and always water available. In the afternoon, there will be an afternoon tea and a late afternoon tea. Fresh and safe drinking water will be available at all times for the children and staff. During Vacation Care, we will serve all meals except for when on Excursions. Parents will need to provide morning tea and lunch on these days, this will be communicated during bookings for each Vacation Care. Special lunch days will sometimes occur and also be communicated to families. All food provided by the centre will be nutritious and varied. The majority of food will be from the five food groups (grains, cereals, fruit, and vegetables) with sweets and treats available only occasionally. The denial of food will never be used as a punishment. Suitable drinks will be made available as soon as the children require morning or afternoon tea. Children's cooking activities will be encouraged to develop life skills. At all times safe and hygienic practices will be followed.

Children and parents/guardians are encouraged to contribute to the menu. Parents/guardians will be encouraged to share family and multicultural values, ideas, and recipes. All family and multicultural practices will be acknowledged and addressed in the provision of food. Education of healthy eating habits will be developed through ongoing examples, specific activities, notices, posters, and information sheets to parents/guardians & children.

Safe and Hygienic Practice

All food will be prepared and stored in a hygienic manner. Where children are involved in food preparation, this should always be supervised, and hygienic conditions maintained. Food will be stored in tightly sealed containers away from any chemicals. Food requiring refrigeration will be stored in a refrigerator.

Snack times are seen as a social event where children and staff can relax, talk about their day, and experience a variety of foods. Staff will demonstrate good healthy and hygienic eating habits while with the children. Children should be seated while eating or drinking. All children's individual needs such as allergies will be addressed in the menus. Staff will keep a list of all children's allergies or food restrictions in the food preparation area to ensure staff are aware of allergies and dietary requirements when preparing meals. Alternate menu items will be available to children with specific allergies / anaphylaxis when appropriate.

Storing food

Educators will:

- always check labels for the 'use by' and 'best before' dates
- ensure that all food prepared, stored and served is of the highest quality
- ensure chilled, frozen or hot food items delivered, stored, prepared and served are kept out of the 'danger zone' (5o C to 60o C)
- ensure the refrigerator is maintained at 5o C or below and the freezer is maintained at -17o C or below, with temperatures checked twice daily
- all food in the refrigerator and pantry are stored appropriately and in strong, sealed, airtight, food-safe containers to avoid cross contamination
- food not stored in their original packaging are labelled with the name of the food, 'use by' date, date food was opened, details of allergens present in the food
- use the FIFO (first in, first out) rule for all foods (dry, chilled and frozen) to ensure rotation of stock so that older stock is used first.
- store cleaning supplies separate to food items
- ensure food storage area is clean, ventilated, dry, pest free, and not in direct sunlight

Preparing and Serving Food

Educators will:

- Food prep begins with cleaning and sanitising food prep areas using correct methods and colour coded cloths
- ensure all cooked food is cooked through, reaches 75o C and then is served promptly
- ensure cold food is stored in the refrigerator, maintained at below 5o C until ready to serve

- discard all food that has been left in the 'danger zone' for two or more hours
- reheat cooked food to a temperature of 70o C (food not eaten after being reheated will be discarded)
- wash fruit and vegetables thoroughly under clean running water before preparation
- utensils, equipment, food preparation areas and surfaces are sanitised before, after preparation and between different tasks / food.
- colour–coded cutting boards are used in accordance with signage in the kitchen
- hands are washed prior to and following preparation, ensuring gloves are worn and then changed between handling different task / foods
- all educators are aware of children with allergies and / or intolerances/ other dietary requirements. Children with these allergies and / or intolerances/ requirements are served individually on an easily identifiable plate and covered to eliminate cross contamination
- unwell staff are not to handle food
- staff are to have hair tied back or covered with a net, hand / wrist jewellery is not worn, nails are kept short and clean, wounds or cuts are covered with a brightly coloured, waterproof dressing.
- Director and kitchen person will require their Food Safety Certificate. Other staff that wish to work in the kitchen for any length of time will be encouraged to get their certificate in which the centre will pay for.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- 'Storing food' and 'Preparing and Serving Food' sections added - added Vacation Care to when food is served - added information about Before Care food - added information about Vacation Care food - added colour coded cloths to food prep - added FSS required for Director and Kitchen Staff - Paramount Consideration added	May 2027

Hazardous Materials

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will provide an environment that is safe with no risk to the health and wellbeing of the children, staff, or parents/guardians. We will ensure that all activities undertaken while the service is in operation will not be potentially hazardous, and that all hazardous materials will be stored appropriately.

CONSIDERATIONS

- **National Standards Section 2.2, 2.9.5 (Building Cleanliness, maintenance, and repairs)**
- **Occupational Health and Safety Act**
- **Health and Safety Policies**
- **Providing a Child Safe Environment Policy**
- **Education and Care Services National Regulations 85, 97, 106, 168, 170, 171**
- **Paramount Consideration**

PROCEDURE

Hazardous machinery, chemicals and activities which are likely to cause potential danger to children, staff or others in the centre will not be used or undertaken while the service is in operation. Should any pests or vermin be identified, action should be taken to rid the centre of the problem. This will be achieved by initially using non-chemical methods such as physical removal, maintaining a clean environment, and use of any non-chemical products. Any ongoing issues, school to be made aware and pest control can be sought.

Low irritant, environmentally friendly sprays are to be used minimally and only with adequate ventilation, and preferably not in the presence of children. Aerosol cans such as spray paints etc. for specific activities will only be used outside in a well-ventilated area. All staff will be made aware, on initial orientation to the centre, of any potentially dangerous products, which may pose a danger to the children and where these are stored. All relief staff will also be made aware of the products and where they are stored.

All potentially dangerous products such as cleaning materials, disinfectants, flammables, poisons and other dangerous substances, tools, toiletries, first aid equipment, and medications will be stored in the appropriate containers. This will be clearly labelled and stored in the designated secured area which is inaccessible to the children. Staff are responsible to ensure that these areas remain secure.

Cleaning and hazardous products should not be stored close to food or where storage of these products might contaminate food. Staff should always read the label before use of any cleaning material, sprays or chemicals and be aware of appropriate first aid measures. The centre will keep a folder of all Safety Data Sheets (SDS) for hazardous materials outlining appropriate first aid measures.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- added section for school to be made aware of ongoing issues - Paramount Consideration added	May 2027

Head Lice

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will provide a healthy and hygienic environment that will promote the health of the children, staff, and parents/guardians. All people in the centre will follow preventative measures in infection control. Staff will ensure that they maintain and model appropriate hygiene practices.

CONSIDERATIONS

- **Health, hygiene and safe food practices National Regulations 77**
- **Infectious Diseases National Regulations 88**
- **Education and care service must have policies and procedures National Regulations 168**
- **Family Communication Policy**
- **Health and Safety Policy**
- **Privacy and Confidentiality Policy**
- **Respect for Children**
- **Work Health and Safety Policy**
- **Paramount Consideration**

PROCEDURE

RESPONSIBILITIES OF MANAGEMENT, NOMINATED SUPERVISOR, RESPONSIBLE PERSONS AND EDUCATORS

If one child at the Service has head lice, it is likely that several others also have them. To help prevent the spread of head lice our Service will:

- remind parents to be vigilant in checking for head lice weekly
- confidentially notify the parent/caregiver of a child who is suspected of having live head lice and request that the child is treated before returning to the Service the following day
- keep families informed if there is someone at the Service with head lice, ensuring confidentiality is not breached by disclosing the child's name who has head lice.
- reduce head-to-head contact between all children when the Service is aware that someone has head lice
- support parents and children who have head lice by providing factual information, reducing

parental anxiety and not singling out individual children with head lice

- ensure that the child or children with head lice are not isolated or excluded from learning
- provide families with suggestions of effective treatment for head lice
- encourage parents to tie back children's hair when attending the Service
- record all cases confidentially so an outbreak can be avoided or minimised
- encourage children to learn about head lice so as to help them understand the issue and how to prevent further outbreaks- e.g.: avoid sharing hairbrush and hats

RESPONSIBILITIES OF FAMILIES

- check your child's head once a week for head lice
- notify the Service immediately if head lice are found on your child's head
- ensure you check all members of your family if one person has head lice (there is no need to treat the whole family, unless they also have head lice)
- ensure your child does not attend the Service with untreated head lice. If you find any live lice or eggs (nits), begin treatment immediately and notify the Service if your child is affected so the Service can monitor the number of cases and act responsibly.
- check for effectiveness of the treatment every 2 days until no live lice are found for 10 consecutive days. Remove eggs (nits) from your child's hair using the conditioner method and head lice comb.
- once treatment has started, your child can attend the Service.
- if your child has long hair, ensure this is tied back
- only use safe and recommended practices to treat head lice
- maintain a sympathetic attitude and avoid defaming/blaming families who are experiencing difficulty with control measures.

TREATMENT

The two most common methods used for the treatment of head lice are the conditioner/combing technique and chemical treatments.

Conditioner and Combing Technique

Conditioner stuns lice and blocks their breathing pores. This, together with the slippery effect of the conditioner, makes it easier to mechanically remove the lice.

1. Untangle dry hair with an ordinary comb
2. Apply hair conditioner to dry hair (white conditioner makes it easier to see the eggs). Use enough conditioner to cover the whole scalp and all the hair from roots to tips.
3. Use an ordinary comb to evenly distribute the conditioner and divide the hair into four or more

sections using hair clips.

4. Starting with a section at the back of the head, place the teeth of a head lice comb flat against the scalp. Comb the hair from the roots through to the tips.

5. Wipe the comb clean on a tissue after each stroke and check for head lice or eggs on the tissue.

6. Comb each section twice until you have combed the whole head. If the comb becomes clogged, use an old toothbrush, dental floss or a safety pin to remove the head lice or eggs.

7. Wash out the conditioner.

8. Clean the comb using hot soapy water and rinse off with hot water.

9. Repeat the conditioner and combing method after seven days to ensure that any immature head lice that have hatched are removed before they can lay more eggs.

Chemical treatments

There are four main categories of head lice products available in Australia which may include an active compound which kills head lice and some eggs (nits). Any head lice treatment product used should carry an Australian Registered (AUST R) number on the outer packaging indicating the product is accepted by the Therapeutic Goods Administration for supply in Australia. No treatment kills all eggs so the hair must be retreated after 7 to 10 days to kill any head lice that may have hatched or survived the first treatment.

There are many different chemical products available to use for children aged over six months- check with a pharmacist to help choose a product. No single chemical treatment will work for everyone and lice can develop resistance to the chemicals.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- New Policy added - Minor formatting and grammar modification - Paramount Consideration added	May 2027

Hygiene

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will provide a healthy and hygienic environment that will promote the health of the children, staff, and parents/guardians. All people in the centre will follow preventative measures in infection control. Staff will ensure that they maintain and model appropriate hygiene practices.

CONSIDERATIONS

- **National Standards Section 1.3 (Toilets and hand basins)**
- **National Standards Section 2.3 (Infectious diseases)**
- **National Standards Section 2.10 (Health of Staff and children)**
- **Education and Care Services National Regulations 51, 52**
- **Paramount Consideration**

PROCEDURE

The centre completes a daily, weekly, monthly, and termly cleaning roster. All toilet facilities will have access to a basin or sink with running hot and cold water. All toilet facilities will have soap and paper towels for washing and drying hands. Women and girls will have access to proper feminine hygiene disposal. Soap and paper towels will also be available in the kitchen area. Toilets, hand basins and kitchen facilities will be cleaned and disinfected daily.

Hygienic food preparation is followed when handling and storing food. Hand washing is practiced by staff and children before preparing or eating food and after all dirty tasks (toileting, cleaning up any items, wiping a nose, before and after administering first aid, playing outside or handling an animal). Staff should maintain and model appropriate behaviour and encourage the children to adopt hygiene practices. Education in proper practices should be conducted on a regular basis, either individually or as a group. Health and hygiene practices are highlighted to parents/guardians, through information sheets or posters.

All staff must wear disposable gloves when in contact with blood, open sores or other bodily substances, clothes contaminated with bodily fluids or when cleaning up a contaminated area. Staff must wash hands with soap and water after removing the gloves. Staff with cuts, open wounds, or skin diseases such as dermatitis should cover their wounds and wear disposable gloves. Used gloves should be disposed of safely. All surfaces will be cleaned and disinfected after each activity and at the end of the day. All contaminated surfaces will be disinfected. All toys should be washed, cleaned, and disinfected on a regular

basis. All material items such as towels, dress ups and cushion covers will be laundered regularly. Children should not share hats. Children will be reminded not to share drinks, utensils or use items that have been dropped on the floor. All cups, plates and utensils will be washed in hot, soapy water. Lids must remain on the bins at all times and bins should be emptied daily. Bins will be disinfected daily.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• Paramount Consideration added	May 2027

Immunisation

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will require that all children who attend the centre have been immunised as required by the Department of Education. Proof of immunisation will be sought on enrolment and will be kept on file with the enrolment form.

CONSIDERATIONS

- **National Quality Standard 2.1, 2.1.2, 2.2, 2.2.2, 6.1.3**
- **Education and Care Services National Regulation 77, 88, 90, 162, 168, 170, 173, 174**
- **Lindfield Primary School Immunisation Policy**
- **Infectious Diseases Policy**
- **Department of Health Guidelines**
- **Department of Education Guidelines**
- **Paramount Consideration**

PROCEDURE

It is mandatory for all students at Lindfield Primary School to have been immunised in accordance with School Policy. Parents/guardians/guardians are required to provide evidence of immunisation when enrolling their child at the centre or a certificate of exemption.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- 'National Quality Standard' and 'Regulation' considerations added - Paramount Consideration added	May 2027

Infectious Diseases

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will provide a safe and hygienic environment that will promote the health of the children. All care and consideration will be given to the child who becomes ill while at the centre. Parents/guardians will be asked not to bring sick children to the centre and to collect children who are unwell. Children with infectious diseases will be excluded from the centre for the period recommended by the Department of Health, or until they have got clearance from a doctor/medical practitioner.

CONSIDERATIONS

- **National Standards Section 2.1**
- **Education and Care Services National Regulation 85-90**
- **Department of Health Guidelines**
- **Department of Education Guidelines**
- **Work, Health and Safety act 2011**
- **Dealing with Medical Conditions Policy**
- **Incident, injury, trauma, and illness Policy**
- **First Aid Policy**
- **Immunisation Policy**
- **Hygiene Policy**
- **Paramount Consideration**

PROCEDURE

Preventing Infectious Diseases

If a child is showing symptoms of an infectious disease whilst at home, families are not permitted to bring the child to the service. Children who appear unwell when being signed in by their family will not be permitted to be left at the service. Payment of fees will be required for children during an outbreak of a vaccine-preventable disease, unless other arrangements discussed and agreed to by the management committee have been made. The decision to exclude or re-admit a child or staff member will be the responsibility of the Director based on the child's symptoms, medical opinion and Department of Health guidelines for children who have an infectious disease or who have been exposed to an infectious disease.

Hand washing will be practised by all educators and children upon entering the service, before preparing or eating food and after tasks such as toileting, cleaning up any items, wiping a nose, before and after administering first aid, playing outside or handling an animal.

The centre will be cleaned daily, and rosters maintained as evidence of the cleaning tasks being undertaken. All toilet facilities will have access to a basin or sink with running hot and cold water, soap, and paper towel for washing and drying hands. Women and girls will have access to proper feminine hygiene disposal. Soap and paper towels will also be available in the kitchen area. All toilets, hand basins and kitchen facilities used by the service will be cleaned and disinfected daily. General surfaces will be cleaned with detergent at the end of the day, and all contaminated surfaces will be disinfected. Any blood or bodily fluid spills will be cleaned up immediately, using gloves and the area fully disinfected. Cloths used in cleaning will be wrapped in plastic bags and properly disposed of according to current infection control guidelines. Staff with cuts, open wounds, or skin diseases such as dermatitis should cover their wounds and wear disposable gloves. Disposable gloves will be properly and safely discarded, and staff are to wash their hands after doing so.

Toys will be washed, cleaned, and disinfected on a regular basis with material items such as dress ups and cushion covers will be laundered as required but a minimum of quarterly. Educators will maintain and model appropriate hygiene practices and encourage the children to adopt effective hygiene practices. As part of children taking increasing responsibility for their own health and physical wellbeing, educators should acknowledge children who are modelling hygiene practices.

Educators will aim to provide a non-judgmental approach to differences in hygiene practices and standards between families in order to support children's developing sense of identity. All educators will be advised to maintain their immunity to common childhood diseases, tetanus, and Hepatitis B through immunisation with their local health professional. When assisting children with toileting and nappy changing, staff will ensure that they wear gloves and wash their hands afterwards. They will also encourage the child to wash their hands. Any soiled clothing shall be handled using disposable gloves and be placed in a sealed plastic bag for the parents/guardians to take home for laundering. The service will never rinse soiled clothing.

Management will ensure:

- Universal precautions are consistently applied across service practices to ensure prevention of the spread of infections is effective.
- The Department of Health guidelines on infectious diseases are available at the service for reference by staff, management, and families.
- That all information regarding the prevention of infectious diseases is sourced from a recognised health authority
- The exclusion periods for children or staff members with infectious diseases recommended by Government Authorities are implemented.
- Children are protected from harm by ensuring relevant policies and procedures are followed regarding health & safety within the service

- The required enrolment information, including health and immunisation records of enrolled children is collected, maintained and appropriately and securely stored.
- They collect, maintain, and appropriately store the required enrolment documents and enrolment information of children in the service
- All active families of the service will be notified in the event of an occurrence of an infectious illness at the service (e.g. chicken pox, gastroenteritis) as soon as practicable. The service will maintain confidentiality when issuing the notification and ensure it is not prejudicial or identify any children
- The notification and implementation of the advice of the health department, or local health unit regarding Infectious Diseases as required
- In the event of an outbreak of vaccine-preventable disease at the service parents/guardians & children not immunised will be required to stay at home for the duration of the outbreak for their own protection.
- If a child develops symptoms of a possible infectious disease whilst at the service, their family will be contacted to take the child home immediately. Where they are not available, emergency contacts will be called to ensure the child is removed from the service promptly.
- Children and staff with diarrhoea are excluded for 24 hours after the symptoms have disappeared or after a normal stool.
- A doctor's clearance certificate is obtained for all infectious diseases such as measles, mumps, diphtheria, hepatitis A, polio, tuberculosis, typhoid, and paratyphoid before returning to the service.

Management of HIV/AIDS/Hep B and C

Under the Federal Disability Act and the Equal Opportunity Act, there will be no discrimination based on a child's/family/educator HIV status. A child with AIDS shall be treated as any other child and will have the same level of physical contact with educators as other children in the centre. Where educators are informed of a child, family member or another educator who has HIV/AIDS or Hep B or C, this information will remain confidential at all times. The service has no obligation to advise other families attending the service of a child's or educator's HIV status. Proper safe and hygienic practices will be followed at all times and implementation of procedures to prevent cross infection as identified in this policy will be consistently implemented. Educators and families will be encouraged to participate in AIDS and Hepatitis education.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• Paramount Consideration added	May 2027

Administration of Medication

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will ensure the proper care and attention to all children through following specific guidelines regarding all medications given to the children. To ensure the interests of staff, children and parents/guardians are not compromised; medication will only be administered with the explicit permission of the parents/guardians or in the case of an emergency with the permission of a medical practitioner. Specific consideration will also be given to children who are carrying medication in their school bags.

CONSIDERATIONS

- **National Standards Section 2.6 (Medication)**
- **'Guidelines for Administering Medication' Network of Community Activities.**
- **Education and Care Services National Regulations 55-60**
- **Dealing with Medical Conditions Policy**
- **Paramount Consideration**

PROCEDURE

Parents/guardians who wish medication to be administered to their child at the centre will complete the medication form at the time of enrolment or as soon as they become aware of their child's need for medication. The centre will require the following information:

- Name of medication
- Date, exact time, method, and dosage to be administered
- Date, time, method & dosage medication was last administered.
- Signature

Medication must be given directly to the RP on shift and not left in the child's bag. (Exceptions will be made in the case of reliever medication that is for emergencies only). Parents/guardians and staff are to ensure details on the form are clear and clarify any questions they may have. Staff will store the medication in the designated secure place, clearly labelled. Medication will only be administered from its original packaging and by an authorised staff member

Prescription medication will be administered only to the child for whom it is prescribed, from the original

container bearing the child's name and with a current use-by date. Non-prescription medication will not be administered at the centre unless with a doctor's authorisation. Medication will be administered with the parent's written permission only, or with the approval of a medical practitioner in the case of an emergency. Authorisation from anyone other than the parents/guardians cannot be accepted. If anyone other than the parents/guardians are bringing the child to the centre, a written permission note from the parent, including the above information, must accompany the medication.

Before medication is given to a child the authorised staff member (usually the staff member with a first aid certificate) who is administering the medication will verify the correct dosage with another staff member. A second staff member is to witness the administration of the medication. After the medication is given the authorised staff member will record the details in the Administered Medications folder. Name of medication, date, time, dosage, signature of person who witnessed and person who administered must all be filled in. Where a medical practitioner's approval is given staff will complete the administered medication form and write the name of the medical practitioner for the authorization. If children are receiving medication at home or school but not at the centre parents/guardians should inform the centre of the nature of the medication and its purpose and of any side effects it may have for the child so that staff can properly care for the child.

In the case of an anaphylaxis or asthma emergency, an LAC educator may administer medication (e.g. Ventolin, EpiPen) to a child without authorisation from the child's parent / guardian. In this circumstance, emergency services will be contacted as soon as possible, and the child's parent / guardian will be contacted as soon as practicable.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Emergency Administration of Medication section added - Paramount Consideration added	May 2027

Management of Medical Conditions

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will work closely with children, families and relevant schools and other health professionals to manage medical conditions of children attending the service. We will support children with medical conditions to participate fully in the day to day program in order to promote their sense of wellbeing, connectedness and belonging to the service ("*My Time, Our Place"* 1.2, 3.1). Our educators will be fully aware of the nature and management of any child's medical condition and will respect the child and the family's confidentiality (*"My Time, Our Place"* 1.4). Medications will only be administered to children in accordance with the National Law and Regulations.

CONSIDERATIONS

- **Education and Care Services National Regulations 85-96, 178, 181-184**
- **Education and Care Services National Law s 167, s173**
- **National Quality Standards 2.1, 6.2 & 6.3**
- **Staff Handbook**
- **Enrolment Policy**
- **Administration of Medication Policy**
- **Management of Epilepsy Policy**
- **Providing a Child Safe Environment Policy**
- **Incident, injury, illness, and trauma Policy**
- **Administration of First Aid Policy**
- **Work Health and Safety Act 2011**
- **Individual Medical Management Plans**
- **My Time, Our Place**
- **Emergency and Evacuation Policy**
- **Paramount Consideration**

PROCEDURES

Dealing with medical conditions

Families will be asked to inform the service of any medical conditions their child may have at the time of enrolment. This information will be recorded on the child's enrolment form. Upon notification of a child's medical condition, the service will provide the family with a copy of this policy in accordance with regulation 91. Specific or long-term medical conditions will require the completion of a medical management plan developed in conjunction with the child's doctor and family. Where required a risk mitigation plan and communication plan will be developed in consultation with the child's family. The Nominated Supervisor will make the necessary arrangement with the family to discuss the content of the plan to assist in a smooth and safe transition of the child into the service. Content of the management plan will include:

- Identification of any risks to the child or others by their attendance at the service.
- Identification of any practices or procedures that need adjustment at the service to minimise risk e.g. food preparation procedures.
- Process and timeline for orientation or training requirements of educators.
- Methods for communicating between the family and educators if there are any changes to the child's medical management plan.

The medical management plan will be followed in the event of any incident relating to the child's specific health care need, allergy, or relevant medical condition. All educators including volunteers and administrative support will be informed of any special medical conditions affecting children and orientated regarding the necessary management. In some cases, specific training will be provided to educators to ensure that they are able to effectively implement the medical management plan.

Where a child has an allergy, the family will be asked to supply information from their doctor explaining the effects if the child is exposed to whatever they are allergic to and to explain ways the educators can help the child if they do become exposed. Where possible the service will endeavour to not have that allergen accessible in the service.

All medical conditions including food allergies will be placed on the back of the pantry door in the kitchen area out of the sight of general visitors and children. It is deemed the responsibility of every educator at the service to regularly read and refer to the list. All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child. Where a child has a life-threatening food allergy and the service provides food, the service will endeavour not to serve the particular food allergen in the service when the child is in attendance and families will be advised not to supply that allergen for their own children. Families of children with an allergy may be asked to supply a particular diet if required (e.g. soy milk, gluten free bread).

Where it is necessary for other children to consume the particular food allergen (e.g. milk or other dairy foods) the child with a food allergy will be seated separately during mealtimes and all children will wash their hands before and after eating. Where medication for treatment of long term conditions such as

asthma, diabetes, epilepsy, anaphylaxis or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.

In the event of a child having permission to self-medicate this must be detailed in an individual medical management plan including recommended procedures for recording that the medication has been administered. The doctor must provide this plan. In one off circumstances, the service will not make an exception to this rule and will require the families to complete the procedure for the educators to administer the medication.

Risk Management Plans

All children with a diagnosed health care need, allergy or relevant medical condition must have a risk minimisation plan in place as per regulation 90(1)(C). These plans will be read and signed by all educators employed at the centre.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Risk Management Plans section added - Paramount Consideration added	May 2027

Management of Epilepsy

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will work closely with children, families and relevant schools and other health professionals to manage medical conditions of children attending the service. We will support children with medical conditions to participate fully in the day to day program in order to promote their sense of wellbeing, connectedness and belonging to the service ("*My Time, Our Place"* 1.2, 3.1). Our educators will be fully aware of the nature and management of any child's medical condition and will respect the child and the family's confidentiality (*"My Time, Our Place"* 1.4). Medications will only be administered to children in accordance with the National Law and Regulations.

CONSIDERATIONS

- **Administration of Medication Policy**
- **Education and Care Services National Regulations 85-96, 178, 181-184**
- **Education and Care Services National Law s 167, s173**
- **National Quality Standards 2.1, 6.2 & 6.3**
- **Staff Handbook**
- **Family Communication Policy**
- **Medical Conditions Policy**
- **Privacy and Confidentiality Policy**
- **Supervision Policy**
- **Enrolment Policy**

- **Providing a Child Safe Environment Policy**
- **Incident, injury, illness, and trauma Policy**
- **Administration of First Aid Policy**
- **Work Health and Safety Act 2011**
- **Individual Medical Management Plans**
- **My Time, Our Place**
- **Paramount Consideration**

PROCEDURES

We will involve all educators, families and children in regular discussions about medical conditions and general health and wellbeing throughout our curriculum. The Service will adhere to privacy and confidentiality procedures when dealing with individual health needs including having families provide written permission to display the child's Medical Management Plan in prominent positions within the Service.

A copy of our *Medical Conditions Policy* and *Epilepsy Management Policy* will be provided to all educators, volunteers, and families of the Service. It is important that communication is open between families and educators so that management of epilepsy is effective.

Children diagnosed with epilepsy will not be enrolled into the Service until the child's medical management plan is completed and signed by their medical practitioner. A risk minimisation and communication plan must be developed with parents/guardians to ensure risks are minimised and strategies developed for minimising any risk to the child.

It is imperative that all educators and volunteers at the Service follow a child's Medical Management Plan in the event of an incident related to a child's specific health care need, allergy or medical condition.

MANAGEMENT/ NOMINATED SUPERVISOR/ RESPONSIBLE PERSON/ EDUCATORS/ FAMILIES WILL ENSURE:

- before the child's enrolment commences, the family will meet with the Service and its educators to begin the communication process for managing the child's medical condition in adherence with the registered medical practitioner or health professional's instructions

- parents/guardians of an enrolled child who is diagnosed with epilepsy are provided with a copy of the *Epilepsy Management Policy, Medical Conditions Policy and Administration of Medication Policy*
- all children enrolled at the Service with epilepsy must have an epilepsy medical management plan, seizure record and, where relevant, an emergency action plan, signed by a registered medical practitioner and a copy filed with their enrolment record. Records must be no more than 12 months old and updated regularly by the child's registered medical practitioner and/or neurologist.
- the medical management plan will describe the prescribed medication for that child and the circumstances in which the medication should be administered
- individual epilepsy medical management will be displayed in key locations throughout the Service
- a risk minimisation plan is developed in consultation with the parents of a child diagnosed with epilepsy outlining procedures to minimise the incidence and effect of a child's epilepsy. The plan will cover the child's known triggers and where relevant other common triggers which may cause an epileptic seizure.
- that no child who has been prescribed epilepsy medication attends the Service without the medication
- they collaborate with parents/guardians to create and implement a communication plan and encourage ongoing communication between parents/guardians and staff regarding the current status of the child's medical condition, this policy, and its implementation
- all staff, including volunteers, are provided with a copy the *Medical Conditions Policy* and *Epilepsy Management* Policy annually
- copy of this policy is provided and reviewed during each new staff member's induction process
- all staff members have completed first aid training approved by ACECQA at least every 3 years and that this is recorded, with a copy of each staff members' certificate held on the Service's premises
- all staff attend regular training on the management of epilepsy and, where appropriate, emergency management of seizures using emergency epileptic medication, when a child with epilepsy is enrolled at the Service
- all staff members are trained to identify children displaying the symptoms of a seizure and are aware of the child's epilepsy medical management plan and required medication (if applicable)
- updated information, resources and support is regularly given to families for managing epilepsy
- that a staff member accompanying children on excursions or to events outside the Service carries the prescribed medication and a copy of the epilepsy medical management/action plan and for children diagnosed with epilepsy
- that they notify the Regulatory Authority of any serious incident of a child while being educated and cared for at the service within 24 hours.

Risk Management Plans

All children with a diagnosed health care need, allergy or relevant medical condition must have a risk minimisation plan in place as per regulation 90(1)(C). These plans will be read and signed by all educators employed at the centre.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- created epilepsy policy - Paramount Consideration added	May 2027

Sleep and Rest

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and believe all children have individual sleep and rest requirements. Children need a comfortable relaxing environment to enable their bodies to rest. This environment must be safe and well supervised to ensure children are safe, healthy, and secure in their environment.

CONSIDERATIONS

- **Education & Care Services National Regulations 81, 103, 105, 110 & 115**
- **My Time, Our Place**
- **National Quality Framework: Quality Area 2 & 3**
- **Paramount Consideration**

PROCEDURE

Our service defines 'rest' as a period of inactivity, solitude, calmness, or tranquillity, and can include a child being in a state of sleep. Considering the busy and energetic nature of children's day, it is important for children to have access to places that they can rest and sleep if needed. Our service will consult with families about their child's individual needs, ensuring they are aware of the different values and parenting beliefs, cultural or opinions associated with sleep requirements.

Management will:

- take reasonable steps to ensure that children's needs are being met but giving them the opportunity to rest, having regard to the ages, developmental stages, and individual needs of each child.
- ensure risk assessments are completed
- Ensure that there are adequate spaces and furniture to accommodate children's need for rest.
- Ensure the area for rest is well ventilated and has natural lighting.
- Ensure safe supervision of children whilst they rest their bodies.
- Consult with families about children's rest needs.

Educators will:

- Educators will be sensitive to each child's needs so that rest times are a positive experience.
- Maintain adequate supervision and maintain educator ratios when children are resting.
- Assess each child's circumstances and current health to determine whether higher supervision levels and checks may be required.
- Monitor the room temperature to ensure maximum comfort for the children.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Risk Assessment Plans section added - Paramount Consideration added	May 2027

Sun Protection

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will try to balance the risk of skin cancer from too much sun exposure with maintaining adequate Vitamin D levels in our children; we aim to take a sensible approach to sun protection in our service that empowers children to take responsibility for their own health and wellbeing.

We aim to ensure that all children in attendance at the service when the UV forecast is 3 or above will be protected from harmful rays of the sun. All staff will model appropriate sun protection behaviour and enforce the sun protection policy.

CONSIDERATIONS

- **National Quality Standard 2.3.2**
- **National Quality Standard 6.3.2**
- **National Regulation 114**
- **National Regulation 100**
- **Work Health Safety Act and Regulations 2012**
- **NSW Cancer Council**
- **Paramount Consideration**

PROCEDURE

Activities

Where appropriate, outdoor activities will be scheduled outside of peak UV times or planned shaded areas with sun protection used for all children. In between April and September, sun protection must be used by educators and children when the UV index is 3 or above. Sun exposure will be minimised between the hours of 10am to 2pm. When planning outdoor activities (including excursions), sun protection will be included in the risk assessments. Air Quality and UV checks twice daily and recorded on checklists.

Shade

Outdoor play will be held in shade wherever possible when the UV is 3 or above. Educators will set up activities and play spaces to make best use of the shade. Children will be encouraged to use available shade.

Clothing

Educators and children will wear protective clothing when outside when the UV Index is 5 or above. When outdoors, children will be encouraged to wear sun-safe clothing with sleeves, collars, or covered necklines. Children will be encouraged to wear sun-safe hats that protect the face, neck, and ears when outside. Baseball caps and visors are not recommended. All educators are required to wear tops with sleeves and collars or covered necklines and longer style skirts, shorts, or trousers. Children who do not have a hat must wear sunscreen and will be advised to play in a sheltered area. Staff are to enforce the rule that where a child has not got a hat or is wearing clothing that is not recommended as appropriate, they must access shaded areas in which to play.

Sunscreen

SPF 50+ broad-spectrum water-resistant sunscreen will be available at the service at all times for children and educators to use. Sensitive skin sunscreen will also be available. Educators will ensure there are regular reminders (minimum every 2 hours) to apply sunscreen prior to outdoor play. Educators will respect the parents/guardians right to refuse authorisation to apply sunscreen however will require children to wear appropriate clothing or play in the shade.

Role Modelling of Staff

Educators will wear protective clothing and practice a combination of sun protection strategies when in attendance at the service. Wherever possible, staff will seek out shade when undertaking outdoor supervision in months where the UV Alert is 5 or above. Educators will use opportunities to discuss with children sun protection and demonstrate a positive and proactive approach to the management of sun protection in the service.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	- Sections reorganised - Role Modelling of Staff section added - Added UV & AIR checking added to Daily Hazard Checklist - Paramount Consideration added	May 2027

Safe Transportation

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and we believe that children traveling to and from school and on excursions have the right to be safe. The centre operates vacation care services during the school holidays and utilises a variety of transportation services. The centre aims to provide a safe environment for children when utilising transport to and from excursions and other activities.

CONSIDERATIONS

- **National Standards Section 2.13 (Transport)**
- **Excursions Policy**
- **Providing a Child Safe Environment Policy**
- **Risk Assessments**
- **Permission Forms**
- **Paramount Consideration**

PROCEDURE

PURPOSE

The *Education and Care Services National Regulations* requires approved providers to ensure their services have policies and procedures in place in relation to the safe transportation of children and take reasonable steps to ensure those policies and procedures are followed (regulation 170).

[ACECQA, 2021]

We aim to ensure that all children being educated and cared for by our OSHC Service are adequately supervised at all times. This includes ensuring educator to child ratios are met whenever and wherever our service is operating including providing or arranging transportation as part of our OSHC Service activity.

SCOPE

This policy applies to children, families, staff, management, the approved provider, nominated supervisor, students and visitors of the OSHC Service.

IMPLEMENTATION

The safety of children enrolled at the OSHC Service is paramount. Every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury. Appropriate safety measures have been implemented through our comprehensive risk assessment process to ensure supervision is adequate at all times including transporting children before and after school to our Service and when children are participating in excursions as part of the educational program. Educator to child ratios are adhered to in addition to ensuring the maximum numbers on the service approval are not breached at any time. Adequate supervision is therefore not static as it is dependent upon a range of considerations documented in risk assessments. Specific risk assessments and procedures for excursions during school holidays are included in our *Excursion Policy*. Procedures are in place to ensure a Nominated Supervisor or staff member is present and accounts for each child (and make a record) when children embark and disembark the vehicle at the service premises and the interior of the vehicle is thoroughly checked to ensure no child is left behind.

TRANSPORT SPECIFIC RISK ASSESSMENT

As per the Education and Care Services National Law, our service will '*ensure that every reasonable precaution is taken to protect children…from harm and from any hazard likely to cause injury*' (Section 167). Our OSHC Service will conduct comprehensive transport specific risk assessments to minimize and manage all potential risks for transporting children before authorisation is sought to transport a child. [Reg. 102B, 102D (4)].

A risk assessment will be undertaken at least annually for '*regular transportation'* of children. Each time our Service transports, or arranges, the transport of children as part of an excursion, a new risk assessment will be conducted. All risk assessments will be regularly assessed and evaluated to facilitate continuous improvement in our service.

Our risk assessment process is guided by the following:

- identify any hazards or potential hazards that transporting the child may pose to the safety, health and wellbeing of the child
- assess the risk of harm or potential harm using a risk matrix
- specify how the identified risks will be managed by eliminating or minimising the impact using control measures
- evaluate the current risk or potential harm by implementing control measures
- review and monitor the risk or potential harm to ensure it continues to be managed as a low risk

Our risk assessment will consider:

a) the proposed route and duration of the transportation; and
b) the proposed pick-up location and destination; and
c) the means of transport; and

d) any requirements for seat belts or safety restraints (as per the law of our jurisdiction); and
e) any water hazards; and
f) the number of adults and children involved in the transportation; and
g) given the risks posed by transportation, the number of educators or other responsible adults to provide supervision and whether any adults with specialized skills are required; and
h) whether any items should be readily available during transportation (mobile phone, list of emergency contact numbers) and;
i) the process for entering and exiting-
    i. the education and care service premises; and
    ii. the pick-up location or destination (as required); and
j) procedures for embarking and disembarking the means of transport, including how each child is to be accounted for on embarking and disembarking.

Additional considerations may include:

- the experience of the driver and licensing conditions for the vehicle
- the age, ability, needs and skills of children being transported (non-ambulant)
- the experience of the adults involved in transportation and their capacity for supervising children
- movement of children between the vehicle and venues
- traffic conditions
- extreme weather conditions or natural disasters
- environmental hazards such as temperature extremes, smoke
- communication to/from the vehicle- mobile phone reception
- health needs of all children and adults
- first aid provision and management of illness, injuries and emergencies
- child safe practices.

THE APPROVED PROVIDER WILL NOTIFY THE REGULATORY AUTHORITY:

- that the Service will offer or arrange transportation as part of the service approval application
- within seven (7) days if there is a change to the regular transportation provided or arranged by the service, including if the regular transportation is no longer provided.

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR WILL ENSURE:

- all staff, volunteers and students follow the *Safe Transportation Policy* and procedure
- all staff and driver (s) are aware of and inducted in the *Safe Transportation Policy* and procedure and have completed practical training relating to safe transportation of children
- a copy of any training undertaken by staff related to practical training of safe transportation is kept at the Service
- risk assessments are carried out prior to seeking authorisation for transporting children

- risk assessments for 'regular transportation' are evaluated to ensure potential risks are identified and managed at least annually or when circumstances for transportation change such as route or destination, identified risks/hazards (water hazards)
- any updates to policies and procedures are clearly communicated to all staff
- roles and responsibilities are clearly communicated with educators
- a designated driver is nominated as the person who will be responsible for driving the vehicle
- a designated educator is nominated as the person who will be responsible for accounting for each child before, during and after transportation and ensuring relevant records are completed
- messages from families regarding attendance changes to pick up or drop offs are communicated to the designated educator/educators
- children are signed into the service attendance record upon collection, noting the time children enter the vehicle
- rehearsals for transportation of children are conducted throughout the year as 'best practice'
- details of the safest route for travel, type of vehicle and required restraints are included in the risk assessment
- every reasonable precaution is taken to protect students from harm and hazards likely to cause injury
- effective and adequate supervision is provided (see below)
- educator to child ratio requirements are maintained at all times, including when children are being transported as part of the service activity
- a record of staff working with directly with children (regulation 151) is kept
- compliance with first aid requirements of Regulation 136 is met at all times
- parents/guardians complete a written authorisation for regular transportation of their child and a copy of this is filed in the child's enrolment record/ attached to the enrolment form
- children are instructed on processes for entering and exiting the OSHC service premises and school (drop off) site; and are aware of pick up and destination locations
- children are signed into or out of the attendance record upon delivery or collection of child to the service in accordance with the *Delivery of Children to, and Collection from Education and Care Service Premises Policy*
- the *head count via Becklyn portal* is completed to record how each child was accounted for as they embark or disembark from the vehicle during transportation
- once all children have exited the vehicle/bus, a final check is conducted, including the interior of the vehicle, to ensure no child is left on the vehicle
- a secondary educator conducts a final sweep of the vehicle, including the interior of the vehicle, to ensure there are no children or belongings left behind (best practice)
- the designated educator/Nominated Supervisor confirms the interior of the vehicle was checked and has signed the *head count via Becklyn portal*, a second educator confirms the interior of the vehicle was checked and has signed the *head count via Becklyn portal*
- under no circumstances will the driver and educators/employees supervising children be under the influence of alcohol or drugs

- children's attendance is checked against an accurate attendance record showing when children are within the care of the OSHC service (including when being transported)
- children's attendance is checked by the supervising educator/staff before departure from the designated pick-up location and marked as present as they disembark from the vehicle
- procedures for the safe handover of children between the Service and other educational site is documented correctly
- educator to child ratio requirements are maintained at all times, including when children are being transported as part of the service activity
- a record of staff working directly with children (regulation 151) is kept
- children exit the vehicle using the 'safety door'
- children wear approved seat belts/restraints whilst the vehicle is in motion in accordance with NSW Road Rules and Road Transport Act
- children are never left unattended in the vehicle
- education on road safety for children is included in the Service's programming
- safety rules are developed with children to ensure a clear understanding of appropriate and inappropriate behaviour
- staff are aware of appropriate procedures to be followed in the event of a vehicle crash involving staff and children from the OSHC Service
- a working mobile phone or other similar means of communication to communicate with the service, parents/carers is provided in case of emergency
- a list of emergency contact numbers for the children and staff being transported
- every effort will be made to notify parents/carers of delays returning to the OSHC Service if applicable
- relevant criminal history requirements and Working with Children Checks are made and verified for any person transporting children. WWCC is recorded in staff records
- the designated person driving the vehicle/bus holds a current Australian driver's licence relevant to the vehicle classification
- any allegation of misconduct of the educator or staff member will be reported immediately as per the Reportable Conduct Scheme detailed in our *Child Protection Policy* and/or *Child Safe Environment Policy* and *Code of Conduct Policy*
- the maximum number of children approved for a service as confirmed on the service approval is adhered to no matter where the children are located, including when they are being transported by the Service [S. 51(4A)]
- the *Administration of First Aid Policy* is implemented in the event of a serious incident, injury, trauma or medical emergency, including contacting emergency services and notifying parents/guardians as required
- to explicitly communicate attendance register procedure with all stakeholders (school, parents, educators)
- effective and adequate supervision is provided when children are being transported. Consideration must include:
    - the number, age and ability of children
    - visibility and accessibility
    - physical positioning of educators
    - risks related to the mode of transportation (including travel on foot)
    - risks in the environment, location, route and while travelling

  - the experience, knowledge and skill of each educator
  - the capacity of an educator to immediately respond to a situation requiring urgent intervention
- an easily recognised and suitably equipped first aid kit is easily accessible during transportation
- educators carry medication, health plans and risk assessments for individual children
- at least one staff member accompanying children during transportation holds:
  - an approved first aid qualification and
  - a current approved anaphylaxis management training qualification and
  - an approved emergency asthma management training qualification.

THE DESIGNATED EDUCATOR/DESIGNATED DRIVER/EDUCATORS WILL ENSURE:

- they adhere to the *Safe Transportation Policy* and participate in practical training relating to the safe transportation of children
- they are aware of their roles and responsibilities while providing transportation for children
- a Risk Assessment has been completed in accordance with the requirements as outlined above
- their driver's licence is current and the driver is in a fit and proper state to drive
- if driving larger vehicles to transport children they hold the relevant licence for the vehicle classification
- every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury
- effective and adequate supervision is provided when transporting children
- educator to child ratio requirements are maintained at all times, including when children are being transported as part of the service activity
- children are never left unattended in the vehicle
- they adhere to the road rules and regulations mandated by law within each state/territory
- children remain seated and do not behave in a dangerous or inappropriate manner
- children wear approved seat belts/restraints whilst the vehicle is in motion in accordance with NSW Road Rules and Road Transport Act
- the vehicle is parked in a secure and safe location for children to access
- the number of passengers does not exceed the legal requirement
- a working, fully charged mobile phone is taken in case of an emergency
- the *Administration of First Aid Policy* is implemented in the event of a serious incident, injury, trauma or medical emergency, including contacting emergency services and notifying parents/guardians as required
- the *Missing Child During Regular Transportation Procedure* is followed in the event a child is deemed missing or unaccounted for
- a fully equipped first aid kit is easily accessible
- medication, health plans and risk assessments for individual children are available during transportation
- a list of emergency contact numbers for the children and staff being transported is available

- emergency contact information is available
- every effort will be made to notify parents/carers of delays returning to the Service if applicable
- messages from families regarding children's attendance changes to pick up or drop offs are communicated effectively and timely to educators travelling with children

TRANSPORTATION ATTENDANCE RECORD KEEPING

The designated driver and designated educator will ensure:

- the *head count via Becklyn portal* is completed each time transportation is provided to children
- the *head count via Becklyn portal* is completed to record:
    - each child is signed into the Transportation Attendance Record and Service attendance record upon collection, noting the time children enter the vehicle (for collection from school/home)
    - each child is signed out of the *head count via Becklyn portal* and service attendance Record noting the time children exit the vehicle (delivery of children to school/home)
    - each child is accounted for as they embark and disembark from the vehicle during transportation
    - that once all children have exited the vehicle/bus, a final sweep of the vehicle is conducted by the designated educator/ nominated supervisor, including the interior of the vehicle, checking around and under seats, storage areas and under the vehicle to ensure there are no children or belongings left behind
    - a secondary educator conducts a final sweep of the vehicle, including the interior of the vehicle, checking around and under seats, storage areas and under the vehicle to ensure there are no children or belongings left behind
    - a second educator will confirm the interior of the vehicle was checked and sign the *head count via Becklyn portal*

SAFE MAINTENANCE OF TRANSPORTATION VEHICLE

THE APPROVED PROVIDER/MANAGEMENT/NOMINATED SUPERVISOR/ DESIGNATED EDUCATOR/ DESIGNATED DRIVER/EDUCATORS WILL ENSURE:

- the transportation vehicle is fitted with the required seat belts and child restraints, approved by the Roads and Traffic Authorities (see Rule 266 of the Australian Road Rules)
- there are sufficient seat belts installed for all passengers in accordance with current Australian Safety Standards- (AS/NZS 1754)
- the vehicle has enough fuel to transport the children each day as in accordance to schedule
- the vehicle is registered, roadworthy and insured (general legal requirements and best practice standards are adhered to)
- any repairs are completed as soon as possible by a qualified mechanic

- checks of the vehicle should be recorded, signed by the relevant person and kept for inspection by the Regulatory Authority drivers hold a current Australian driver's licence, licenced to carry the required number of passengers for the vehicle
- in the event of any mechanical or other breakdown, children will be kept safe, comfortable and occupied with suitable activities, every effort will be made to notify parents/carers of delays returning to the Service if applicable

FAMILIES WILL:

- adhere to the Service's Delivery of children to, and collection from Education and Care Service Premises Policy and Safe Transportation Policy, communicate any change in transportation requirements for their child with the OSHC Service as soon as they are aware (for example: no transport is required on a particular day as the child has returned home from school due to illness)
- notify the OSHC Service if their child is going to be absent on a particular day and not require transport
- ensure written authorisation for transportation of their child by the OSHC Service is granted by either the parent or authorised nominee (for transportation authorisation) named in the child's enrolment record
- provide emergency contact details and phone numbers upon enrolment and update emergency contact details and phone numbers regularly
- sign attendance record upon delivery or collection of child to the service in accordance with the Delivery of Children to, and Collection from Education and Care Service Premises Policy.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	• Updated to include new title and procedure • Paramount Consideration added	May 2027

Water Safety

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and may plan experiences with appropriate levels of challenge where children will be encouraged to explore, experiment and take appropriate risks ("My Time, Our Place", Outcome 4), including the use of water as a medium for play in both the outdoor and indoor environment and on excursions.

Water use will always be supervised to ensure the safety of children is a priority. The hygienic state of water will be assessed before it is used for children's play. Drinking water will be accessible, hygienically stored and maintained.

The safety and supervision of children is paramount when in or around water. This relates to water play, excursions near or at bodies of water, hot water, drinking water and hygiene practices with water in the service environment.

CONSIDERATIONS

- **Education and Care Services National Regulations 99-103 & 168**
- **National Quality Standard 2.3**
- **Providing a Child Safe Environment Policy**
- **Excursion Policy**
- **My Time, Our Place**
- **Work, Health and Safety Act 2011**
- **Paramount Consideration**

PROCEDURE

Water Safety in relation to excursions

The centre recognises the risks posed by bodies of water and will ensure that every precaution is taken so that children are able to enjoy water-based excursions safely. The centre may undertake water-based excursions outside of the school premises. A risk assessment would be carried out for all water-based excursions. Authorisations from families would be sought prior to excursions including those involving water-based activities.

The National Law and Regulations do not specify a specific educator to child ratio for activities where water is a feature. The number of educator's present is to be determined by a risk assessment of the proposed activity. It must also be noted that in sections 165, 167 and 169 of the National Law there are clear statements about adequate supervision.

A range of factors shall determine the adequacy of supervision, including:

- Numbers, ages, and abilities of the children
- Number and positioning of educators
- Each child's current activities
- Areas where children are playing, with particular emphasis on visibility and accessibility of these areas
- Risks in the environment and experiences provided to children
- Educators' knowledge of each child and each group of children,
- The experience, knowledge, and skill of each educator.

Definition of a body of water

The service recognises the following locations as bodies of water:

- Swimming pools and /or water fun parks
- Wading pools
- Lakes
- Ponds
- The sea / ocean
- Creeks
- Dams
- Rivers
- Equipment used by the service that could contain 5cm or more of water and would allow a child to submerge both nose and mouth at the same time.

Water safety in relation to water-based activities within the service:

Water use within the service will be supervised to ensure that the safety of children, and educators is a priority. The hygienic state of water will be assessed before it is used for children's play. Educators will ensure water troughs or containers for water play are filled to a safe level. Children will be discouraged from drinking from these water vessels. Children will be instructed in the safe use of equipment used during water-based activities, for example, slip and slide, water pistols, bubble machines, etc. Any buckets of water that may be used for cleaning or hand washing will not be left unsupervised near the children and will be emptied immediately after use. The children's play areas will be checked each morning to ensure that no containers or pools of water are accessible to children. If rain occurs during the day, outdoor play areas will be checked for safety prior to the children entering the outdoor environment.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• Paramount Consideration added	May 2027

PROGRAMMING

LINDFIELD ACTIVITY CENTRE

Policies & Procedures

Daily Routine

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and to provide daily routines that contribute to each child's social, physical, intellectual, creative, and emotional development. We aim to give the children as much choice as possible as to how they will spend their time. The daily routine reflects this through a strong emphasis on free play, as well as the opportunity to engage in planned activities.

CONSIDERATIONS

- **National Standards Section 1.1, 1.2, 2, 4.2, 6.1.1, 6.1.3**
- **Education and Care Services National Regulations 50-51**
- **My Time, Our Place**
- **Paramount Consideration**

PROCEDURE

A daily routine will be discussed and organised by staff that incorporates plenty of time for children to have free choice as to how they spend their time. The routine will reflect the Centre's philosophy. The routine will set out only the basic necessities (arrival, departure, snack times etc.) leaving the rest up to the children to decide.

The routine will take into consideration all children's needs in relation to their emotional, social, physical, creative, and developmental areas. The routine provides a broad outline in order to encourage children to be creative with their free time. Developing each child's own creative leisure skills will be of the utmost importance. The routine will be flexible to allow for the many extra-curricular activities that may cause children to arrive late or depart early.

The children will be regularly reminded of the routine, and new students will be introduced to the routine on their first day at the centre. Any changes to the morning and afternoon routines will be explained to the children before they are enforced. Any new families will be invited for a tour before starting care.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Added families invited to tour service before starting. - Paramount Consideration added	May 2027

Documentaries, Movies & TV

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and films and videos can be used as part of the program of activities after thoughtful consideration relating to the content and message of the film. Staff will ensure that all videos and films are suitable for the children's ages and that parent's permission has been given.

CONSIDERATIONS

- **Film ratings from Australian Broadcasting Authority**
- **Voluntary Code of Practice Section 12**
- **Paramount Consideration**

PROCEDURE

Documentaries, movies, and TV will only be viewed that have a G or PG rating. Documentaries, movies, and TV may be used as part of a balanced program of activities. They should only be used in a limited way to ensure children do not spend time watching when they could be outside playing. Parents/guardians should be notified that G & PG rated videos may be shown and permission sought on the enrolment form. Staff should preview the film or video where possible. Films and television will only be used to a limited extent such as at the end of the day when it is dark outside or during wet weather or for a very brief period in the mornings.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• Paramount Consideration added	May 2027

Educational Program

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and will develop and implement a balanced program that is stimulating, interesting and exciting and allows opportunities for children to play, explore and develop new skills. Our Centre's program will reflect the cultural diversity of our community. Children and parents/guardians are encouraged to be actively involved in the planning and implementation and evaluation of the program.

CONSIDERATIONS

- **National Standards Section 1, 2.1.3, 2.2.1, 4.2, 6.1.1, 6.1.3**
- **Education and Care Services National Regulations 50 & 51**
- **My Time, Our Place**
- **Paramount Consideration**

PROCEDURE

The Educational Leader and other staff members will be responsible for the development of a child-centred program, that reflects the philosophy of the centre and meets the social, physical, recreational, intellectual, creative and emotional developmental needs of the children attending. Programs will provide a broad outline of activities that children are free to choose to participate in or not.

The program will be placed on display so that children and parents/guardians can see it. Staff will be encouraged to contribute to the program wherever possible. The Centre will have resources on site for staff to use in the developing of a program.

Staff will encourage feedback from parents/guardians and children in relation to the program. Staff will converse with parents/guardians regarding their child's interests and activities and respond to parent's suggestions, requirements, and expectations. Children will be encouraged to make their own choices as to how to spend their time at the centre. Whether this means participating in planned activities or creating their own. The weekly program will be displayed on the display board, for parents/guardians to view and comment on. It will then be evaluated; this will form part of our on-going cycle of planning. Evaluations should include children's feedback as best as possible.

Displays such as My time, Our Place and NQF will guide Educators with programming and reflecting.

The program will form a broad outline allowing children to make the majority of choices as to how they will spend their time at the centre.

- Staff will interact with children and where appropriate participate in activities and encourage children to try new activities.
- The program will be evaluated weekly through verbal and written critical reflection.
- Activities for different age groups will be available for children to take part in.

The Program will:

- Promote the importance of play in the child's life.
- Allow and encourage children to be involved in critical evaluation and provide feedback for future programs
- Reflect the cultural and language diversity of the local and wider community.
- Consider all developmental areas.
- Consider the age range of children
- Consider individual and group interests, needs, skills, talents, and abilities.
- Allow children to make the majority of choices as to how they spend their time at the centre.
- Provide a wide variety of toys that are appealing to the children.
- Provide equipment that encourages creativity
- Encourage children to assert self-discipline and control.
- Provide children with opportunities for creative expression.
- Help children to appreciate and care for each other and their surroundings.
- Make the children feel valued and welcome at the centre.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- National Quality Standards added - Paramount Consideration added	May 2027

STAFF POLICIES

LINDFIELD ACTIVITY CENTRE

Policies & Procedures

Management of Inappropriate Conduct

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and are committed to providing a child safe environment where children's safety and wellbeing is supported and children feel respected, valued and encouraged to reach their full potential. We are committed to continue to review our policies and procedures to reflect and reinforce the Paramountcy principle.

Our Service maintains a zero-tolerance approach to inappropriate conduct towards children. All interactions must protect each child's dignity, emotional wellbeing and safety. Our Service upholds a strong reporting culture to safeguard children in our care. All educators and staff play a vital role in protecting children from harm by responding to and reporting any incidents, disclosures or suspicions of abuse, harm, neglect or ill-treatment.

Working in conjunction with the *Interactions with Children, Families and Staff Policy*, *Child Protection Policy and Child Safe Environment Policy* this procedure provides guidance for educators and management in fostering a child safe environment within the Service. It outlines how to identify inappropriate conduct and discipline and details the processes for responding to and reporting any allegations, suspicions, or concerns.

If a child is at immediate risk and police or medical assistance is required, educators/staff must contact emergency services immediately on 000.

LEGISLATIVE REQUIREMENTS		
1	National Law defines inappropriate conduct as "*conduct a reasonable person would consider to be inappropriate in an education and care Service*"	
2	When determining whether conduct is inappropriate, the approved provider and nominated supervisor will consider: • whether the conduct aligns with expected practice in the delivery of education and care, including behaviour guidance, supervision, personal care routines, and interactions with children • the child's age, stage of development, abilities and individual needs, including cultural and family context • whether the conduct is likely to cause emotional, psychological or physical harm, distress, injury or discomfort to a child • the intention and purpose of the conduct, including whether it could reasonably be perceived as sexualised, aggressive, violent, exploitative, demeaning or unsafe in the context in which it occurs	
3	When assessing whether conduct is inappropriate, the approved provider or nominated supervisor must note that the following are irrelevant to the assessment: • a child's consent	

	• any belief by an adult that the child has consented • the child's relationship to the alleged offender, including where the child is related	
4	Inappropriate conduct may occur: • directly in person, including actions directed at, or occurring around, a child that the child witnesses • through verbal or electronic communication, including messages, calls, livestreams, or any communication occurring in real or near-real time • through digital capture, such as images, videos or sharing images/videos without authorisation • through a pattern of behaviour over time, including grooming behaviours, repeated boundary crossing, or escalating interactions that create risk to a child's safety or wellbeing	
5	Filming, recording, photographing or otherwise capturing an image or audio of a child is considered subjecting a child to inappropriate conduct and must be assessed and managed	
6	Inappropriate conduct may include: • a single act or incident • repeated acts or incidents occurring over a period of time • behaviour that forms part of an ongoing pattern	
7	Inappropriate conduct includes both: • an action; and • a failure to act where an action was required.	
8	The approved provider will provide regular training and professional development for all staff, educators and volunteers to recognise, prevent and report inappropriate conduct as part of mandatory child safety training	
9	The approved provider will ensure all educators, staff and volunteers understand their obligations as mandatory reporters and are trained to recognise, prevent and respond to inappropriate conduct	

INAPPROPRIATE CONDUCT PREVENTION AND AWARENESS		
The approved provider and nominated supervisor will:		
1	review the Service's child safe policies including, *Child Safe Environment Policy* and *Child Protection Policy* annually, in collaboration with children, educators and families	
2	ensure all staff, educators and families are aware of this procedure in alignment with Child Safe policies such as the *Child Protection Policy and Child Safe Environment Policy*	
3	inform all staff and educators of the procedure and their responsibilities to ensure that no child is subjected to inappropriate conduct	
4	provide regular training and professional development for all staff and educators to recognise, prevent and report inappropriate conduct	

5	ensure all staff, educators, volunteers, students and visitors adhere to the Service's expectations for professional conduct, child-safe practices and legislative requirements, and ensure that no child is exposed to inappropriate conduct in any form at any time	
6	provide guidance for staff and educators regarding how and when to report any concerns regarding inappropriate conduct or interactions	
7	actively demonstrate and uphold behaviours that promote a child safe culture, ensuring that inappropriate conduct is never tolerated in the Service	
8	implement recruitment practices that include appropriate screening, suitability checks and referee verification to reduce the risk of inappropriate conduct and ensure only suitable persons are engaged to work with children	
9	report and notify all incidences of inappropriate conduct to the regulatory authority via NQA ITS within 24 hours of becoming aware of the incident (see Reporting Concerns section below)	
10	conduct a risk assessment to manage risks associated with inappropriate conduct	
11	review the inappropriate conduct risk assessment annually	
12	ensure educators are within sight and sound of another educator at all times to reduce opportunities for inappropriate behaviours, including when assisting children with toileting	
13	conduct a review of practices following an incident involving inappropriate conduct at the Service, including an assessment of areas for improvement	
14	offer support, such as counselling, to children, families and staff following an incident involving inappropriate conduct, where required	

EXAMPLES OF INAPPROPRIATE CONDUCT		
These examples are not exhaustive and provide a general overview of behaviours that may constitute inappropriate conduct.		
1	Behaviour that breaches professional boundaries: • developing personal or overly familiar relationships with children or families • sharing personal contact details with children or using private messaging platforms to communicate with children • giving special treatment or gifts to particular children • socialising with families in ways that compromise professionalism or objectivity • favouritism or exclusion of particular children or staff	
2	Inappropriate physical conduct: • using physical force to discipline (smacking, pinching, pushing, shaking) • rough handling during routines (nappy changing, pushing or forcing a child to sit or lie on a bed during rest time) • physical contact that is not necessary or respectful of the child's comfort or autonomy, including physical closeness that is not age appropriate or required based	

	on the needs or abilities of the child (example sitting on an educator's lap for an extended period of time) • stopping a child from moving, physically restraining a child • touching children in ways that are sexualised, intrusive, or violating privacy, such as tickling, wrestling, prolonged or unnecessary hugging, laying with a child on the ground, spooning a child, kissing children on the cheek, massages	
3	Inappropriate verbal or emotional conduct: • yelling, threatening or intimidating tone • belittling, shaming, mocking or humiliating a child • making fun of a child • using sarcasm, cruel humour or language children cannot reasonably understand • making discriminatory or derogatory comments about children, families, or colleagues, including negative labels	
4	Breaches in supervision or duty of care: • leaving children unsupervised or out of sight/hearing range • ignoring signs of distress, injury or unsafe behaviour • using personal devices while supervising children • not maintaining required ratios or group size considerations	
5	Misuse of discipline or behaviour guidance: • using punishment such as isolation, withdrawal of food, forced sleep or shame-based tactics • physical or verbal abuse • using consequences intended to frighten, threaten or control rather than teach • failing to use positive guidance practices as required under the NQF	
6	Boundary issues involving technology: • taking images or videos of children on personal devices • taking illegal or inappropriate images or videos of children, including sexualised images or videos • posting content involving children or the Service on social media • sharing images or videos of children enrolled at the Service • sharing confidential information without authorisation • inappropriate online behaviour or digital communication	
7	Conduct that raises child safety concerns: • grooming behaviours (secrets, special privileges, private interactions, set up of physical spaces (e.g. placing posters on windows to limit visual supervision, sheets to build forts)) • encouraging dependency or inappropriate attachment	

	• sexualised comments, jokes or exposure to inappropriate content • failure to report concerns, suspicions or allegations of harm	
8	Unprofessional conduct with colleagues or families: • gossiping or sharing confidential information • bullying, harassment or discrimination • aggressive behaviour during conflict • undermining other staff in front of children or families	

REPORTING CONCERNS		
1	Educators, family members or visitors who witness, suspect, or are informed of any inappropriate conduct by a staff member or volunteer, must notify • the regulatory authority NSW Early Learning Commission within 24 hours, and • the approved provider within 24 hours, notifications must be made in writing to document the report	
2	Following an observation or a report regarding an allegation, concern or suspicion that a child has been subjected to inappropriate conduct, the approved provider must ensure that all required notifications are submitted within 24 hours to the relevant authorities listed below: • regulatory authority NSW Early Learning Commission through the NQA ITS portal • NSW Department of Communities and Justice (DCJ) via the Child Protection Helpline or NSW Mandatory Reporter Guide • NSW Office of the Children's Guardian (OCG) • NSW Police	
3	Notifications are to be lodged within 24 hours of the incident, prioritising the safety and wellbeing of children at all times, including outside regular operations, for example weekends or public holidays	
4	Reports must include the following details: • date, time and location of incident • persons involved or witnesses • description of behaviour and incident • any immediate action taken • supporting documents • details of the person receiving the report	
5	Notification made to relevant authorities must be recorded and include the following details: • details of the report as outlined above • date and time of notification • details of person making the notification	

	• details of the agency the report is being notified to • details of how the notification was made (for example via email, contact form or NQA ITS) • supporting documents • any response or guidance received by the relevant authority	
6	All reports regarding inappropriate behaviour must be documented in the Service's Incident Register. This register must be securely stored and accessible only to authorised personnel.	
7	All supporting documentation must accompany the report and notification record. This may include: • staff rosters • staff, educator, parent or child statements • child attendance records • behaviour or incident logs • emails or messages relating to the incident • previous investigations, warnings or performance management records for the employee • professional development or training attended by the employee • staff acknowledgement of policies and procedures • CCTV footage	
8	Educators, families or visitors are advised that reports of inappropriate conduct must be made in writing and can be directed to the approved provider or nominated supervisor via email	
9	The approved provider and nominated supervisor will actively ensure educators, staff, volunteers and visitors are aware of the *Protected Disclosures (Whistleblower) Policy* and are supported to report any child safety concerns in a safe and confidential manner	
10	Educators, staff and Persons with Management or Control (approved provider) employed at our Service are mandatory reporters under the following legislation: • Children and Young Persons (Care and Protection) Act 1998 (NSW) • Children (Education and Care Services National Law Application) Act 2010 (NSW) • Reportable Conduct Scheme – Children's Guardian Act 2019 (NSW)	
11	All reports and notifications must be treated as confidential. Records are to be securely stored and accessible only to authorised personnel, in accordance with the *Privacy and Confidentiality Policy*.	
12	The approved provider and nominated supervisor will cooperate with all requests from relevant agencies following a report, including requests of further information or documentation	

RESPONDING TO CONCERNS		
1	If a child is in immediate danger contact police or emergency services on 000	
2	Following a report made to the approved provider or nominated supervisor regarding inappropriate conduct, an investigation may be conducted, provided that it does not interfere with investigations carried out by relevant agencies	
3	The approved provider will ensure the parent/guardian is notified of any serious incident involving their child within 24 hours, including allegations, suspicions or incidents involving child safety or inappropriate conduct	
4	The approved provider will notify parents/guardians of any investigation regarding child safety, including inappropriate conduct, involving their child, including information about the investigation process support resources, contact details for further enquiries, expected timeframe for investigation and will provide regular updates during the investigation	
5	Investigations will be conducted in a confidential and timely manner, with only authorised personnel involved in the investigation	
6	Interviews regarding witnesses or involved educators or staff will be conducted separately	
7	All supporting documentation, including any CCTV footage and witness statements, will be considered during the investigation	
8	The approved provider will take immediate action to ensure the safety of all children within the Service. The educator or staff member may be stood down, and prohibited from working directly with children, while an investigation is undertaken.	

FOLLOWING AN INVESTIGATIONS OR REPORT INTO INAPPROPRIATE CONDUCT		
1	At the conclusion of the investigation, the following actions may be undertaken: • counselling or support services offered to families, children or educators affected • additional professional development or training regarding child safety • performance management, in accordance with our *Performance Management Policy* • increased supervision or mentoring of educator or staff member involved • disciplinary action, including termination of employment • critical review and update of policies and procedures	
2	A post-investigation meeting will be conducted with all affected persons involved in the incident (without breaching confidentiality)	
3	The approved provider and nominated supervisor will follow and comply with all direction and instructions provided by authorities, including: • regulatory authority NSW Early Learning Commission • NSW Department of Communities and Justice (DCJ) • NSW Office of the Children's Guardian (OCG) • NSW Police	

4	The approved provider will ensure all directions from the regulatory authority will be followed, including any suspension or supervision notices under National Law	
5	All steps of the investigation will be recorded and documented, including action taken before, during and after the investigation	
6	The approved provider will ensure a review of the incident, investigation and outcomes will be completed, including updating of relevant policies, procedures and risk assessments where required	

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- New policy included with reform updates and paramountcy in practice	May 2027

Communication

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and to maintain positive and open communication between all stakeholders. Staff, parents/guardians, and committee members will be made aware of important information through regular communication across various channels.

CONSIDERATIONS

- **Industry Best Practice**
- **Child Safety Reforms**
- **Paramount Consideration**

PROCEDURE

Staff/Management

Staff and members of the Management Committee are to treat each other with respect, courtesy and understanding. Appropriate language is to be maintained at all times for parents/guardians, staff, and committee members. The Director is the main line of communication between the staff and Committee. Staff can raise any issues with the Committee through the Director. The Director will ensure that this is drawn to the Committee's attention during Committee meetings.

Where necessary staff will be invited to Committee meetings to discuss their concerns. Where the matter is seen as urgent, the Director may raise the issue with the Committee prior to the meeting and discuss if there is a need for immediate action to be taken at that time. If staff have an issue they do not wish to address with the Director, they may personally write to the Committee identifying the problem and asking for the help of the Committee. The issue should be raised at the next Committee meeting. The staff member involved will be asked to attend the meeting personally to discuss the issue.

Where there is a distinct conflict between a staff member and the Committee, the staff member or Committee can act on this as per the grievance procedures. A mediator or union representative can be brought in to discuss any concerns that have not been able to be resolved by the normal procedures.

Staff/Parent

Staff will create a comfortable and supportive environment for parents/guardians and strive for open communication and good relations with parents/guardians. Staff and parents/guardians will treat each other with respect, courtesy and understanding. Appropriate language is to be maintained at all times.

Staff will not be judgemental towards the parents/guardians and respect their need to use childcare. Staff will accept parent's individual differences in raising their children and in all cultural issues. Staff will ensure parents/guardians are greeted and farewelled in all sessions. Staff will maintain regular, open communications with parents/guardians. Staff should inform parents/guardians personally about anything relating to their child as an ongoing process. This could be praise about the child's day activities, any problems the child might have had on the day, issues of behaviour that may have been a concern and so on.

Staff will regularly talk to parents/guardians about the child's interests and activities and respond to suggestions from parents/guardians. When parents/guardians contact the Centre to see how a child is settling in, the staff will provide the parent with information regarding the child's participation and wellbeing. Conversations will be maintained at a positive level.

Communication with parents/guardians will be maintained in a variety of ways such as:

- Greeting and Farewelling
- Personal conversations
- Notice Boards
- Parent Information Package
- Information from Management

Staff will ensure that parents/guardians are fully aware of all lines of communication and ensure these are followed. Staff will be aware of their limitations in relation to parent's problems and ensure they are referred to the appropriate people when required. Parents/guardians and staff are requested to maintain confidentiality at all times.

Staff/Child

Staff and children are to treat each other with respect, courtesy and understanding. Staff will respect children's opinions and encourage their participation in the planning of the program and in establishing a code of behaviour for the centre. Appropriate language is to be used at all times. Staff will use an appropriate tone of voice when talking to children. Shouting should be avoided. Staff will be supportive and encouraging and communicate with children in a friendly, positive, and courteous manner. Staff will initiate conversations with all children and develop an understanding of the child and their interests. Staff will give praise and positive feedback to the children as often as possible. Staff will form friendly and warm relationships with the children in their care. When communicating with children, staff will ensure that they are understood and to communicate at the child's level. Staff will not threaten or verbally abuse children in any way. Educators will adhere to clear expectations set out during Induction relating to professional boundaries, acceptable and unacceptable behaviours,

Staff/Staff

Staff members are to treat each other with respect, courtesy, and empathy. Appropriate language is to be

used between staff at all times. Staff are expected to work together as a team and be supportive of each other in the workplace. Staff meetings are appropriate times to raise matters of interest or concern to other staff. The Director will arrange for staff contributions to be placed on the meeting Agenda. Staff are expected to read minutes of staff meetings and to take notice of changes to centre policy and procedures. Staff are to read minutes of staff meetings and to take notice of changes to Centre policy and procedures. Staff are to read the daily communication book prior to the commencement of each roster. Staff will familiarise themselves with the content of all the notices displayed around the centre. A staff member with concerns about the work practices or standards of another staff member will firstly approach that staff member to discuss the matter. If the matter remains unresolved, then the grievance procedures will be followed. Staff should not unnecessarily involve parents/guardians or other staff members in their matters of grievance.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	- National Quality Standards added - Minor formatting and grammar modification - added information around new child safety reforms - Paramount Consideration added	May 2027

Conditions of Employment

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and to provide a flexible, positive, and respectful working environment that ensures the rights of employees are met at all times. All staff will be employed under appropriate awards and conditions. Taking into consideration Equal Employment Acts, Income Tax Assessment, Superannuation Acts, Industrial Dismissal Acts, and Health, Safety and Welfare Acts.

CONSIDERATIONS

- **Local Government (State) Award**
- **Child Safety Reforms**
- **Paramount Consideration**
- **Educational Leader**

PROCEDURE

All staff are bound by an employment contract that they sign upon employment. All relevant conditions set down by the award are supplied to all employees on orientation. Staff are encouraged to remain up to date with their appropriate conditions and inform the Director of any changes. Appraisals will be undertaken at the discretion of the Director (at least annually). Appraisals will be kept in the employee's file and may be viewed upon request at any time. Staff are to conduct themselves in accordance with the guidelines specified in the Staff Handbook. Staff are to conduct themselves in a professional manner at all times. Staff will be paid on a fortnightly basis and will be required to sign in and out via Deputy App for their own working hours. If a staff member can't work a shift, it will be recommended they swap their shift via deputy or WhatsApp chat, if they can't let then they will let the Director know and the Director will manage it. Educators are to limit communication as best after hours and on the weekends, unless in emergency situations. Educators will not take on any babysitting roles outside of the centre that involve current centre families.

Educators won't discuss private discussions held at centre outside of work to anyone, anyone found disclosing private information on a child or family will be in breach of their contract and disciplinary action will follow.

All educators are mandatory reporters, and all training will be provided before starting employment.

Educational Leader

The role of the Educational Leader is an important position in which the role will be advertised to gain someone of high quality and understanding of the Childcare industry. The Assistant Director role if advertised will align with the Ed Leader role and if the successful educator is willing to take on two roles, will sign off with the acceptance of both roles.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	- Minor formatting and grammar modification - updated timesheets to reflect Deputy portal - added staff communication - added information around new child safety reforms to include babysitting, privacy, training and induction - Paramount Consideration added - Ed Leader role documented	May 2027

Disciplinary Action

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and to provide a quality service demonstrating professional behaviour and following high standards of conduct. We will encourage staff to maintain good working relationships and have a commitment to maintaining a quality standard of work. It is important that staff are fully aware of their expectations as an employee in the centre, and that clear guidelines are given regarding staff duties, code of conduct and professionalism.

CONSIDERATIONS

- **National Standards Section 3.4 (Fit and proper persons)**
- **Relevant Industrial Agreements**
- **Grievance Policy**
- **Professional Code of Conduct Policy**
- **Miscellaneous Workers' - Kindergartens and Child Care Centres, &c. (STATE) Award**
- **Child Safety Reforms**
- **Child Safe Code of Conduct**
- **Paramount Consideration**

PROCEDURE

Staff appraisals aim to address any performance issues that occur throughout the year. The Director and Committee will ensure that all staff are given clear job descriptions and orientation into the position with opportunity to clarify any issues. Staff are required to address any concerns and clarify any issues in the job description or expectations that they are unsure of. Staff are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work. Staff will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job description. Staff have the right to appeal against any allegation and the right to speak on their behalf or to have a union representative appear on their behalf. The following steps will be followed to deal with poor work performance or conduct. There may not be the need to go through all the steps when the issue is resolved however staff should be aware of the whole process.

Should staff fall below clearly identified standards then the Director or Committee will give a:

1. **Verbal Warning**
    a. Give a verbal warning as soon as possible indicating the specific problem regarding the performance of their work or conduct. The issues must clearly relate to the job description.
    b. Indicate what should happen to improve the situation and how the staff member can improve their performance.

c. Identify any support needed to assist the staff member to make the changes and take steps to implement these.

d. Indicate how the improvements will be measured, and when a review will take place (1-4 weeks depending on circumstances).

e. Give an opportunity for the staff member to respond to the concerns and seek union representation if required.

If this resolves the issue, then there is no need to go any further

2. Written Notice

a. Where the problem continues to occur the staff member will be given written notice of the complaints against them.

b. The Director will discuss the issue with the Committee to decide on an appropriate course of action.

c. The result of the discussion with the Committee will be recorded and a copy placed IN the employee's file. The staff member may view this and attach a written reply.

d. The staff member will again be:

i. given specific indication of where their performance standards are not being met,

ii. indicate where changes are required and ways of achieving these,

iii. and told the method and date of review of their performance.

e. The staff member will be granted another probationary period**.**

f. The staff member will be informed at this stage that termination will be considered if no changes occur.

If this resolves the issue, there is no need to go any further.

3. Final Written Warning

a. If the problem persists, another meeting of the Committee should be called, and the staff member called to attend.

b. The matter should be discussed as per the first meeting and further action considered.

c. At this stage, the staff member will be given a 'final written warning'.

d. Again, the staff member has the right of reply and can discuss the situation. They also have the right to have a union representative or person of their choice attend the meeting.

If this resolves the issue, there is no need to go any further

4. Termination of Employment

a. If the problem continues after the written warning, another meeting between the Committee will be held and a decision made as to the employment of the staff member at the service.

b. If the Committee believes that the staff member's performance is unlikely to improve then the staff member will be dismissed.

c. The dismissal process will involve

i. A written notice will be given to the employee.

ii. All shifts for the employee will be cancelled immediately

iii. The employee will be required to return any centre property including documents

iv. The employee will be reminded of their obligation to keep any personal information they may have learnt regarding specific children or families confidential.

v. If the employee was given access to the computer, then the passwords should be changed.

vi. A record of the termination of employment should be placed on the employee's file.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	- Minor formatting and grammar modification - added information around new child safety reforms - Paramount Consideration added	May 2027

Grievance Procedures

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and to maintain a positive working environment for staff and for the Committee. We will do this through addressing all work-related problems, complaints or concerns as quickly and effectively as possible. The procedure encourages ownership of issues and participation in the resolution process. The highest standards of confidentiality will be practiced at all times.

CONSIDERATIONS

- **Relevant Industrial Agreements**
- **Privacy Conventions**
- **Disciplinary Action Policy**
- **Code of Conduct Policy**
- **Whistleblower Policy**
- **Child Safety Reforms**
- **Paramount Consideration**

PROCEDURE

General Staff Procedure

On commencement all staff and committee members will be given the guidelines for grievance procedures. Meetings of staff and/or committee members provide regular opportunities to raise and discuss general issues or concerns about the centre. All discussions will be conducted in a confidential manner and involve only relevant persons. Only when all parties agree there is a benefit, should the discussion broaden to involve children and/or parents/guardians as appropriate.

Persons directly involved in a legitimate grievance process will be expected to continue to conduct themselves at and around the centre in a professional manner. Malicious or vexatious claims will not be tolerated and will be the subject of disciplinary action where appropriate. (see Disciplinary Action Policy)

Any problem, complaint or concern arising between staff or between committee members should be dealt with by the person's concerned as close to the event as possible in order to avoid an escalation of the issue.

All people involved in the grievance should attempt to resolve the issue through informal discussion and use of problem-solving techniques. Either party may withdraw their grievance at any time. However, where the grievance identifies other issues of concern, management may decide to investigate those other issues.

Formal Grievance Procedure

Where the resolution of a grievance has not been satisfactorily achieved through the informal procedure, then a more formal procedure should be undertaken.

In the case of a grievance between staff or parents/guardians/guardians: as appropriate the Director or the Staff Liaison member of the Committee should be briefed about the grievance and its current status.

- The whole committee should be briefed.
- The grievance(s) will firstly be investigated by the Director or Committee as appropriate.
- The investigation will involve:
    - Interviews with both parties and/or witnesses
    - Assessment of relevant documentation e.g. job descriptions, policies etc.
    - Preparation of a clear description of the issue
    - Arranging a formal meeting between parties
- A meeting will be conducted by a neutral third person. This person will manage the conduct of the meeting, be impartial having no input to the content of the meeting and will prepare a written record of the outcome(s) of the meeting.
- Where the centre cannot identify a suitably impartial person, the management will agree to invite a qualified mediator to assist.
- The meeting will:
    - Identify the issues(s) of concern and persons who are involved
    - Arrange all parties to be involved and to put forward their views
    - Identify alternative solutions
    - Attempt to reach a mutually satisfactory resolution of the issue(s)
- At formal grievance resolution meetings all parties are entitled to invite a support person to attend. This person does not provide input to the meeting but may offer support and advice to their party during the meeting.
- A confidential written record of the outcome of the meeting will be given to all participants who

are to acknowledge their agreement by signing the record. A signed copy will be kept with staff files.

- The neutral party will inform the management committee of the meeting's outcome(s).
- Management will ensure that outcomes are included in job descriptions or centre policies as appropriate.
- If one party remains dissatisfied with the meeting's outcome(s) then this should be put in writing to the management committee asking that the process be reviewed or stating that they intend to pursue the grievance through other suitable avenues.

NOTE: Where the issue of grievance is between management and staff and concerns work performance or work practice, then the Disciplinary Action Policy will be followed.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• Paramount Consideration added	May 2027

Relief Staff

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and to continue the quality of care in the centre by the employment of fit and proper people for relief staff. A work agreement clearly outlining their duties and expectations will be given to all relief staff employed.

CONSIDERATIONS

- **Relevant Industrial Awards and Agreements**
- **National Standards Section 3.4 (Fit and proper persons)**
- **Prohibited Employment Legislation**
- **Child Safety Reforms**
- **Child Safe Code of Conduct**
- **Professional Code of Conduct Policy**
- **Paramount Consideration**

PROCEDURE

The centre will employ a pool of casual staff when required to fill short-term vacancies or staff absences. The Director will keep a register of staff, which will be maintained and updated regularly. A file recording experience, qualifications, Prohibited Employment Declaration and completed Working with Children Check will be kept with the register. This will also include our Deputy App where all staff can take on extra shifts when they come up or swap with our educators.

All staff will need to have been through an interview with the Director, have referees and references checked, and are deemed a fit and proper person to care for the children. The minimum to work as a casual educator is a valid Working with Children's check and child safety training.

When no one is available to fill the position, the Director may contact another OSHC or agency to employ someone they recommend from their relief list. When necessary to employ relief staff prior to the checking process being completed.

Job descriptions will be drawn up for all staff. Casual staff will be asked to fill out a casual work agreement before commencement of duties. The Director will provide an induction to the centre which will include a

tour of the centre, introductions to staff, a copy of the staff handbook, job description, code of conduct and copies of relevant policies. The Director will ensure that they are fully aware of their duties and the Centre's expectations. All staff must adhere to all areas of confidentiality. All staff will be paid the appropriate wage and minimum hours as outlined for casual staff under the relevant award.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	- Minor formatting and grammar modification - updated policy to read and include Deputy procedures - added WWCC - added information around new child safety reforms - Paramount Consideration added	May 2027

Child Safe Recruitment

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and to implement a robust, well-planned child safe recruitment process to ensure we select the best person for the position and the needs of our service. We aim to engage employees who are suitably qualified, experienced and passionate about school aged care. Our recruitment policy outlines our processes to ensure they are aligned with legislative obligations, our OSHC Service's child safe culture, values and support diversity and inclusion.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 4: STAFFING ARRANGEMENTS		
4.1	Staffing arrangements	Staffing arrangements enhance children's learning and development.
4.1.1	Organisation of educators	The organisation of Educators across the service supports children's learning and development.
4.1.2	Continuity of staff	Every effort is made for children to experience continuity of educators at the service.
4.2	Professionalism	Management, educators and staff are collaborative, respectful and ethical.
4.2.1	Professional collaboration	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
4.2.2	Professional standards	Professional standards guide practice, interactions and relationships.
QUALITY AREA 5: RELATIONSHIPS WITH CHILDREN		
5.1.1	Positive educator to child interactions	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.3	Roles and responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision making and operation of the service.
7.2.3	Development of professionals	Educators, co-ordinations and staff members' performance is regularly evaluated, and individual plans are in place to support learning and development.

EDUCATION AND CARE SERVICES NATIONAL LAW AND NATIONAL REGULATIONS	
S. 2A	Paramount consideration—safety, rights and best interests of children
3A	Paramount consideration
S. 162	Offence to operate education and care service unless responsible person is present
S. 166A	Offence to subject child to inappropriate conduct
S. 174AA	Educators and other staff members of education and care service to notify certain information
S. 174AB	Approved provider must notify Regulatory Authority of event under section 174AA
S. 188	Offence to engage person to whom prohibition notice applies
S. 188A	False or misleading information about prohibition notice
4	Definitions
82	Environment to be free from tobacco, vaping devices, vaping substances, drugs and alcohol
83	Staff members and family day care educators not to be affected by alcohol or drugs
84	Awareness of child protection law
117A	Placing a person in day-to-day charge
117B	Minimum requirements for a person in day-to-day charge
117C	Minimum requirements for a nominated supervisor
137	Approval of qualifications
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
172	Notification of change to policies or procedure
188	Compliance directions
Part 4.4	Staffing Arrangements
Division 7	Approval and determination of qualifications
Division 9	Staff and educator records—centre-based services

RELATED LEGISLATION

NSW Anti-Discrimination Act 1977	Fair Work Act 2009

Federal and State Occupational Safety and Health Legislation	Federal and State Equal Opportunity Legislation and any other relevant industrial awards
Education and Care Services National Law Act 2010	Children and Young Persons Act 1998
Sex Discrimination Act 1984	Child Care Subsidy Secretary's Rules 2017
Age Discrimination Act 2004	Disability Discrimination Act 1992
Racial Discrimination Act 1975	A New Tax System (Family Assistance) Act 1999
Family Law Act 1975	
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook	

RELATED POLICIES

CCS Personnel Policy Child Safe Environment Policy Child Protection Policy Code of Conduct Policy Dealing With Complaints Policy Governance Policy	Privacy and Confidentiality Policy Probation, Induction and Orientation Policy Safe Use of Digital Technologies and Online Environment Policy Staffing Arrangements policy

PURPOSE

We aim to ensure the most suitable qualified, experienced, and reliable staff are employed at our Out of School Hours Care (OSHC) Service. We are committed to ensuring we meet all legislative and regulatory requirements including the Education and Care Services National Law, Children and Young Persons (Care and Protection) Act , Fair Work Act and Anti-Discrimination Act.

All Service operations, decisions, and functions are underpinned by the principle that the rights and best interests of all children are paramount. Our OSHC Service ensures that child safety, wellbeing, and best interests take priority over all other considerations, including financial interests or other obligations of management.

Our OSHC Service is committed to being a child safe Early Education and Care Service and embedding the National Principles for Child Safe Organisations (Child Safe Standards) and our recruitment and screening processes play a vital role in protecting children from harm. All staff must adhere to our child safety policies, including *Child Protection, Child Safe Environment and Safe Use of Digital Technologies and Online Environments Policies.* Our OSHC Service adheres to and aligns with legislative requirements related to taking images or videos of children. (See *Safe Use of Digital Technologies and Online Environments Policy*.)

Our OSHC Service values workplace diversity and inclusion, and we strongly encourage applicants from diverse backgrounds, including, but not limited to, Aboriginal and Torres Strait Islander people, as well as

applicants with different abilities and disabilities. Recruitment and selection of staff will be guided by the requirements of relevant legislation, issues of equity and diversity, qualifications, knowledge and skills, workforce participation and experience.

SCOPE

This policy applies to staff, educators, approved provider, nominated supervisor and management of the OSHC Service.

RECRUITMENT DECISIONS

The approved provider or assigned nominee will approve all recruitment decisions as outlined in this *Recruitment Policy*. Recruitment decisions will be based on the need and requirements of the Service and will consider the following:

- our commitment to the safety and wellbeing of every child
- ensuring the OSHC Service meets all staffing requirements as per Education and Care Services National Law and National Regulations
- any resignation of existing staff
- an increase in occupancy

The recruitment processes will be consistent, transparent, professional and timely. Any grievances relating to the recruitment procedure will be addressed as per the *Dealing with Complaints Policy*. All personal information regarding recruitment will be treated with the strictest confidence.

Selection criteria for each vacant position will be determined before advertisement and will take the following into consideration:

- position title
- qualifications required for the position, including mandatory child safety and protection training
- experience required for the position
- position description/skills required for the position
- conditions of employment
- mandatory employment screening requirements including verifying Working with Children Check (WWCC), where applicable National Police Criminal History checks, immunisation requirements and prohibited screening checks
- verbal reference checks x 2, one from a current or most recent employer (if applicable), for every candidate to ascertain the candidate's attitudes and behaviours in previous child-related roles
- reference checks help us to make informed decisions about their commitment to child-safe environments and their suitability for our Service, and the position they applied for. (See *Recruitment Reference Check*)
- demonstrated understanding of reporting requirements and processes to ensure the safety and wellbeing of children

Comprehensive position descriptions for each advertised position will be available for all applicants. Any applicants deemed unsuitable will be advised within an appropriate time frame.

ADVERTISEMENTS

Information about the position and the OSHC Service will be provided to potential applicants which includes:

- job title
- position description- including objectives of the role, duties and accountability
- location
- description of the organisation/Service
- ownership details as per regulatory requirements (Mandatory for NSW Services)
- hours of work
- salary (award/ above award)
- Service philosophy and a commitment to child safety
- operation hours, age group of children educated and cared for
- selection criteria relating to the position available
- how to apply for the role
- a strong commitment to providing a safe environment for children including an understanding of child protection law and mandatory reporter obligations
- closing date for applications
- contact information for further information
- immunisation requirements
- WWCC

Vacant positions may be advertised internally to encourage career advancement and opportunity. External advertisements may be placed through relevant media and networks including social media, newspapers, and employment services

Potential applicants will be asked to complete an employment application as part of their application for the position available. (See *Employment Application*).

SELECTION PANEL AND INTERVIEWS

A selection panel will be determined for applicants short listed for an interview. The selection panel will consist of at least 2 people. Our OSHC service will use the interview guide and questionnaire when preparing for interviews.

Applicants who require support or access provisions, are encouraged to advise this at the time of their application, to ensure appropriate assistance is provided throughout the recruitment process.

Questions will be prepared in advance of the interview, and applicant responses will be recorded during the interview. Reflective questions to support safeguarding practices will be included to assist in determining whether the applicant is suitable to work with children, e.g., scenario-based questions to assess the applicant's integrity, attitudes towards children and knowledge of and commitment to child safety. Questions will be prepared in advance of the interview and applicant responses will be recorded

during the interview. Reflective questions to support safeguarding practices will be included to assist in determining whether the applicant is suitable to work with children.

CONFLICT OF INTEREST

Any person on a selection panel must disclose to the approved provider or person organising the interview process if there is a conflict of interest at the time of reviewing the applications. A conflict of interest may arise if the applicant is a personal friend or past or a present close work colleague. Management must promote transparency and accountability, promote integrity and impartiality during the employment process and therefore consider if the conflict of interest poses a risk to the consistency of the application process.

The approved provider or management will assess the conflict of interest and identify if the conflict of interest poses a risk to the fairness and consistency of the recruitment process. The selection panel member may be removed from the recruitment process if the conflict is deemed significant. Any decision regarding a conflict of interest will be documented and steps identified to manage the conflict will be recorded to ensure accountability and fairness.

PRE-EMPLOYMENT SCREENING-PROBITY CHECKS

Effective pre-employment screening ensures our Service is compliant with legislative and regulatory requirements and aims to ensure we engage staff who have the skills, experience, qualifications and general 'fit' in alignment with National Principles for Child Safe Organisations

All preferred candidates will undergo appropriate pre-employment checks, including reference checks, Working with Children Checks (WWCC), immunisation status checks and where applicable National Police criminal history checks before an offer of employment is recommended. Once an employee provides their WWCC clearance, management will verify the clearance to ensure that it is valid and current. Measures should be in place to ensure probity checks are completed by a person or persons who have no prior professional relationship or personal friendship with the applicant to mitigate the perception of bias in the recruitment process.

All prospective applicants will be required to complete a prohibition notice declaration on the *Employment Application Form* to acknowledge they do not hold any prohibition notices, suspension, supervision notices or disciplinary action that would prevent them from working with children (Reg. 188). The approved provider will use the 'register search' tool on the NQA ITS to check prohibition notices linked to prospective candidates as part of the recruitment process. These checks will be recorded on the *Prohibition Persons Search Register*. Prospective candidates applying for the role of nominated supervisor or responsible person are required to complete a Compliance History notice as part of their acknowledgement of the role to ensure the candidate is suitable to work with children. Existing employees are encouraged to disclose any enforcement actions, including enforceable undertakings that are issued to them. Any negative findings identified through these recruitment checks will be considered during the recruitment and selection process. Prospective applicants with relevant prohibition or disciplinary actions may be deemed unsuitable and will not be engaged to work within the Service.

REFERENCE CHECKS

Verbal reference checks will be conducted over the phone for preferred applicants. Reference check questions will be determined before the check is conducted, and will establish the applicant's overall performance, including their interactions with children, families and colleagues, as well as the working relationship the referee has with the applicant. The Service will document and keep a record of all reference checks using the *Recruitment Reference Check* form.

At least 2 (two) references are to be provided for a reference check. Where possible references should be from the immediate previous employer. The reference checks will ascertain, where possible, the applicant's attitudes and behaviours in previous child-related roles and ascertain whether the applicant has ever been the subject of complaints. Applicants without prior employment, such as students applying for trainee roles may provide character references instead of an employment history. These references may be provided by professional referees, such as lecturers.

WWCC/POLICE CHECKS

Working with Children Check legislation aims to prevent people who pose a risk from working with children as paid employees or volunteers. All employees, volunteers and students must undergo a WWCC clearance prior to working at the Service (unless an exemption applies). Employees, volunteers or students who are unable to provide a copy of a validated WWCC prior to the start of engagement or employment will not be able to undertake any work-related activity within the Service. Exemptions to WWCC may apply to individuals under the age of 18 in some states.

Once an employee provides their WWCC clearance, management will verify the clearance to ensure that it is valid and current. Any applicant who has been excluded from working with children in another state /territory will face an automatic exclusion from the recruitment process.

NEW SOUTH WALES A Working with Children Check (WWCC) clearance is required for all employees, volunteers and students over the age of 18. The OSHC Service will verify the WWCC and ensure the employee, student or volunteer is cleared to work with children online at the Office of the Children's Guardian in NSW prior to ALL students, volunteers and employees undertaking work at the service. Staff and educators must notify the approved provider of a negative notice, such as a change in WWCC status, or any changes to teacher accreditation or registration, within 72 hours of the event or within 24 hours of becoming aware of the change. (S. 174AA)

QUALIFICATION CHECKS

The approved provider will verify the qualifications of prospective educators and staff during the application process. Applicants are required to provide copies of their qualifications, which will be assessed for authenticity and compliance with regulatory requirements. To ensure validity, the approved provider or nominated supervisor may undertake the following checks.

- contact the Registered Training Organisation (RTO)
- check ACECQA's NQF approved qualifications list
- contact the state teaching registration board (if applicable)
- cross reference qualifications using the applicant's Unique Student Identifier (for courses completed after 2015).

Where a qualification is deemed invalid or fraudulent, the approved provider will notify the applicant and notify the Australian Skills Quality Authority (ASQA), National Anti-Corruption Commission and regulatory authority.

Where a qualification is deemed invalid or fraudulent, the approved provider will notify the applicant and notify the Australian Skills Quality Authority (ASQA), National Anti-Corruption Commission and regulatory authority. Staff and educators are advised it is an offence to provide false or misleading information in relation to their identity, qualifications, clearances, or any matter relevant to their suitability to work with children.

PRODA BACKGROUND CHECKS

Employees involved in the administration of Child Care Subsidy are required to undertake additional background checks.

OFFER OF EMPLOYMENT

An offer of employment will be made to the successful applicant following careful consideration by the selection panel. A confirmation of employment letter will be provided to successful applicants upon acknowledgment. Successful applicants are required to provide documentation regarding qualifications and immunisations and complete an employee immunisation record.

A written employment contract will be provided to the successful applicants detailing the position, hours of shift, award information, wages and salary, date and time of commencement, contact person, probationary period. The employee will be provided with a Fair Work Information Statement and casual employees will be provided with a copy of the Casual Employee Information Statement (CEIS) at the time of engagement. Employees engaged on a fixed term contract will be provided with a Fixed Term Contract Information Statement.

Applicants who are unsuccessful will be notified within an appropriate time frame and offered feedback regarding their application.

PROBATIONARY PERIOD AND INDUCTION

Each new employee is subject to a probationary period of three (3) months. This ensures assessment for both the employee and the Service to ensure suitability of the role for the employee. During this time, employees will receive advice, training and guidance to help them become familiar with and competent in performing the work they have been appointed to do. This includes ensuring the new employee understands the critical aspects of child safety and the service's commitment to protecting children. The appointment is subject to the satisfactory completion of the probationary period, which itself is subject to termination during any stage, by either party, upon notice in writing, or by payment in lieu of notice.

Management will provide casual employees with the Casual Employee Information Statement (CEIS)

Our OSHC Service is committed to providing a comprehensive child-safe induction program to ensure the smooth integration of new employees. The approved provider or assigned nominee will support the new employee and help them to understand the organisational structure, how decisions are made and communicated and what role they will have in the decision-making process.

An induction checklist will be used to support this process, which explains an employee's responsibility to know the policies, procedures and practices within our Service and their duty of care obligations to ensure the safety and wellbeing of all children.

Induction will include relevant information on child safe practices including adhering to the Education and Care Services National Law and Regulations, Child Safe Standards, the National Model Code and Guidelines for taking images and video of children while providing education and care to children, Code of Conduct. This also includes completing mandatory child safety and protection training, which include strategies to identify, assess and minimise risks to children, understanding of child protection law and mandatory reporting procedures.

Staff and educators must be able to provide an explanation of child protection obligations as mandatory reporters, including when a report must be made and how to make a report. (Reg. 84). Educators and staff will be explicitly made aware of offences related to subjecting any child to inappropriate conduct or discipline within the education and care service and reporting obligations to the regulatory authority, nominated supervisor and police.

Information will be provided to each new employee about their rights and responsibilities regarding hours of work, salary (award), Fair Work Act and associated legislation including Right to Disconnect. (See *Induction Checklist).*

Continuity in care within the OSHC Service is paramount. By orientating staff professionally and correctly, it guarantees the consistency of care not only within the room but also across the entire Service. New employees will undergo regular supervision appraisals, mentoring, training and development as part of the orientation process.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Recruitment Policy* will be updated and reviewed on an annual basis or earlier if there are changes to legislation, ACECQA guidance or any incident related to our policy. Feedback will be requested from children, families, staff, educators and management and notification of any change to policies will be made to families within 14 days.

RELATED RESOURCES

Casual Conversion Procedure and Letter	Induction Checklist
Code of Conduct	Offer of Employment Letter
Confirmation of Employment	Prohibited Persons Search Register
Employee Details Form	Recruitment Reference Checks
Employment Application	Staff Handbook
Employee Immunisation Record	
Individual Employee Record	

SOURCES

Australian Children's Education & Care Quality Authority. (2026). *Guide to the National Quality Framework*

Australian Children's Education & Care Quality Authority. (2025). *Embedding the National Child Safe Principles*

Australian Children's Education & Care Quality Authority. (2025). *NQF Child Safe Culture Guide.*

Australian Children's Education & Care Quality Authority. (2024). *Taking Images or Videos of Children While Providing Early Education and Care. Guidelines for the National Model Code.*

Australian Government. Department of Education. Child Care Provider Handbook. (2026)

Australian Government. Fair Work Ombudsman. ~~(2024).~~ *Hiring employees*

Australian Government. *Australian's anti-discrimination law*

Australian Human Rights Commission. *Child Safe Organisations*.

Children (Education and Care Services) National Law (NSW) (NSW services only)

Commission for children and young people *Being a child safe organisation*

Education and Care Services National Law Act 2010.

Education and Care Services National Regulations 2011

Education and Care Services National Regulations (NSW) (2025) (NSW services only)

NSW Government. (2026). Child safe recruitment and employment practices

NSW Government. (2026). Education and Care Services (Supply, Authorisation and Use of Devices) Order 2026.

NSW Government. Office of the Children's Guardian. Child Safe Recruitment and The Working with Children Check.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- New policy updated with reform changes to recruitment and commitment and paramountcy in practice	May 2027

Staffing Arrangements

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and provide adequate staffing arrangements at the centre to ensure effective operations. This involves employing a suitable Nominated Supervisor responsible for the running of the service, as well as an Educational Leader to oversee programming practices. Further, the centre will also make sure various other staff members fit the role of Responsible Person shall the need arise.

CONSIDERATIONS

- **Education and Care Services National Regulation 68, 78, 79**
- **National Quality Standard 4.1 (Staffing arrangements)**
- **Staff to Child Ratios Policy**
- **Child Safety Reforms**
- **Paramount Consideration**

PROCEDURE

The service's Nominated Supervisor will be responsible for the service at all times regardless of their attendance at the service. In the absence of the Nominated Supervisor at any time, a Responsible Person will be selected to be in charge of the daily operation of the service. The service will display the details of the Nominated Supervisor and Responsible Person at all times the service is operating.

A Responsible Person must agree in writing to be placed as the Responsible Person under the Centre's approvals.

The service will appoint an Educational Leader and display the name of this person for families should they wish to discuss the service's programming practices. At all times, the service is operating, there will be a minimum of one educator who holds a current approved first aid, anaphylaxis, and asthma management qualification.

Educators will record their name and the hours they have worked directly with children each time they are working in the service. This will be done via Deputy, the staff rostering App. We will also have a paper record for any students and visitors attending the centre. The centre will follow industry standards for ratios of educators to children when rostering.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - removed wording “supervisor certificates” - added Deputy into how we record hours worked - Paramount Consideration added	May 2027

Determining the Responsible Person

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and we understand that we have a duty of care obligation under the National Law and Regulations to ensure that a Responsible Person is on the premises at all times to ensure the health, safety and well-being, learning and development of all children at the service. This is to ensure that all legislative requirements are met.

CONSIDERATIONS

- **Education and Care Services National Regulation 54, 68, 78, 79, 150, 168 & 173**
- **National Quality Standard 4 & 7**
- **Staff to Child Ratios Policy**
- **Staffing Arrangements Policy**
- **Governance & Management Policy**
- **Child Safety Reforms**
- **Paramount Consideration**

PROCEDURE

Selecting a Responsible Person

- The service must ensure that a person must have signed an 'acceptance of responsible person' document, in line with the Regulatory requirements 54 & 162.
- This person can be the Nominated Supervisor or Approved Provider.

The Nominated Supervisor or Approved Provider will ensure:

- The Responsible person must have completed accredited Child Protection training.
- The Responsible person must have completed accredited First Aid and Asthma/ Anaphylaxis training.
- The Responsible person must accept the position in writing.
- The name of the Responsible Person must be displayed clearly at the Centre near the entrance to the Centre.
- A record which includes the name of the responsible person at the service for each time that children are being educated and cared for by the service.

- Understand that a Responsible Person placed in day-to-day charge of the Service does not have the same responsibilities under the National Law as the Nominated Supervisor (i.e. Director)
- Notify 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.
- The Responsible Person must be a Fit and Proper Person.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- Minor formatting and grammar modification - removed the wording Certified Supervisor and replaced it with Responsible Person. - Paramount Consideration added	May 2027

Professional Code of Conduct

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and the professional attitude and behaviour of the staff is of utmost importance to the provision of a quality service. We aim to provide clear guidelines to the staff regarding the expectations for their professional behaviour at the centre.

CONSIDERATIONS

- **Staff Handbook**
- **Duty of Care**
- **National Quality Standards 4.1 (Staffing Arrangements)**
- **Mobile Device**
- **Health and Safety**
- **Child Safety Reforms**
- **Paramount Consideration**

PROCEDURE

Staff professional Code of conduct, Duty of Care and Expectations will be discussed in the initial orientation process of new staff. Staff will be made aware of their duty of care and their responsibility in relation to supervision, health, and safety of the children.

Educators will not use their mobile phone/ smartwatch on site whilst working, either leave in their bags or don't bring them into the centre (Smartwatches switched to Aeroplane Mode). Any educator caught doing the wrong thing, will be given a written warning or worse case, instantly dismissed. Educators on extracurricular activities will be supplied a service issued phone for alarms and clock capability only.

Professional behaviour in all areas will be reviewed as part of the ongoing employment of all staff. Staff will be made aware of the Centre's philosophy and policies and will be expected to follow them. Should staff have any concerns with the policies, they are to raise this with the Director or Committee.

Staff will be expected to know, understand, and perform their duties as per their job description. Staff will be expected to start duties on time. Staff will be expected to dress appropriately for their duties using full work uniform. Staff must not attend work under the influence of drugs or alcohol. Staff should not attend

work when they are unfit to do so due to injury or sickness and must inform the centre as soon as possible. Staff will use only suitable language that is not offensive to other staff, parents or guardians or children.

Educators will not take on any babysitting roles outside of the centre that involve current centre families.

Educators won't discuss private discussions held at centre outside of work to anyone, anyone found disclosing private information on a child or family will be in breach of their contract and disciplinary action will follow.

All educators are mandatory reporters, and all training will be provided before starting employment.

The centre is a smoke free zone. Staff may not smoke or vape in or around the building, or in the sight of children. Staff will be expected to know and follow child protection policies. The quality of the centre and positive working environment is dependent on good staff and parent relationships.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
Oct 2026	V3	- Minor formatting and grammar modification - added wording- Full work uniform - included vape - included service issued mobile phones or smartwatch use - added information around new child safety reforms - Paramount Consideration added	Oct 2027

Code of Conduct for Children & Parents/Guardians

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and we will strive to provide an environment where everyone feels safe, secure, and supported. This includes staff, children, and parents/guardians. Our Code of Conduct is as follows:

Everyone at our Centre has the right to feel safe and secure both emotionally and physically. They have the right to have their personal space and property respected. Everyone has a responsibility to care for ourselves, other children, parents/guardians, and team members. Everyone must take care of people's belongings, our Centre's equipment, and the Centre environment.

A positive approach to behaviour is desirable to foster a climate within which personal responsibility and self-discipline will be encouraged and developed. The 'Code' governs our daily actions at the centre, at school, out in the community and at home.

CONSIDERATIONS

- **Parent Handbook**
- **Grievance Policy**
- **Disciplinary Action Policy**
- **Extra-Curricular Permission Slip**
- **Health and Safety**
- **Child Safety Reforms**
- **Paramount Consideration**

PROCEDURE

We show care, consideration, and safety through demonstrating respect, responsibility, and rights. Parents/guardians/guardians and children are expected to:

a) Respect and support others – speak with respect to others; use appropriate language; listen to others; use appropriate body language; be on time; use good manners; make amends by positive act; value each other.

b) Treat staff at the Centre with respect and courtesy

c) Co-operate so that everyone can enjoy and learn – include others; cooperate; take turns; accept losing; look after each other; encourage others; be honest; think of the feelings of others; try to understand others.

d) Act in a manner that is safe for ourselves and others – walk with care and safety; put things away carefully and where they 'live'; assemble where we should with care and consideration; use equipment correctly and safely; follow procedures when walking and travelling by vehicle.

e) Respect property and the Centre environment – care and use games/toys and equipment as intended; care for the property of others and their work; care for the Centre and the environment.

f) Sort out our problems considerately – find solutions which do not involve physical contact; try to work out our problems ourselves; ask a carer or someone else; solve problems in a fair and reasonable manner; negotiate; listen to others; recognise that the problem could look different from another perspective; use 'stop and think' time.

g) Keep ourselves and others safe – play in designated areas of the centre or grounds that are supervised and safe; play on equipment only under supervision and follow rules; play safe games; ;play in a safe manner – balls only are to be thrown (supervised) – natural things from the ground stay on the ground; use games and sports equipment safely – as intended or instructed; use toilets appropriately – they are not a place to play; dangerous items to be left at home; expensive/valuable items to be left at home (or in the safe keeping of the Responsible Person until collected by Parent/guardian/carer) – iPods, computer games, mobile telephones/ smartwatches, jewellery etc. If smartwatches can't be left at home, they must be put on aeroplane mode, mobile phones will need to be given to an Educator for safe storage until they leave.

h) Not use mobile devices such as phones or smartwatches whilst in the centre for any videoing, recording or taking of photos for any reason. Not contact their child whilst they are at LAC, they are asked to call the centre mobile.

Specific Rules

a) The Centre has a zero-tolerance approach to bullying and aggressive behaviour. Bullying will not be tolerated under any circumstances, either threatening with verbal or physical

b) Any person who is seen to be bullying another person at the Centre will be excluded from the Centre

c) Violence will be treated very seriously

d) Children are to remain in view of at least one carer at all times

e) No one is to leave the grounds – Parent/guardians will be contacted and the Police – this relates to the safety of children and carers

f) Dangerous items such as knives, bottles, war toys, matches, crackers etc. must not be brought to the Centre. If observed by carers these items will be confiscated

g) We all must be responsible and report when rules or guidelines are broken and when dangerous items are observed

Extra- Curricular Activities

When attending extra-curricular activities, students must follow instructions from the LAC Educators and go directly to the activity. If using the pool change rooms, LAC Educators will supervise from outside of change room, seated on the silver seats. Students are responsible for behaving respectfully whilst inside change rooms. LAC Educators actively supervise students going to and from each activity. Parents must sign a permission form.

Breach of a Code of Conduct

If a parent/guardian or child is considered to have breached the code of conduct, then the Nominated Supervisor has the right to exclude them from the service until appropriate resolution steps have been achieved and an agreement on acceptable behaviour has been developed. The Nominated Supervisor should consult the *Grievance Policy* & *Disciplinary Action Policy* to establish appropriate steps for reconciliation/resolution of the issue.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	- Added Extra-Curricular section - Added Extra-Curricular permissions in Considerations - Added parent or child use of mobile devices such as phone and smartwatches to not be used whilst in centre - Calling centre instead of children on their devices - Paramount Consideration added	May 2027

Staff Review and Appraisal

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and to provide the best quality care for the children by ensuring that high standards of work performance and job satisfaction are maintained. An appraisal system will be conducted to provide avenues for discussion and improvement.

CONSIDERATIONS

- **National Standards Section 3.4, 4.1**
- **Grievance Policy**
- **Disciplinary Action Policy**
- **Professional Code of Conduct Policy**
- **Child Safety Reforms**
- **Paramount Consideration**

PROCEDURE

All staff will be informed of the appraisal system on acceptance of the position and given details in the induction process. Appraisals are conducted on a bi-annual basis or at the Director's discretion. The Director and the Committee will agree on the format of the appraisal system, which may be updated to more suitable systems after review, discussion and endorsement by the management and staff. All staff will be given at least a two-week notice of an upcoming appraisal.

The appraisal system shall clearly state the expectations for each position and identify clear performance measures. The appraisal system shall ensure two-way communication is maintained and is used as a positive avenue for improving staff performance. The appraisal system can be used as a tool to identify future training needs of staff. At the completion of the appraisal an action plan will be developed identifying areas of training, and action to be taken and goals set for each staff member. This will be agreed to and signed by both parties. Where it is identified that the staff member is not meeting the required performance measures then the following will be undertaken:

- Action plan developed to identify areas for improvement, including a time frame for further review
- Training areas identified and put into place as soon as possible
- Support and guidance given to the staff to assist them in achieving the required standards

- The support can be given through the Supervisor or the committee
- A record made of the above, dated and signed by both parties
- Should no improvement be made by the next review then further action will be taken.

If the staff member is still dissatisfied, they should put their concern in writing, asking for the decision to be reviewed or pursued further through other avenues. This could include the union or mediation.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• Paramount Consideration added	May 2027

Staff to Child Ratios

POLICY STATEMENT

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

CONSIDERATIONS

- **National Standards, Section 4.1 (Staff: Child ratios)**
- **National Standards, Section 4.1 (Minimum staff numbers)**
- **Education and Care Services National Regulations 68-69, 121-124**
- **Child Safety Reforms**
- **Paramount Consideration**

PROCEDURE

Staff to Child ratios

The staff to child ratios as outlined in the Standards will be met at all times.

1.1.1 There will be a minimum of 15 children to 1 staff member

1.1.2 There will be a maximum of 8 children to 1 carer for excursions

1.1.3 There will be a maximum of 5 children to 1 carer for water-based play

The staff to child ratios as outlined in the Voluntary Code of Practice will be adhered to at all times. A child to staff ratio of 1 to 10 for programmes which integrate children with disabilities. A child to staff ratio of 1 to 5 for programmes which are specifically for children with disabilities.

Minimum Staff Numbers

There will be a minimum of 2 staff members present at all times. When staff are sick or unable to attend work, appropriate relief staff will be employed to meet standards. For an emergency or if a staff member becomes sick, a replacement should be obtained where possible before the staff member leaves the centre. If a relief staff member is unable to be obtained, suitable volunteers may be employed on a casual basis to cover the numbers. Volunteers will only be counted on excursions to make up the higher number

of carers required, or when temporarily employed. Students will not be counted as part of the staff to child ratio, at any time. Where possible extra carers will be encouraged to participate to assist in providing a higher standard of care. Any person entering the centre in a working capacity will be inducted and a run-down of their Child Protection obligations will be discussed.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V2	• added information around new child safety reforms • Paramount Consideration added	May 2027

Training and Development

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and we believe that the quality of the service is developed through continual training and development of the staff. We aim to provide our staff with encouragement and support to further their skills in the out of school hours care field.

CONSIDERATIONS

- **National Standards Section 4.1**
- **Education and Care Services National Regulations 125-128, 136**
- **Child Safety Reforms**
- **Paramount Consideration**

PROCEDURE

The Director and Becklyn will ensure that sufficient funds are made available in the budget for all in-service training and development. The Director will inform the Committee of any specific training and development needs of the staff. Staff appraisals and the centre requirements will be used to ascertain further training needs.

The Director in conjunction with the Committee will assess what training is available and determine who should attend. Where possible a yearly plan of training will be made, including dates, staff attending, and costs. All staff will be given the opportunity to be involved in some form of training throughout the year. All staff will be given opportunities to upgrade their qualifications in line with the National Standards. A variety of training methods will be used including:

- Daily Staff meetings where Child Protection concerns will be an agenda item
- Internal workshops, which can be conducted by staff or outside presenters
- External meetings with other centres, with exchange of ideas
- External workshops, conferences, and seminars
- Accredited short courses provided by registered training organisations

Due to the majority of workers at the centre being university students there will have to be flexibility in

terms of staff training & development. Whenever possible the Director will share information from courses or meetings attended where other staff were unable to attend. All staff will be considered to be at work for the duration of any training they attend for the centre.

All training completed by educators will be updated on the Workers Register on the NQAITS portal.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- added Becklyn into budgeting - Paramount Consideration added - Adding workers register to policy for training updates - Adding child protection concerns to daily staff meetings	May 2027

Two Way Radios

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and we will take all practical steps to protect children and young people from harm and hazards by developing and implementing strategies to allow educators to adequately supervise children and effectively communicate with colleagues across all learning environments at the Service to ensure the wellbeing and safety of all children within our care. One of the strategies our service implements to ensure effective supervision and communication is the use of two-way radios (walkie-talkies) to ensure the health, safety and protection of children, staff, educators, parents and visitors of the OSHC Service.

CONSIDERATIONS

- **Child Safe Environment Policy**
- **Code of Conduct Policy**
- **Emergency and Evacuation Policy**
- **Health and Safety Policy**
- **Injury, Incident, Trauma and Illness Policy**
- **Interactions with Children, Families and Staff Policy**
- **Privacy and Confidentiality Policy**
- **Supervision Policy**
- **Work Health and Safety Policy**
- **Paramount Consideration**

PROCEDURE

Our OSHC Service staff and educators use two-way radios when educating and caring for children in learning environments where their physical locality restricts communication between staff. Staff will use two-way radios to communicate a range of information to ensure the wellbeing and safety of children including communicating when children are transitioning between learning environments, being collected by an authorised person, during emergency situations and excursions.

THE NOMINATED SUPERVISOR WILL:

- complete a risk assessment for the use of two-way radio/land mobile radio to identify any risks and plan associated control measures to ensure safety and privacy are maintained
- ensure that educators are trained in how to effectively operate two-way radios
- ensure the Service *Privacy and Confidentiality Policy* is adhered to at all times by staff and educators
- ensure that only approved radios that are purchased from an authorised, Australian company and contain the appropriate (RCM or C-Tick) safety label will be purchased and used at the Service
- keep the product manual and instructions available for reference
- ensure the device is maintained in safe working order and regular electrical testing is completed and maintained
- ensure the radios are returned to their charging stations at the end of the Before, After or Vacation Care session.

EDUCATORS WILL:

- use the two-way radios for their intended purpose only: communication across the Service for the purpose of educating and caring for children at the Service
- exercise caution when handling two-way radios, including keeping it away from liquids to avoid any damage to the device
- maintain confidence when communicating over two-way radios by:
    - only referencing children's first name and (where required) the initial of their surname
    - not communicating any confidential or identifying information about the children, staff or Service
    - be aware of their surroundings and who can hear what's being communicated
- comply with current legislation and Service policies
- communicate effectively when using two-way radios by speaking clearly, slowly, using a normal tone/volume and not shouting
- follow the manufacturer's instructions for the use of the two-way radio/land mobile radio
- communicate effectively when using two-way radios by keeping messages precise and to the point to ensure the main points of the message are delivered clearly
- return two-way radios to their charging station when they're not in use and not required as part of educating and caring for children
- when using shared frequencies, establish and select an appropriate channel for educators to use prior to educating and caring for children. This will ensure that any interference is not heard/witnessed by children
- ensure authorised use of two-way radios is maintained, children are not to access two-way radios
- report any technical/operational issues with the two-way radios to the Responsible Person/Nominated Supervisor.

CONTINUOUS IMPROVEMENT/REFLECTION:

Our *Two-way Radio Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	- New policy created - Paramount Consideration added	May 2027

Volunteers/Students/Visitors

POLICY STATEMENT

At Lindfield Activity Centre, we aim to embed Paramountcy Consideration and ensure the safe and proper care of the children in the Centre by having clear guidelines for any person who enters the centre or is involved with the children in any way.

Specific guidelines will be developed for all volunteers, students, and visitors in the Centre.

CONSIDERATIONS

- **National Standards Section 3.4**
- **Prohibited Employment Legislation**
- **Child Safety Reforms**
- **Paramount Consideration**

PROCEDURE

Volunteers

- All volunteers will be required to undertake appropriate employment screening including a Working with Children Check.
- The Director will provide a modified introduction to the centre, which will include a tour of the centre, introductions to staff and information regarding the operations of the centre.
- Volunteers will be provided with access to relevant policies such as behaviour management.
- Volunteers are not to discuss children's development or other issues with parents/guardians.
- Volunteers must adhere to all areas of confidentiality.
- Volunteers should never be left alone with or in charge of any children.
- Volunteers will not be used to do tasks that employees normally do.
- Volunteers will not be included when calculating basic staff to child ratios.
- Volunteers will need to provide proof of insurance.

Students

Placements will be offered to:

- High School students who wish to gain work experience as part of a school program. The participating school must initiate the work experience, identify the student's suitability and work with the Director in relation to times and expectations. The school must provide written authorisation for the student and a copy of their insurance. This will be kept on file.
- Students attending other registered training organisations and studying a relevant field, such as childcare, teaching, recreation, or community services. The training organization must initiate the placement, identify the student's suitability and work with the Director in relation to times and expectations. The training organisation must provide written authorisation for the student and a copy of their insurance. This will be kept on file.
    - Students will be provided with guidelines identifying their responsibilities, expectations, and code of conduct while at the centre.
    - Students should be made aware of relevant policies such as behaviour management.
    - Students are not to discuss a child's development or other issues with the parents/guardians.
    - Students should adhere to all policies concerning confidentiality.
    - Students should never be left alone or in charge of any children.
    - Students will not be used to doing tasks that the employed staff normally do.
- All placements will be negotiated through the Director and placement only be accepted on the discretion of the Director based on staff availability and ability to supervise and be available to help the students.

Visitors

- Visitors must sign in and out of the service.
- All visitors must have a valid 'Working with Children Check' clearance number.
- Visitors may be invited to the centre to stimulate the program
- Visitors could include entertainers or community members or local organisations such as police, fire brigade etc.
- Professional access to the Centre will be at the discretion of the Director or when required by law to do so.
- Professionals including union representatives, State and Federal Government Departmental Officers, Occupational Health and Safety inspectors, building inspectors and police officers.
- Any unwelcome visitor will be calmly asked to leave the Centre. If they refuse the Director or a staff member directed by the Director will call the police for assistance.

- No staff member is to try to physically remove the unwelcome person but try to remain calm and keep the person calm as far as possible.

REVIEW

Reviewed	*Version*	*Modifications*	*Next Policy Review Date*
May 2026	V1	• Paramount Consideration added	May 2027

Endorsements

Endorsement by:	Position	Date	Date for Review
Shannon McCarthy	Nominated Supervisor	May 2026	May 2027
Yasuko Kotani	Assistant Director	May 2026	May 2027
Glen D'Souza	President	May 2026	May 2027
Gideon Sawicki	Secretary	May 2026	May 2027
Jon Covell	Treasurer	May 2026	May 2027
Sophie King	Staff Liason	May 2026	May 2027