



Maitland Baptist Church Child Care Limited

Out of School Hours Care

Family Handbook 2025

Providing Quality, Affordable Childcare
to the Maitland Region

Bolwarra, East Maitland, Hinton, Largs, Maitland, Metford, Rutherford, Tarro, Tenambit, Thornton

"We believe we are the **HEART** of the Community"

📞 02 4939 1840 ✉ Admin@mbcoosh.org.au 📍 226A High Street Maitland 🌐 mbcoosh.org.au
ABN - 94 288 377 301 ACN - 639 579 785 Provider No. PR-00007689



We at Maitland Baptist Childcare limited, would like to say thank you to the original custodians of the land. Thank you to the Wonnarua and Awabakal People for letting us share your land. We promise to look after it.

We wish to acknowledge the support and involvement of NSW Department of Education (Before & After School Care & Vacation Care) & Services Australia (Child Care Subsidy)

Table of Contents

About Us Pages 4 - 7

Enrolment & Bookings Pages 8 - 10

Childcare Subsidy Pages 11 - 12

Payment & Fees Pages 13 - 14

General Information Page 15

Policies & Procedures Pages 16 - 35





Our Philosophy

We believe we are the heart of the community. For us, this means our children, families, staff and the wider community.

H E A R T

Harmonious

We strive to provide a consistent and holistic approach in all we do.

Empowerment

We aim to support our children and families to reach their full potential.

Approachable

We will go above and beyond to be accessible to our children and families.

Relationships

We believe relationships are the most important tool when connecting our community.

Trust

We value trust.



Maitland Baptist Church
Child Care Limited

Welcome to OOSH

Introduction

Parent Handbook

We encourage you to read this handbook carefully, as it will explain to you the many important aspects of our services. You are welcome to visit our centres and we encourage you to speak to our supervisors and staff at the centre should you have any problems or questions regarding our services.

Please do not hesitate to contact the Main Administration Office, should there be anything we can do to help you further in using our services.

Maitland Baptist Church Child Care Limited Management Team

Project Aims

What we provide

- To assist working parents and single parents by providing quality childcare at affordable rates.
- To operate "Before & After School Care" and "Vacation Care" programs for children 5 -12 years who attend infants or primary school.
- To care for children in a child safe, stable and loving environment.
- To provide programs and facilities that allow the children to develop to their maximum potential, physically, mentally and socially in a recreation style environment.

Please note:

The information and policies in this handbook are the intellectual property of Maitland Baptist Church Child Care Limited and is protected under copyright law.© The information is provided to assist you in understanding the operations of our service. The Board of Directors and Management reserves the right to change the information and policies when it is deemed necessary.

ACN: 639 579 785 | ABN: 94 288 377 301 | Provider No: PR - 00007689

Our Centres | Location & Service Numbers



Bolwarra Before & After School Care

Location - Bolwarra Public School

Bolwarra Public School, Bolwarra Road, Bolwarra

Transport Provided for Largs Public School BSC Only

Service Approval Number: SE - 00013331

Approved Places: 60

Before School Care: 6:30am - 8:45am

After School Care: 2:45pm - 6pm

Contact Number: 0413 854 148 (During care hours only)



East Maitland Before & After School Care

Location - East Maitland Public School

East Maitland Public School, William Street, East Maitland

Transport Before School Care to Metford Public School

Service Approval Number: SE - 00013350

Approved Places: 75

Before School Care: 6:30am - 8:45am

After School Care: 2:45pm - 6pm

Contact Number: 0409 301 330 (During care hours only)



Hinton Before & After School Care

Location - Hinton Public School

Hinton Public School, Paterson Street, Hinton

Service Approval Number: SE - 40003198

Approved Places: 30

Before School Care: 7am - 9am

After School Care: 3pm - 6pm

Contact Number: 0421 406 115 (During care hours only)



Largs After School Care

Location - Largs Public School

Largs Public School, Hunter Street, Largs

Service Approval Number: SE - 40002770

Approved Places: 45

After School Care: 2:45pm - 6pm

Contact Number: 0431 005 839 (During care hours only)



Maitland After School Care

Location - Maitland Public School

Maitland Public School, Elgin Street, Maitland

Service Approval Number: SE - 00013345

Approved Places: 45

After School Care: 2:45pm - 6pm

Contact Number: 0400 003 021 (During care hours only)



Metford Before & After School Care, & Vacation Care

Location - Metford Public School

Metford Public School, Schanck Drive, Metford

Service Approval Number: SE - 00013346

Approved Places: 80

After School Care: 2:45pm - 6pm

Vacation Care: 6:30am - 6pm

Contact Number: 0408 617 310 (During care hours only)



Rutherford Before & After School Care, & Vacation Care

Location - Rutherford Public School

Transport Provided for Maitland Public School BSC Only

Service Approval Number: SE - 00013330

Approved Places: 135

Before School Care: 6:30am - 8:45am

After School Care: 2:45pm - 6pm

Vacation Care: 6:30am - 6pm

Contact Number: 0411 922 557 (During care hours only)



Tarro Before & After School Care

Location - Tarro Public School & Our Lady of Lourdes

Tarro Community Hall, Northern Ave, Tarro

Service Approval Number: SE - 00013351

Approved Places: 60

Before School Care: 6:30am - 8:45am

After School Care: 2:45pm - 6pm

Contact Number: 0431 586 022 (During care hours only)



Tenambit Before & After School Care

Location - Tenambit Primary School

Tenambit Primary School, Edwards Street, Tenambit

Service Approval Number: SE - 40021010

Approved Places: 75

Before School Care: 6:30am - 8:45am

After School Care: 2:45pm - 6pm

Contact Number: 0403 577 271 (During care hours only)



Telarah Before & After School Care

Location - Telarah Public School

Telarah Public School, Raymond St, Telarah NSW 2320

Service Approval Number: SE-00016969

Approved Places: 60

Before School Care: 6:30am - 8:40am

After School Care: 2:45pm - 6pm

Contact Number: 0473 475 072 (During care hours only)



Thornton Before & After School Care, & Vacation Care

Location - Thornton Public School

Thornton Public School, Taylor Ave, Thornton

Service Approval Number: SE - 00013344

Approved Places: 140

Before School Care: 6:30am - 8:45am

After School Care: 2:45pm - 6pm

Vacation Care: 6:30am - 6pm

Contact Number: 0423 867 179 (During care hours only)















Parent Handbook
Meet the Team
Management & Office Team

Nominated Supervisors & Administration Team.



Maitland Baptist Church Childcare Limited is an Australian Public Company registered with the Australian Charities and Not-for-profits, Commission as a Charity and is administered by a Board of Directors and managed by a management team through the Management Directors.



Nominated Supervisors

 Nicole Bolwarra Before & After School Care	 Melissa East Maitland Before & After School Care	 Jaylene Hinton Before & After School Care	 Carrie-Anne Largs After School Care
 Brittany Maitland After School Care	 Emma Metford Before & After School Care	 Emily Rutherford Before & After School Care	 Relief Supervisor Tarro Before & After School Care
 Amity Telarah Before & After School Care	 Michelle Tenambit Before & After School Care	 Jess Thornton Before & After School Care	 Abbey Thornton Before & After School Care

Relief Day-to-Day Persons in Charge

 Lauren Relief Person in Charge	 Bronwyn Relief Person in Charge
---	--

Enrolment & Bookings

New Enrolment Information

- **All new** families wanting to use our service must complete an online enrolment form and include all supporting documents. An enrolment form will be required for each service utilised (e.g. if you use separate services for Before School Care, After School Care and Vacation Care, a separate enrolment will need to be completed for each service).
- Care cannot commence until all information has been received, including any Medical Reports &/or Medication (when required) and all details have been entered into our Child Care Software at our Main Administration Office. An email will be sent if further information/documentation is required.
- The family is encouraged to visit the nominated service before their first day.
- Please let us know if there is anything which you feel we should be aware of that may help us care for your child.

Re-Enrolment Information

- If you are currently using one of our services, a re-enrolment form will be sent out electronically in September and will be required to be completed and returned via email with all supporting documentation (photo, updated medical reports/plans as required) prior to 30th November of each year.
- Forms received after this date will not be accepted and a new enrolment form will need to be completed online. All sessions required will then be added to the waitlist (places will not be guaranteed and subject to availability).

General Information

- An enrolment fee applies to each family. This fee will relate to the year stated on the completed enrolment form and will be charged to your account at the time of enrolment or in February (Parent Handbook, page 13–Service Fees).
- All information on our enrolment forms remains confidential. Please note, that government departments do from time to time require information about families using child-care services, but names and addresses are not included.

Priority of Access

The Priority of Access Guidelines recommended to be used by approved services to allocate available child care places where there are more families requiring care than places available.

When filling vacant places, a service is recommended to fill them according to the following priorities:

- Priority 1 – a child at risk of serious abuse or neglect
- Priority 2 – a child of a single parent who satisfies, or of parents who both satisfy, the work, training, study test
- Priority 3 – any other child.

Within these main Priority categories, priority should also be given to children in:

- Aboriginal and Torres Strait Islander families
- Families which include a disabled person
- Families from a non-English speaking background
- Socially isolated families
- Single parent families.

Note: Where a service is funded by an employer to provide child care solely or primarily for the children of the employer's employees, the service may give priority to those children. There are some circumstances in which a child who is already in a child care service may be required to leave the service.

Under the Priority of Access Guidelines a child care service may require a Priority 3 child only to vacate a place to make room for a higher priority child. The service can only do so if:

The person liable for the payment of the child care fees was notified when the child first entered care that the service followed this policy.

Please Note: If your child enters care please accept this Parent Booklet as notification that MBCCC Ltd follows the Priority of Access policy and your child could be asked to vacate a place to make room for a higher priority child; and the service gives the person at least 14 days' notice of the requirement for the child to vacate the place.

When filling vacancies, OSHC services must give school children priority over children who have not yet started school. When an OSHC service has no vacant places and is providing care for a child who has not yet started school, the service may require that child to leave the service so that the service can provide a place for a school child.

Please note: Permanent Bookings will receive priority of access over casual users.

Signing In & Out

Parents must sign their children in or out of each session making note of the time in the space provided.

Children are not allowed to sign themselves in or out. Signing in and out is a legal requirement and a condition of receiving Child Care Subsidy. Running late for work is not an excuse for not signing. Do not drop child/ren off outside the service. If your child was dropped outside of the service and staff were unaware, your child could be in a dangerous situation and it is unknown what could happen to them. Our staff would not know to look for them and would have no legal responsibility for their safety. We want to care for your children.

Booking In & Out

Parents must notify the Main Administration Office via email: admin@mbcoosh.org.au if their child/ren are not attending their regular session. This must be done PRIOR TO 2pm ON THE DAY as we find it very difficult to track down missing children, especially if you are not able to be contacted by phone. We will search for your child/ren until we confirm they are safe. If our staff are spending time physically checking places and ringing around trying to find missing children unnecessarily, it means that the other children are not being cared for as well as they should. For example, if your child has gone home by mistake, we need to find out quickly so that we can collect them, or make alternative arrangements to ensure their safety. A missing child will result in the involvement of Police if the child's whereabouts cannot be verified from anyone including yourself, emergency contacts and the relevant school. A Child Finder Fee will be charged if the Main Office is NOT notified of an absence for an After School session before 2pm on the day of the absence.

Casual Bookings

- Casual Before & After School Care bookings can be made no further than **five (5) full working days in advance**.
- These bookings can be made on your OWNA account (If we have the spots available you will receive a notification from OWNA confirming the child / children are booked in). Otherwise, you can email the Main Administration Office for casual bookings via admin@mbcoosh.org.au
- These bookings need to be emailed prior to 1.30pm on the day the care is required.
- Please do not assume if you have left a message on the phone service that you have a place. Once a booking is confirmed we will contact you by return email. If you have not received confirmation please contact the Main Office.

Please note: Once a casual booking is made it cannot be cancelled without charge.

Permanent Bookings Cancellation

Cancellation of permanent Before & After School Care bookings must be made **two (2) weeks in advance** by email which is accepted upon receipt. If your child does not attend during the notice period, CCS will not be applied to your account as per government regulations, therefore full fees will be applicable for the two weeks notice period.

Vacation Care Bookings and Cancellations

- Vacation Care booking forms must be completed for each vacation care period. These forms will be emailed to those families who are currently using our services. They will also be available on our website and the Main Office in Maitland. The forms can also be emailed to you upon request.
- **Vacation Care Form are release via you OWNA account 2 weeks before the school holidays begin**
- Bookings will only be accepted upon the return of a signed original or signed emailed vacation care booking forms.
- "Vacation Care" parents are required to provide written notice to cancel bookings **five (5) full working days in advance (Working days are Monday to Friday, 9am - 5pm excluding Public Holidays)** or full fees will apply. The day of cancellation and Public Holidays are not included in the 5 full working days.
- Government rules state that we must staff at a 1:15 ratio and we need time to organise more or less staff as is needed.

Child Protection & Custody Orders

It is law in NSW that childcare staff who witness or even suspect that a child is being abused or neglected must report it to the Dept. of Communities and Justice without discussing it with the parents, as per the Mandatory Reporting requirements.

We require a copy of any custody orders which restrict a parent's access to their child. Otherwise we have no legal right to restrict access of that parent.

In the Event of Sickness

- If your child becomes ill whilst in our care we will notify you to collect your child, meanwhile the child will be made comfortable and will be cared for until you arrive. If you as the parent are unable to leave work you must arrange for someone to collect your child. Please keep this in mind when filling out the application form for who has permission to collect your child.
- In the event of a serious accident needing medical attention the staff will first call an ambulance and then call you. Where possible we will send a staff member to the hospital with the child.
- Contagious Illnesses – Unfortunately we are not able to care for sick children and parents are asked to keep their children home for the appropriate isolation periods where necessary. It is important that you inform us of any contagious illness that your child/ren contracted as we may have children in care who suffer from illnesses like leukaemia and though it may only be a minor disease for your child, it may be a major problem for another child.
- Prescription Medication – Staff are not permitted to administer medication unless the medication is in its original container clearly marked showing the child's name on the prescription, the expiry date, the dosage, and the time to be taken. (Your child may be refused care if their medication is not provided in this way). Parents are required to introduce their child to the centre Supervisor when filling out the daily medication form.
- Paracetamol – If your child has a headache, ear or toothache the staff may ring you to get permission to administer an approved rate of paracetamol. Written consent will be required (e.g. email). Dosage will be administered strictly adhering to the directions on the medication.

Please clearly indicate on the enrolment form if your child is allergic to any medication or is susceptible to any medication problems as your enrolment form, in the case of an accident, will be taken to the hospital with your child. Should you indicate a medical condition or allergy on your enrolment form please ensure you read and understand our Medical Conditions policies (See page 22–25).

Consent to use and disclosure of child's personal information

Each parent or legal guardian must sign the acceptance of these terms in the enrolment form.

I understand that Maitland Baptist Church Child Care Limited (the Service) will collect my child or legal ward's (as identified below) **(Child)** personal information.

Personal information (including information or an opinion) may include information that I provide (or someone provides on my behalf) as part of my Child's enrolment application or as part of an application for funding for my Child or otherwise in connection with the Child's attendance at the Service, including the Child's name, date of birth, and sensitive information such as information relating to the Child's health including any disability (this may include medical records and reports)

(Personal Information).

I authorise the Service to disclose my Child's Personal Information to the New South Wales Department of Education and Communities (Department). I understand that the Department will only use or disclose such Personal Information relating to the Child as permitted under applicable privacy laws including the Privacy and Personal Information Protection Act 1998 (NSW). In limited circumstances this may include disclosure to other Australian government agencies, including the Commonwealth and to those located in States and Territories outside New South Wales.

The Department may use my Child's Personal Information for any purpose relating to the exercise of its governmental functions including for, but not limited to, the assessment and potential provision of support or funding to my child or the Service including for any teachers or caregivers in connection with the Service. If you do not agree to your Child's Personal Information being provided to the Department than this could impact the funding allocation made available to the Service. Under law, you may have a right of access to, and correction of, such Personal Information. Please contact the Service or the Department in such circumstances. I consent to the collection, use and disclosure of my Child's/ren's Personal Information in the manner outlined in the form.

Parent Handbook
Childcare Subsidy

Child Care Subsidy

The Child Care Subsidy (CCS) is the main way the government assists families with their child care fees and is paid directly to the service to be passed on to families as a fee reduction. Under the Family Assistance Law, families who receive CCS are required to make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount which is known as the GAP Fee.

Please Note: If a child does not attend a booked session and then does not use that service over a 14 week period, any CCS applied to you will be removed up until your child's last physical attendance.

Your Child Care Subsidy percentage is the amount the Government will subsidise. It will apply to either your hourly fee or the relevant hourly cap, whichever is lower.

Your Combined Family Income

Your family's combined income will help determine the CCS percentage you're entitled to. Remember, you will need to contact Centrelink when your combined income increases or decreases – this can be done at any time through your Centrelink online account through myGov or the Express Plus Centrelink mobile app.

These amounts are correct for 2024 - 2025.

Your combined family income	Child Care Subsidy percentage
\$0 to \$80,000	90%
More than \$80,000 - below \$530,000	Between 90% - 0% The percentage goes down by 1% for every \$5,000 of income your family earns above \$80,000
\$530,000 or more	0% (No CCS)

Eligibility

Centrelink will pay the child care subsidy directly to your child care provider to reduce the fees you pay. If back paying, it may be paid directly to the individual.

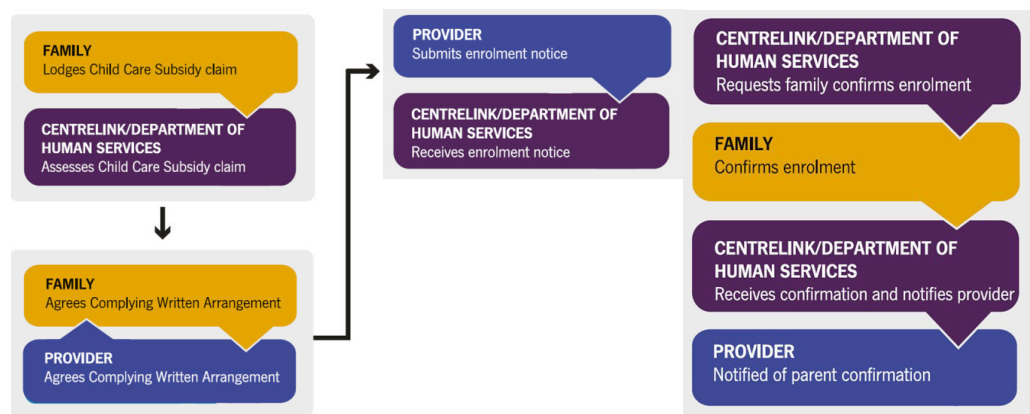
You may be eligible if you or your partner:

- care for your child at least 2 nights per fortnight, or have 14% care
- Are liable for fees for care provided at an approved child care service, and meet the residency rules

Your child must also:

- meet immunisation requirements, and not be attending secondary school unless an exemption applies

How do I claim?
Submit your claim online by logging onto your myGov account and following the links to child care subsidy.



Absences

You can obtain details of the absences claimed, including a count of absence days used, through your my.gov.au account.

Absences on the 1st or last day of enrolment are not eligible for CCS unless a medical certificate is received within 28 days. (Please note, a medical certificate can only cover the previous 7 days).

Your CCS will be cancelled if either of the following occurs:

- Your child hasn't attended child care for 14 weeks in a row
- MBCCC Ltd advises Services Australia, by law, that your child is no longer attending

When your enrolment is cancelled, your subsidy payment will cease at the child's last attendance day.

In shared care arrangements, the allowable absences count is allocated to the child, not to each individual parent.

Absences will be accrued per service e.g. if you attend BSC at a different service to ASC, and are absent at both services on the same day, this will count as 2 absences. However, if the service you attend has both BSC and ASC, this will count as 1 absence.

Additional Absences

- Additional absences do not include public holidays—CCS will NOT be paid for public holidays if 42 absences have already been used.
- Once the initial absences have been exhausted, additional absences may be claimed in certain circumstances. Additional absence reasons are:
 - An illness (with a medical certificate)
 - An outbreak of infectious disease when the child is not immunised
 - Any other absences due to sickness of the child, a parent or sibling living with the child & supported by medical certificates
 - A temporary closure of a school or pupil free day
 - Shared custody arrangements due to court order or parenting order
 - Attendance at preschool
 - The child spending time with another person who is not their usual carer as required by court orders or parenting plan when the service holds a copy of such court orders or parenting plan

Special Absences

- During a period of emergency, families won't have to use their annual allocation of allowable absences.
- Children who live or attend a service in an affected region will get special absences for the duration of the period of emergency.
- These absences will be automatically applied in the Child Care Subsidy System if the Government declare a period of emergency within the region.

Further information regarding absences can be found at [Services Australia](https://servicesaustralia.gov.au)

Payment & Fees

Payment of Fees

Fees are due weekly, payable on your first day of care for that week. Fees can be paid by EFTPOS, Direct Debit, or Direct Deposit. EFTPOS is available by calling the Main Office on (02) 4939 1840. If you require a personalised payment schedule please contact us at admin@mbcoosh.org.au.

Vacation Care Bookings will not be taken if outstanding fees have not been paid.

We are a not-for-profit organisation and all fees paid go towards the running of the centres. Because of this, we are not capable of carrying debts. Please pay your fees promptly as this will ensure the ongoing viability of the service. Please do not put us in the position of needing to take legal action against you; we value your friendship and the part we share in caring for your children.

MBCCC Ltd reserves the right to increase fees as necessary in order to cover expenses associated with the running of the organisation. In this situation we will give four (4) weeks notice in our services.

Statements

Account statements are sent out weekly on a Friday. This statement will include fees for the following week should you have sessions booked. If you are not receiving these statements, please check your spam folder or email us to ensure your contact details are correct.

MBCCC Ltd must provide a statement of entitlement to parents of children eligible for Child Care Subsidy or Additional Child Care Subsidy enrolled in their service/s once every fortnight. This statement will include details of the sessions of care provided and the resulting fee reduction amounts. MBCCC Ltd will need to use the information about entitlements and payments for each child in their payment advice to prepare these statements.

Overdue Accounts

If your account has not been paid in full for more than two weeks, you will receive an overdue email from accounts@mbcoosh.org.au. You will have three days to pay the amount owing in full. If we still have not received payment, we will contact you either by phone or email to request payment. If your account remains unpaid, you will receive a physical letter of cancellation as well as an emailed letter of cancellation. This will mean your child cannot attend any further permanent, casual, or vacation care bookings until the account is fully paid and dependent on availability at the centre.

Should you require it, we offer payment plans to help reconcile overdue accounts. If you require a payment plan, you can email us, and we can organise one for you depending on your circumstances and the amount owing. If a payment of your plan is missed, we will cancel care effective immediately. Please be advised, we will only offer a maximum of two payment plans per year for each family.

Service Fees

Permanent Booking fee – for permanent morning or afternoon bookings.

(Fees as per our website www.mbcoosh.org.au.)

Casual Booking Fee – for casual morning or afternoon bookings. (Fees are per our website www.mbcoosh.org.au.)

Yearly Enrolment Fee – a \$15 enrolment fee for the first child and \$5 for every child after will be charged to your account in February when submitting the original enrolment form and for continuing enrolments.

Once a permanent or casual booking is made, you are liable to pay fees whether your child attends the service or is absent for any reason. i.e. sick, family holidays, in-service days, school excursions/camp, etc.

2 weeks' notice is required to cancel or change a permanent booking so as not to incur fee payment.

All fees must be paid in advance.

Late Fees

Unfortunately due to parents in the past who have continually abused the system by regularly picking up their children late we have been forced to implement a late fee. According to our license agreements our centres close at 6.00 pm sharp and often other users then move into the areas we occupy. When staff (minimum 2) are required to work back after closing they must be paid at appropriate overtime rates, the total cost of which will be passed onto the late parent or guardian.

Therefore, late fees will be charged at **\$15.00 for each 5 minutes or part there of.**

**Please note that no "Child Care Subsidy" is claimable, so please don't be late.
If you know you're going to be late please have the courtesy to call as the staff
may be able to make some arrangement with you.**

Child Finder Fees

A child Finder Fee of \$10 will apply to the afternoon session of care when a parent/guardian does not inform the Administration Team that their child/ren will not be attending the session. Therefore, if your child is NOT attending a booked session, please inform the Main Office via email: admin@mbcoosh.org.au before 2pm on the day of absence so we are not looking for a child who is already safe and placing other children in our care at risk.

Payment Options

EFTPOS

EFTPOS payment can be made only at the Main Administration Office at **226A High Street, Maitland 2320, NSW, (02) 4939 1840.**

No Centres are to receive cash payments.

Direct Deposit

Direct Deposit is available for your convenience.

Contact our Main Administration Office on **02 4939 1840** or **email: admin@mbcoosh.org.au.**

The Main Office will issue you with an ID code and our bank details on request via email. Your reference ID code must be used when making a deposit. This will ensure that your payment is applied to your account. We cannot be responsible for misallocation of your payments if you do not utilise your code.

Direct Debit (Fat Zebra)

Fat Zebra is a direct debit system run by a third party company available at all of our centres through your OWNA account. Fat Zebra will direct debit your weekly child care fees from your designated bank account or Credit Card on your requested debit day. Please note: Insufficient funds in your designated bank account will attract additional administration & default charges from the third party company when overdrawn. One off payments can be made through your OWNA account.

Parent Handbook

General Information

Morning Snacks

We **Do Not Serve Breakfast** however we do make available a snack of Milo and Toast at all our Before School Care and Vacation Care centres.

Please note this is only a snack and is packed away by 7.30am every day.

Parent / Child Involvement

Parents who wish to spend time in the centre will need to obtain a volunteer working with children check. (WWCC clearance is available at any Service NSW office.)

Arrangements regarding attendance must be made with the supervisor of the centre before the day of attending. It would be helpful if you could keep us informed of family problems as this can often explain behaviour problems. We don't need to know the intimate detail, just that there is a problem.

Insurance Cover

MBCCC Limited holds Public Liability, Voluntary Workers, Ambulance Cover and Workers Comp. Insurances.

Glass breakage or wilful damage to equipment

Please be advised that the cost of repairs for any window or equipment that is broken by a child while breaking centre rules will become the responsibility of the parents. For example, kicking balls inside is against the rules.

Copies of lost receipts or reports

If you require us to retrieve old or lost records you will be charged \$45.00 per hour or part thereof for however long it takes for us to retrieve the requested records.



Complaints Procedures Policy 1.12

Policy Statement

We believe that relationships are important and that parents have an important role in the service, and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the service, staff, management, programs, or policies as our service philosophy states that we are approachable and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

Considerations

Vision and values of Maitland Baptist Church
Community Services Complaints Appeals and Monitoring Act, 1994.
Service Philosophy

Complaints Handling Procedure

A copy of the Complaints Handling Procedure is to be included with each enrolment booklet. If there is a problem with the service, Maitland Baptist Church Child Care Limited (MBCCC Limited) wants to hear about it. MBCCC Limited welcomes compliments, complaints, and suggestions because they help the service to provide a better service to all users and stakeholders. The service believes that by working together all stakeholders including the consumer and the service can benefit.

Order of Sequence regarding a complaint.

If at any time, a satisfactory result has been reached, the process does not need to continue.

- 1) Talk to the Nominated Supervisor, Supervisor or Day-to-Day Person in Charge of the service to discuss your concerns. (This must take place before the following steps).
- 2) Contact the "Child Care Services Associate Operations Manager or Director.
- 3) Write a letter of complaint to the Secretary of the Board of Directors Maitland Baptist Church Child Care Limited
Address: 83-85 Weblands St, Rutherford. NSW. 2320.

What result should be expected?

- An attempt will be made to resolve the matter immediately.
- The complaint will be briefly documented.
- If not possible to resolve immediately, it will be referred to the appropriate person.
- All parties involved in the complaint will have an opportunity to have a say.
- Where appropriate, a copy of the agreed action plan or written response will be provided to the complainant.
- The complaint will be forwarded to the NSW Department of Education if it affects the safety and well-being of a child.

How long will it take to get an answer?

Immediately if possible

Final resolution to be achieved within 14 days, where possible.

If the problem has not been resolved, the complainant can forward the complaint to:

The NSW Department of Education

Ph: 1800 619 113 (Toll Free)

email: ECEC_midnorth.region@det.nsw.edu.au

Parent Handbook

Privacy Policy 1.17

Policy Statement

Our Service Philosophy states that we value trust, therefore protecting the privacy and sensitive information collected by our Services and the need for confidentiality is fundamental for MBCCC Ltd in providing a quality Child Care Service. Information is collected, managed, and stored in accordance with the regulatory framework of operating a children's service including the Privacy Act 1988 and the Notifiable Data Breaches Scheme.

Considerations

Vision and Values of Maitland Baptist Church

National Regulation 177 Per scribed documents to be kept, 181 Confidentiality of Records and 183 Storage of Records

Privacy Act 1988 including the Australian Privacy Principles and Notifiable Data Breaches Scheme
Service Philosophy

Procedure

1. Collecting information

- Personal information must only be collected and used specifically for the purpose of the organisation's function. Personal information should be collected in a fair and unobtrusive way.
- Persons providing the information should be given appropriate access to their information and be advised about the purpose of the collection of the information.
- Collection of information is limited to only the amount of information that is necessary for the organisation's activities. It is generally only collected with the consent of the individual.
- The Primary purpose of collecting information is to enable MBCCC Ltd to provide children in our care with a developmentally appropriate program that is educational, stimulating, nurturing and safe.
- MBCCC Ltd will only collect personal information after providing our privacy statement to the individual (or their parents) about which information is being collected.

2. Use and disclosure

- **Personal Information** – disclosure of information should only be for the purpose for which it was collected. This is with limited exceptions and can only be used for a secondary purpose when it relates specifically to the primary purpose of the collection of the information.
- **Sensitive Information** – can only be used when informed consent is obtained at the time the information was collected.
- MBCCC Ltd discloses personal and sensitive information to the Service's staff with a specific purpose of administration and development of children in the Service.
- MBCCC Ltd will obtain Parent/Guardian permission before disclosing a child's personal and sensitive information to a professional attending our Service for a specific purpose of providing a service for their child. This includes Inclusion Support Workers, Speech Therapists, Occupational Therapists, Doctors, and Counsellors.
- Personal information collected about children is regularly disclosed to their own Parents/Guardians. On occasions, information such as children's individual achievements and photos are displayed within the Service, parent newsletters and social media (refer to policy 5.6 regarding the use of digital images and Digital and Social Media).
- MBCCC Ltd from time to time engages in fundraising activities. Information received from you may be used to make an appeal to you. We do not disclose any personal information to third parties for their own marketing purposes without the owner's consent or for any other reason. Personal information is held for the purpose for which it was collected.
- MBCCC Ltd will disclose specific information, including names, ages, and specific needs to the carers of children in their care.
- MBCCC Ltd may include emergency contact details in a list for risk assessment purposes. Access to these is limited to staff.

- If MBCCC Ltd is provided with personal information of others such as doctors or emergency contacts, then it is important that these contacts be informed that their information has been disclosed to the Service and the reason why it has been given. It is also important to inform them they can access that information if they wish to do so.
- MBCCC Ltd from time to time may send invitations for children's activities and parent's courses on behalf of the family and children's ministries of Maitland Baptist Church.

3. Data Quality

- MBCCC Ltd takes all responsible precautions to ensure personal information that is collected, used, and disclosed is accurate, complete, and up to date. However, the accuracy of that information depends to a large extent on the information that is provided by the individuals.
- Individuals will be required to advise the Service of any changes that may affect the initial information provided.
- The Operations Team and the Nominated Supervisor/Responsible Person/Day-to-Day Person in Charge of the Service will ensure that the information is collected and maintained in accordance with the Education and Care Services National Regulation 177.

4. Data Security

- MBCCC Ltd will protect personal information from misuse, loss, change, unauthorised access/disclosure.
- The Operations Team and the Nominated Supervisor/Responsible Person/Day-to-Day Person in Charge of the Service will ensure personal information is stored in accordance with the Education and Care Services National Regulation 183.
- MBCCC Ltd recognises that the organisation Software provider may have access to information from our databases due to program malfunctions. The Software provider is required to sign a privacy agreement abiding by the conditions set out in this policy.

5. Openness, Access, and Correction

- Parents/Guardians may seek access to personal information collected about them and their children by contacting the Services' Main Office.
- The individual child's file is available only to:
 - Child's parents (both parents unless court order specifically denies access).
 - An authorised officer of the Regulatory Authority.
 - Other persons to the extent necessary for the education and care or medical treatment of the child.
 - Children may also seek access to personal information about themselves. However, there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the Service's duty of care to the child or where children have provided information in confidence.

6. Identifiers

- MBCCC Ltd recognises that government identifiers such as the Medicare Number, Customer Reference Number or Veterans' Affairs Numbers will only be used for the purpose of which it was issued.

7. Anonymity

- MBCCC Ltd will offer anonymous transactions within the organisation wherever possible.

8. Transfer Data Flows

- MBCCC Ltd does not transfer personal information outside Australia.

9. Sensitive Information

- MBCCC Ltd respects the rights of individual's sensitive information.
- A higher level of privacy protection applies to sensitive information.
- Sensitive information relates to information about individuals' religious beliefs, racial or ethnic origin, philosophical beliefs, political opinions, trade union affiliation, sexual preferences or practices, criminal records or health information.
- Sensitive information can only be collected with an individual's consent to do so.
- Sensitive information can only be used when informed consent is obtained at the time the information was collected.

10. Information Sharing

- Information can be shared without consent under the Children and Young Persons (Care and Protection) Act 1998 when it relates to the safety, welfare, and wellbeing of a child.

11. Sensitive Information Data Breach

- MBCCC Ltd has an ongoing obligation to take reasonable steps to handle personal information in accordance with the Australian Privacy Principles (APP's). This includes protecting personal information from misuse, interference, and loss, and from unauthorised access, modification or disclosure. If this occurs, it is classed as a Data Breach.
- When it becomes apparent that a Data Breach is suspected or is known, the following procedure will be conducted:
 - o **Step 1** – Contain a Suspected or known Data Breach where possible. Take immediate steps to limit any further access or distribution of the affected personal information or the possible compromise of other information. This might involve taking action to recover lost information before the Assessment step or change any access controls before any unauthorised transactions can occur. If this action is successful in making serious harm no longer likely then notification is not required.
 - o **Step 2** – Assess whether the Data Breach is likely to result in serious harm to any individuals whose information was involved. If reasonable grounds exist that there has been a breach, then MBCCC Limited must notify by completing an online form – **Notifiable Data Breach statement** via the Australian Government – Office of the Australian Information Commissioner (OAIC) website. The assessment process may include the following:
 - Initiate: plan the assessment and assign a team or person
 - Investigate: gather relevant information about the breach to determine what has occurred
 - Evaluate: make an evidenced-based decision about whether serious harm is likely.

The assessment should be conducted expeditiously, OAIC suggests within 30 days. If no serious harm is likely after the investigation and no notification is required, then a review of incident (Step 4) should be done, and remedial action taken to prevent future breaches.

- o **Step 3** – Notify the Office of the Australian Information Commissioner (OAIC) via website Statement form if a serious breach has occurred. All individuals at risk of serious harm must be notified. Other affected individuals should only be notified if the assessment process identified them as individuals at serious risk of harm.
- o **Step 4** – Review the incident and take action to prevent future breaches. It may also be necessary to notify other relevant bodies such as Police or Law Enforcement, ASIC, APRA or the ATO, professional bodies or your financial services provider.

Digital and Social Media Policy 5.6

Policy Statement

We strive to provide a consistent and holistic approach in all we do and acknowledge that the use of digital/social media/video cameras and photos/films is integral to the children's programs for documenting children's development, reporting to parents, keeping records, promotional purposes, and a child's entertainment. Films and videos may be used as part of the program after thoughtful consideration relating to the content and message of the film. Social media is becoming more prominent aspect of most families and staff lives. Our intention is to use social media platforms to provide relevant information and promote our services to our families and the services they utilise. As part of a holistic approach, we aim to provide clear guidelines to the staff and all individuals associated with our organisation, including employees, volunteers, families and any other representatives acting on behalf of Maitland Baptist Church Child Care Ltd, regarding the expectations of the appropriate and responsible use of our social media platforms across our services to ensure that privacy and the well-being of children and families is sustained. The service is however aware that digital /social media/photos/film may be used in inappropriate ways if put on the internet or accessed by unauthorised people and so the following policy will be adhered to, to protect the children.

Considerations

Vision and values of Maitland Baptist Church
Child Protection
Network's OSHC Code of Professional Standards.
MBCCC Limited Policy 3.4 – Staff Professionalism
National Regulations 84 (Awareness of Child Protection)
National Regulations 727 (Confidentiality Records Kept by the Approved Provider)
National Regulations 181-184 (Confidentiality and Storage of Records)
National Quality Framework 1.3.3; 4.2.2; 6.2.3
Film ratings from Australian Broadcasting Authority.
Service Philosophy

Procedure

Photographic & Video Cameras

- Cameras to be kept on site at the services except for work related reasons that include home visits, excursions, training, camps, conferences, and professional development sessions.
- Nominated Supervisors or Day-to-Day persons in charge of the service and Educators who wish to use their own cameras at the service must first receive permission from the Director or Operations Manager and must conform to the rest of this policy.
- Any images used on internet-based platforms for programming purposes will be immediately deleted after use.
- There is an exception to the policy of no staff use of personal devices. The exception is, staff on excursions may be required to use personal devices for photographic purposes. Any staff member that is required to do this, will download all images to MBCCC Ltd.'s server upon arrival back to the service, and then immediately delete from the personal device.

Social Media:

All individuals must adhere to the following principles when using social media platforms.

- Always maintain respectful and professional interactions when engaging in social media activities.
- Ensure that all social media activities are honest, accurate and transparent.
- Respect and maintain the privacy and confidentiality of children. Families, colleagues and the organisation's internal matters.
- Do not share any identifying information, images or videos of children without obtaining appropriate consent from parents or legal guardians.

MBCCC Ltd. Social Media Accounts

- Only authorised individuals should have access to and administer official organisation social media accounts.
- Regularly monitor and review the contents posted on official accounts to ensure compliance with this policy and organisation guidelines.
- Ensure that all information shared on official social media accounts is accurate, reliable and aligned with the Organisations objectives.
- Encourage respectful and constructive interactions while moderating comments and discussions effectively.
- Complying with all relevant laws and regulations and guidelines, including copyright and intellectual property rights.

Family Engagement and Inappropriate Posts:

- The organisation promotes respectful family engagement on social media platforms and expects families to adhere to the established guidelines.
- Regular monitoring of posts and comments will be conducted.
- In the event of inappropriate content, offensive language or violations of the guidelines, the organisation reserves the right to remove such posts or comments without prior notice.

Images of Children

- Parents will be given opportunity to refuse photos/film being taken of their children on their enrolment form for promotional purposes.
- Staff and Educators may give or email photos/film of a child to the child's parents/guardians only if the photos/film does not include the faces of other children unless written permission is obtained (and retained) from the other parents. Educators may not email digital photos/film under any other circumstance without written permission from the Director or Operations Manager.
- Photos are not to be published on the internet by any Educators, but Management may use photos/film on the internet for promotional purposes where the faces are not identifiable, or where permission has been given by the child's parent/guardian.
- Educators must gain permission from their Nominated Supervisor or Day-to-Day person in charge of the service to use any photo/film in a publication or for training purposes. Educators will endeavour to use photos/film that does not show children's faces.
- Photos/film will not contain images of children who are not dressed or toileting. All staff and educators need to get permission from the Director or Operations Manager before downloading photos/film onto storage devices to undertake work at home.
- Staff and educators are not permitted to keep personal albums of children. Staff and educators are not to retain or copy photos/film of children for personal use or to keep.
- Photos used in newspaper articles or advertising will not include the child's surname.

Medication Policy 4.14

Policy Statement

We aim to support our children to reach their full potential by ensuring the proper care and attention of all children through following specific guidelines regarding all medications given to the children.

To ensure the interests of staff, educators, children, and parents are not compromised, medication will only be administered with the explicit permission of the parents or, in the case of an emergency, with the permission of a medical practitioner. No child/ren can be accepted into the Service without their Medical Action Plans being in place and/or they do not have their Practitioner prescribed medication with them when attending the Service. Specific consideration will also be given to children carrying medication in their school bags.

Considerations

National Regulation 92 – Medication Record

National Regulation 93 – Administration of Medication

National Regulation 95 – Procedure to Administer Medication

Vision and Values of Maitland Baptist Church

MBCCC Ltd – Medication Administration Record Form

Service Philosophy

Procedure

- **Parents who wish medication to be administered to their child at the Service will complete the Medication Administration Record Form providing the following information:**
 - Name of Child
 - Date of Birth of Child
 - Name of Medication
 - Time and Date Medication was last administered
 - Date, exact time and dosage to be administered
 - Manner in which medication is to be administered
 - Signature in 'Original Container and Label Provided' check box
 - Authorisation Signature of Parent/Guardian
- Medication must be given directly to the Nominated Supervisor, Responsible Person or Day-to-Day Person in Charge and not left in the child's bag. Children cannot be left at the Service without their Practitioner prescribed medication.
- Parents are required to introduce the child to the Nominated Supervisor, Responsible Person or Day-to-Day Person in Charge when signing the medication administration record form.
- Parents and the Nominated Supervisor, Responsible Person or Day-to-Day Person in Charge are to ensure the details on the form are clear, match the instructions on the original container and label and clarify any questions.
- The Nominated Supervisor, Responsible Person or Day-to-Day Person in Charge will store the medication in the designated secure place, clearly labelled.
- The Nominated Supervisor, Responsible Person or Day-to-Day Person in Charge will ensure that medication is kept out of reach of the children at all times.
- The Nominated Supervisor, Responsible Person or Day-to-Day Person in Charge will identify the child to the next Nominated Supervisor, Responsible Person or Day-to-Day Person in Charge and will ensure that medication is kept out of reach of the children at all times, as part of the Nominated Supervisor, Responsible Person, or Day-to-Day Person in Charge handover at change of shift.
- Medication will only be administered from its original packaging and by the Nominated Supervisor, Responsible Person or Day-to-Day Person in Charge or authorised Educators.
- Prescription medication will be administered only to the child for whom it is prescribed and:
 - from the original container bearing the child's name,
 - include a current use by date, and
 - dosage as indicated on the label or medical practitioner's written instructions.

- Non-prescription medication will only be administered with written consent of the parent and at the recommended dose as indicated on the label.
- 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 only from a parent, or person named in the enrolment form who is authorised to sign for administration of medication, will be accepted.
- If anyone other than the parent is bringing the child to the Service, a written permission note from the parent, including the above information, must accompany the medication.
- Before medication is given to a child, the Nominated Supervisor, Responsible Person or Day-to-Day Person in Charge will verify the child's first name, surname, and date of birth with the child, and the correct medication, use by date, dosage and original container provided against the parent form with another educator witnessing.
- Both staff will sign the medication form after the medication has been given.
- Where a medical practitioner's approval is given, the Nominated Supervisor, Responsible Person or Day-to-Day Person in Charge will complete the medication form and write the name of the medical practitioner for the authorisation.
- If children are receiving medication at home or school but not at the Service, parents should inform the service of the nature of the medication and its purpose and of any side effects it may have for the child so that educators can properly care for the child.
- Where children have medication in their school bags (other than asthma puffers), children will be asked to place the medication in a secure place at the Service. Parents are to ensure that the medication is taken home each afternoon.

Self-Administration of Medication

- The practice of Self-Administration is not permitted at MBCCC Ltd Services, however an exception to the procedure is applied for Asthma Medication for severe asthmatics and children with Diabetes.
- In cases of severe asthma, the child may carry their own medication on their person with written authorisation recorded in that child's medication record.
- Where a child carries their own asthma medication, they should be encouraged to report to an educator their use of the puffer as soon as possible after administering.
- In cases of Children with Diabetes wanting to self-administer using an insulin needle, the following procedures must be adhered to:
 - Written authorisation to self-administer must be recorded in the child's medication record
 - The medication/Insulin must be handed to the Person in Charge of the Centre upon arrival for safe keeping
 - The child may self-administer when required once Supervision of the procedure is arranged
 - Supervisor must witness the administering and then record appropriately
 - A record will be maintained of all administrations including:
 - Date and Time administered/used
 - The name of the Educator who was advised and/or supervised the administering
 - If symptoms were relieved (recorded in the child's daily record book)

Dealing With Medical Conditions Policy 4.19

Policy Statement

To support children's wellbeing and manage specific healthcare needs, allergy or relevant medical condition, our Services will work in accordance with the Education and Care Services National Regulations to ensure health related policies and procedures are implemented. We aim to take every reasonable precaution to protect children's health and safety by explicitly adhering to individual medical management and risk management plans and responding to any emergency situation should they arise.

Our Educators will be fully aware of the nature and management of any child's medical condition and will respect the child and their family's confidentiality. This Policy will be provided to all families within the Parent Handbook as part of the enrolment/re-enrolment process.

Considerations

Visions and Values of Maitland Baptist Church

National Law Section 173 – Offence to fail to notify certain circumstances to Regulatory Authority

National Regulations– 12, 86, 87, 90, 91, 92, 93, 94, 95, 96, 162, 168, 170, 173, 174

National Quality Standards – 2.1, 2.2

Disability Discrimination Act 1992

NSW Anti-discrimination Act 1977

Work Health and Safety Act 2011

MBCCC Ltd Policies – Enrolment and Orientation (1.3), Enrolment of Children with Additional Needs (1.4), Privacy (1.17), Acceptance/Refusal of Authorisations (1.20), Management of Incident, Injury & Trauma (4.10), Medication (4.14)

ASCIA Action Plans for Anaphylaxis - EpiPen (Red) and for Allergic Reactions (Green)

Individual Medical Management Plans

Individual Risk Minimisation Plans

Service Philosophy

Implementation

Duty of Care

- Our Services have a legal responsibility to take reasonable steps to provide:
 - A safe environment for children and young people, free of foreseeable harm and
 - Adequate supervision of children
- Our focus is keeping children and young people safe and promoting the health, safety and wellbeing of children attending our Services. Employees and volunteers need to be aware of children at the Service who suffer from asthma, anaphylaxis, allergies and diabetes or any life-threatening medical conditions e.g. epilepsy. The Nominated Supervisor will ensure all staff are aware of the location of children's Action/Management Plans, Risk Minimisation Plans and required medication. The key to prevention of and response to medical conditions within the Services is an awareness and knowledge of those children who have been diagnosed at risk, awareness of allergens/triggers and the implementation of preventative measures to minimise the risk of exposure. It is important to note however, that despite implementing these measures, the possibility of exposure cannot be completely eliminated.
- Communication between the Service and families is vital in understanding the risks and helping children and young people avoid exposure.
- The Medical Management/Action Plan will be followed in the event of any incident relating to the child's specific health care need, allergy, or relevant medical condition (this is in accordance with Regulation 90). All Educators and staff including volunteers and administrative support will be informed of any special medical conditions affecting children and orientated to their management. In some cases, specific training will be provided to staff and Educators to ensure that they are able to effectively implement the Medical Management/Action Plan.

The Approved Provider/Management/Main Office will Ensure:

- That as part of the enrolment process, all Parents/Guardians are asked whether their child has been diagnosed as being at risk of asthma, anaphylaxis, allergies, diabetes or other medical condition, and clearly document this information on the child's enrolment record. This information will be recorded by the Parent/Guardian on the child's enrolment form and be conveyed to the Nominated Supervisor/Responsible Person/Day-to-Day Person in Charge.
- If the answer is yes, families are required to provide a Medical Action Plan signed by a medical practitioner prior to their child's commencement at the Service.
- Not permit the child to begin education and care until a medical management plan has been provided.
- Where a child has an allergy and no management/action plan is required, the parents will be asked to supply a letter from the child's Doctor explaining the effects if the child is exposed to what they are allergic to, and to explain ways the staff can help the child if they do become exposed.
- All families will receive a copy of the Parent Handbook which includes both the Medication Policy (4.14) and Dealing with Medical Conditions Policy (4.19). Upon written notification of a child's medical condition, the Main Office will provide the parent with a copy of this policy in accordance with regulation 91.
- All Supervisors, Responsible Persons and Bus Drivers have completed ACECQA approved first aid training every 3 years and CPR training every 12 months.
- All Supervisors and Responsible Persons will complete online Diabetes Training, as well as participate in practical training sessions/refreshers with a Nurse.
- At least one Supervisor/Responsible Person or educator with a current accredited first aid certificate, emergency asthma management and emergency anaphylaxis management certificate is in attendance during operational hours.

The Nominated Supervisor/Responsible Person/Day-to-Day Person in Charge will Ensure:

- Families provide the following in order for the child or young person to continue care:
 - in date medical management/action plan
 - required medication/equipment (with prescribed information)
 - doctor's letter with dosage information (if required)
- Ensure the medical management/action plan includes:
 - Specific details of the child's diagnosed medical condition
 - Supporting documentation (if required)
 - A recent photo of the child
 - List of medication/s and doses
 - Contact details and signature of the registered medical practitioner
 - Date the plan should be reviewed (if no date supplied, staff will refer to the date of the plan and add 1 year)

Keep a copy of the management/action plan in the enrolment record. Develop and document a risk minimisation and communication plan in collaboration with the Parent/Guardian. The Nominated Supervisor/Responsible Person and/or Day-to-Day Person in Charge will meet with the Parents/Guardian as soon as possible prior to the child's attendance to determine content of the plan to assist in a smooth and safe transition of the child into the Service.

- Content of the planning will include:
 - Identification of the child, including a photo, personal details, Parent/Guardian details, emergency contact details, medical details, and sign off provision.
 - Identification of known allergens, potential sources/exposure and potential reaction
 - Strategies to minimise the risk
 - Details of any medication required, including name, expiry, and location
 - Communication strategies
 - Identification of any practices or procedures that may need adjustment at the Service to minimise risk e.g. safe handling, preparation, and consumption of food.
 - Methods for communicating between Parents/Guardians and Service staff and educators any changes to the child's medical management Plan.
- Regularly check the expiry of medication.
- That all staff members are aware of:
 - any child identified with a medical condition enrolled in the Service
 - The child's individual medical management plan/action plan
 - The location of the child's medication
- Ensure management/action plans are easily accessible to staff.
- Ensure families update their child's medical management/action plan regularly or whenever a change to their management occurs.
- That all staff will read and be aware of all medical condition policies and procedures, as well as risk minimisation/management plans for any child with a medical condition, and staff must sign off as having read and understood them.
- All relief staff are 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 including what staff member will be responsible for implementing the plan based on training and experience.
- All staff will be notified at the start of each working day shift via a list with the names of any children in attendance at the Service who have indicated that they have a medical condition including identity of the child, the whereabouts of medication and the appropriate plans and records.
- Where possible the Service will endeavour to not have that allergen accessible in the Service.
- Meals, snacks and drinks that are appropriate for the child and are in accordance with child's management plan are available at the Service at all times.
- Ensure that all staff responsible for the preparation of food are aware of allergens, taking high level of care in preventing cross contamination during storage, handling, preparation, and serving of food.
- Children with medical conditions are not discriminated against in any way.
- Children with medical conditions can participate in all activities safely and to their full potential (unless specified by the family and listed on their management/minimisation plan).
- That medication is administered in accordance with the Medication Policy.
- That in the event of a serious incident, notification to the regulatory authority is made.

Educators will:

- Read and comply with this Policy and the Medication Policy.
- Read, acknowledge and follow all risk minimisation plans.
- Know which child/ren are diagnosed with medical conditions, and the location of their management/action plan and medication.
- Ensure that children with medical conditions are not discriminated against in any way and are able to fully participate in all programs and activities at the Service.

- Communicate any concerns to a Supervisor/Responsible Person if a child's medical condition is limiting their ability to participate fully in all activities.
- Always check meals before it is given to a child with a food-related medical condition.
- Ensure tables and benchtops are washed down effectively after eating.
- Ensure all children wash their hands before eating and encourage handwashing after eating.

Families will:

- Ensure all details on their child's enrolment form are completed prior to commencement at the Service.
- Inform the Main Office or Service, either on enrolment or on diagnosis, of their child's medical condition.
- Provide the Service with an in-date medical management/action plan signed by a registered medical practitioner.
- Develop a risk minimisation and communication plan in collaboration with the Nominated Supervisor and other relevant Service staff.
- Provide the Service with all required medications and equipment (if required) as stated on their management/action plan each day their child attends the Service.
- Comply with the Service's policy that a child who has been prescribed medication in relation to a medical condition is not permitted to attend the Service or its programs without that medication.
- Assist staff by offering information and answering any questions regarding their child's medical condition.
- Communicate all relevant information and concerns to staff, for example, any matter relating to the health of the child.
- Notify the staff if their child has had a reaction/flare up, etc. while not at the Service.
- Read and be familiar with this Policy and the Medication Policy.
- Notify staff of any changes to their child's medical condition status and provide a new management/action plan.
- Provide written consent to self-administer (asthma/diabetic medication only as per Medication Policy).
- Where it is necessary for other children to consume a particular touch sensitive allergen the child with a food allergy will be seated separately during mealtimes and all children will wash their hands before and after eating.

In The Event a Child has an Anaphylaxis Attack the Following Procedures/Practices will be Actioned:

- Lay the person flat and do not allow them to stand or walk
 - If Unconscious, place in recovery position
 - If breathing is difficult allow them to sit
- Follow the Action Plan-Give adrenaline autoinjector
- Phone Ambulance – 000
- Phone Family/Emergency Contact
- Further adrenaline doses may be given if no response after 5 minutes
- Record the time/s of administration of adrenaline autoinjector
- Transfer person to hospital for at least 4 hours observation
- Notify the Regulatory Authority within 24 hours

If in doubt give adrenaline autoinjector

Commence CPR at any time if person is unresponsive and not breathing normally

Note: It is stipulated on the ASCIA Action Plan for Anaphylaxis that an adrenaline autoinjector should always be given FIRST before an Asthma Reliever Puffer when a child has a severe allergic reaction.

In the Event a Child is Suffering a Suspected Allergic Reaction the Following Practices will be Actioned:

- Look for signs of Allergy reactions
 - Swelling of lips, face, eyes
 - Hives or welts
 - Tingling mouth
 - Abdominal pain, vomiting
- Give Medication if prescribed
- Stay with the person while observing
- Contact Parent/Guardian
 - If the child develops any signs of severe allergic reaction and is entering an anaphylaxis state, the Educator should refer to the ASCIA Anaphylaxis Action Plan.
 - If following Anaphylaxis procedures, notify the Regulatory Authority within 24 hours.

In the Event a Child has an Asthma Attack the Following Procedures/Practices/First Aid will be Followed:

- Sit the child upright
 - Be calm and reassuring
 - Do not leave them alone
- Follow the Asthma management/action plan
- If the child is showing signs of Asthma but has no diagnosis:
 - Give 4 separate puffs of blue/grey reliever puffer
 - Shake puffer
 - Put 1 puff into spacer
 - Have the child take 4 breaths from the spacer
- Repeat until 4 puffs have been taken
 - Wait 4 minutes
 - If there is no improvement, give 4 more separate puffs of the blue/grey reliever as above
 - If there is still no improvement or, the child becomes worse or, the child is not breathing or, a reliever is not available or, if the child is known to have anaphylaxis or, not sure it is Asthma and the child has breathing difficulty, then immediately Dial 000 for an Ambulance, inform them someone is having an Asthma attack and keep giving 4 separate puffs every 4 minutes until emergency assistance arrives.
Note: Blue/grey reliever medication is unlikely to harm, even if the person does not have asthma.
- If the child does not respond to steps within the medical management/action plan call an ambulance immediately by dialling 000
- Contact the Parent/Guardian
- Continue first aid measures
- Notify the Regulatory Authority within 24 hours

In the Event a Child Shows Signs of Diabetes the Following will be Actioned:

- The Supervisor or Diabetes trained Educator will monitor the child or young person's glucose levels throughout the session (in line with management plan). This may be conducted through:
 - Continuous Glucose Monitoring (CGM)
 - Finger Pricking
- Staff will ensure that hands are washed and dried thoroughly, and all equipment is in correct working order prior to monitoring to ensure the most accurate results are recorded.
- All monitoring results, food and drink intake, and treatment (if provided) will be recorded in the child or young persons communication book and given to the school/family.

HYPOGLYCAEMIA (HYPO)

- If a child or young person is wearing a CGM device, it will sound an alert when their blood glucose levels are below their target range. Symptoms can vary between each young person.
- If caused by low blood sugar, the child or young person may:
 - Feel dizzy, weak, tremble and feel hungry
 - Look pale and have a rapid pulse (palpitations)
 - Sweat profusely
 - Feel numb around lips and fingers
 - Change in behaviour – angry, quiet, confused, crying
 - Become unconscious or have a seizure
- If in doubt, treat!
- Emergency Action-Follow management plan.
 - If the child is not diagnosed as diabetic but is showing the above symptoms do the following:
 - If the person is conscious and has a blood glucose less than 4mmol/L give any ONE of these:
 - to ½ glass or 125–200 ml Fruit Juice
 - to ½ glass or 125–200 ml Soft Drink containing sugar
- Glucose tablets or glucose gel (equivalent to 10–15 grams)
- Sugar or Honey (2–3 teaspoons)
 - If the child has a fit or is unconscious, get Emergency help immediately – dial 000
- Call an Ambulance by dialling 000
- Contact the Parent/Guardian
- Notify the Regulatory Authority within 24 hours

HYPERGLYCAEMIA (HYPER)

If a child or young person is wearing a CGM device, it will sound an alert when their blood glucose levels are above their target range. Symptoms can vary between each young person.

- If caused by high blood sugar, the child or young person may:
 - Feel excessively thirsty
 - Have a frequent need to urinate
 - Feel tired or lethargic
 - Feel sick
 - Be irritable
 - Complain of blurred vision
 - Lack concentration
 - Have hot dry skin, a rapid pulse, drowsiness
 - Have the smell of acetone (like nail polish remover) on the breath
 - Become unconscious
- If the child or young person is WELL:
 - Emergency Action – Follow management plan.
 - Continue to monitor closely
 - Contact Parent/Guardian to advise of the situation
 - Child or young person can remain at the centre as long as they remain well
- If the child or young person is UNWELL:
 - Emergency Action – Follow management plan
 - Call an Ambulance by dialling 000
 - Contact the Parent/Guardian
 - Notify the Regulatory Authority within 24 hours

Family Code of Conduct Policy 1.24

Policy Statement

Families are an important part of our community, and we value our relationships with parents, carers, and extended family members. We recognise that a positive partnership between our Services and families is essential in providing a mutually supportive environment that enables children to reach their full potential.

This Code is in place to emphasize the commitment and ethical responsibilities each family adopts when enrolling the child/ren within our Service. This extends to carers and visitors to the Service to create and maintain an environment that promotes the safety and wellbeing of all staff, volunteers, children, and families.

We expect adults to uphold a standard of behaviour that allows children to learn and play, staff to care and educate, and all community members to interact positively and safeguard the reputation of the organisation, its staff, and children at all times.

Considerations

Vision and Values of Maitland Baptist Church

National Regulation 157

National Standard 171

ECA Code of Ethics (2016)

UN Convention on the Rights of the Child (1991)

Fair Work Australia

MBCCC Ltd Policies- Participation and Access (1.11), Complaints Procedures (1.12), Grievance Procedures (Families) (1.13), Grievance Procedures (Children) (1.14), Conflict of Interest (1.23), Termination of Enrolment (1.25), Staff Professionalism (3.4), Communication (3.12), Child Protection (4.16), (Interactions with Children (4.17), Behaviour Guidance (4.18), Termination of Enrolment (?)

Child Safe Standards

Service Philosophy

Procedure

When onsite for any reason including but not limited to dropping off and picking up children, visiting the Service, or attending an event,

Families will: Harmonious

- Contribute to building a warm, welcoming, inclusive, and positive community
- Uphold the rights of the child as set out in the UN Convention on the Right of the Child and always prioritise their needs
- Treat all staff and children with respect
- Use appropriate language
- Report any concerning conduct towards children, or any suspected risk of harm to a child, to the Nominated Supervisor or Responsible Person

Empowerment

- Work with staff to ensure that the needs of the child remain the paramount focus
- Conduct myself in a manner as a positive role model for children
- Safeguard children at all times and not place a child at risk of abuse or condone behaviour of children which is unsafe
- Always act in the best interest of children and staff
- Avoid potentially harmful physical contact with children and staff
- Be careful when participating in games involving children that the activity does not have the potential to cause harm or injury. This includes being mindful of the child's age, development and any injury, illness or special needs that could place them at risk

Approachable

- Listen to and value children, young people and staff's ideas and opinions
- Listen to children and staff and respond to them appropriately
- Take a child seriously if they disclose harm or abuse
- Maintain professional and courteous relationships with children and staff

Relationships

- Treat all children, young people, staff, or other families with respect
- Take all reasonable steps to protect children from abuse

Trust

- Raise concerns with management if risks to child safety are identified, including cultural, environmental, and operational risks
- Report and act on any concerns or observed breaches of this Code of Conduct
- Ensure breaches of this Code are reported immediately
- Comply with Policies and Guidelines as outlined in Child Safe Standards and Child Protection Policy

Families will not:

- Condone or participate in illegal, unsafe or abusive behaviour towards children, staff, or other families, including physical, sexual or psychological abuse, ill-treatment, neglect or grooming
- Exaggerate or trivialise child abuse issues
- Use hurtful, discriminatory, or offensive behaviour or language with children, staff, or other families
- Engage in any touching involving other children/unwarranted or inappropriate touching of their own child
- Persistently criticise and/or denigrate a child or staff
- Verbally assault a child or staff member, or create a climate of fear
- Offer children and young people alcohol, cigarettes, or other drugs
- Show children pornographic images
- Encourage a child to communicate with them in a private setting
- Share details of sexual experiences with a child
- Use sexual language or gestures in the presence of children
- Engage in social networking with any children or staff in the service
- Attend the Service while under the influence of alcohol or illicit drugs, or smoke while on the Service premises
- Take photos of any child or staff
- Discipline any child other than their own
- Leave any child unattended outside the Service/in the car
- Ask questions about other children and their families

Breach of the Code of Conduct

- All staff, volunteers, families, and community members are encouraged to speak up if they have concerns about the safety of children or staff. Complaints about a breach of this Code of Conduct must be reported to our Operations Manager and/or the Director.
- Breaches of this Code of Conduct may be referred to the Operations Manager and/or the Approved Provider and consequences may include one or more of the following:
 - Banning the parent/family member from all Services including attending any MBCCC Ltd activities or events.
 - Involving other authorities, where appropriate.
 - Termination of enrolment of child/ren from all MBCCC Ltd Services.
- If parents or family members are consistently in breach of this code/guidelines and following an evaluation by the Nominated Supervisor, Operations Manager and/or the Approved Provider, any related enrolment/s may be at risk of being terminated

Behaviour Guidance Policy 4.18

Policy Statement

We believe that children and young people have the right to feel physically and psychologically safe. We aim to provide an environment where all children and young people, staff and educators feel safe, cared for and relaxed and which encourages cooperation and positive interactions between all persons (MTOPI Outcome 1). In line with our Service Philosophy of empowering children to reach their full potential, we support children and young people to develop socially acceptable behaviour. This behaviour management policy is based on guidance, redirection, and positive reinforcement. Educators will aim to guide rather than control the behaviour of the children and young people in our care.

Basic rules will be established in collaboration with children/young people and their families (MTOPI Outcome 2), based on safety, respect for others, order and cleanliness and will be communicated to all families, children, and educators along with consequences for inappropriate behaviour. Our Service promotes a positive approach to managing the behaviour of all children. Children will be encouraged to resolve problems, defects, and frustrations where appropriate. This can be achieved by exploring possible solutions, and helping children understand and deal with their emotions. This will depend on the child's age and level of development (MTOPI Outcome 3).

The Service will ensure no child or young person being cared and educated for by the Service is subjected to any form of corporal punishment and will ensure that every reasonable precaution is taken to protect children and young people from harm and any hazard likely to cause injury.

Considerations

Vision & Values of Maitland Baptist Church

National Quality Standards – 2.1.1, 2.2.1, 5.1, 5.2, 6.1.2, 6.2.1, 6.2.2

National Regulations – 12, 84, 147, 155, 156, 168, 174, 175

MBCCC Ltd Policies – Complaints Procedures (1.12), Grievance Procedures-Families (1.13), Grievance Procedures-Children (1.14), Privacy (1.17), Conflict of Interest (1.23), Termination of Enrolment (1.24), Communication (3.12), Interactions with Children, Families & Staff (4.17)

Service Philosophy

Procedure Guidelines

- Educators will ensure that expectations relating to children's and young people's behaviour are clear, and consequences for inappropriate behaviour are consistently applied.
- Educators will act as a positive role model for acceptable behaviour and encourage acceptable behaviour.
- Educators will have access to training and support in positive approaches to behaviour management.
- Whilst at the service, we expect that the children and young people will comply with the following basic rules:
 - Respect each other
 - Respect other people's property and that of the Service
 - Share with other children and young people, and be inclusive
 - Accept and respect individual needs and differences
 - Clean up after activities
 - Be polite to educators and to each other
 - Follow the instructions from educators and Supervisors
 - Play only in the allocated areas and as directed by educators and not enter areas that the Nominated Supervisor/Responsible Person/Day-to-Day Person-In-Charge or educators have designated as "out of bounds"
 - Remain in the supervised area of the program until the authorised person collecting them has signed them out

- Not participate in physical fighting (play or real), for example, spitting, overturning tables, throwing toys, chairs, stones or any objects that can become dangerous projectiles or objects.
- Not bully or engage in any form of aggressive behaviour. Children and young people bullying others or bullying staff is not accepted and will not be tolerated.
- Only use appropriate language at all times. Swearing, cussing, rudeness or any verbal abuse will not be tolerated.

Guiding Children's Behaviour:

- Steps that Nominated Supervisors/Responsible Person/Day-to-Day Person in Charge and educators take towards establishing good behaviour management include:
 - Establishing positive relationships, which are the foundation for building children's and young people's self-respect, self-worth and feelings of security
 - Observing children and young people to identify triggers for challenging behaviours. Paying attention to the child's/young person's developmental level and any program issues that may be impacting on the behaviour
 - Using positive approaches to behaviour guidance. Some of these include positive acknowledgement, redirection, giving explanations, encouragement, giving help, collaborating to solve problems and helping children and young people to understand the consequences and impact of their behaviour
 - Supporting children and young people by providing acceptable alternative behaviours when challenging behaviour occurs
 - Ensuring limits are consistent, carried out in a calm, firm manner, followed through and that children and young people are helped to behave within the limits
 - Involving the family and the child/young person in appropriate ways in addressing challenging behaviour
 - Using other professionals when necessary to help with behaviour guidance, for example, the Inclusion Support Program (ISP)
 - Identifying children's and young people's strengths, and building on them
 - Seeking support from other educators and management.

Correction Steps:

When a child's or young person's behaviour is deemed inappropriate to either themselves or others, or if a child's or young person's behaviour is intrusive to another person's enjoyment, then educators will actively intervene and take steps to attempt to resolve the situation.

- Inappropriate behaviour can include bullying, being uncooperative, not listening to reasonable requests from educators, swearing, using rude language, or consistently disregarding the basic rules. In these instances, the following steps will be taken:
 - The educator will explain to the child/young person that this type of behaviour is inappropriate.
 - The educator will re-direct the child/young person to a different activity within the room (or outdoors).
 - If aggressive or inappropriate behaviour continues, the child/young person will sit away from the group, near an Educator, to calm down and think about their actions and regain self-control. This is used as an opportunity for educators to support children and young people to regulate their own behaviour, respond appropriately to the behaviours and communicate effectively to resolve conflicts (NQS 5.2.2). When the child/young person has regained control and discussion has been conducted with staff, they will return to play.
 - It may be necessary to use the "Three Strike Method" when dealing with consistently inappropriate behaviour. Children/young people may receive one, two or three warnings which could lead to exclusion from the Service for a period of time.

- A discussion will be held with the child's/young person's family when they are collected.
- When inappropriate behaviour is persistent throughout the term, the Nominated Supervisor of the Service, will advise the parents, that their child will be excluded from the excursions in the following Vacation Care period. If inappropriate behaviour occurs in Vacation care and continues to persist, the Supervisor on duty will advise the parents, that their child will not be attending any upcoming excursions. Inappropriate behaviour may include, but not be limited to: - Swearing, Uncooperative, Not listening, Harm to others, Absconding.

Dealing with Persistent Inappropriate Behaviour:

- If inappropriate behaviour continues over a period of time, a meeting between educators, Nominated Supervisor/Responsible Person or Day-to-Day Person in Charge of the Service, child and family will be arranged. The meeting agenda will cover:
 - Alternative approaches to behaviour guidance
 - The child's life outside the service
 - Any problems that may be causing the behaviour
- A mutual strategy for improving behaviour will be discussed and closely monitored by educators, the Nominated Supervisor /Responsible Person/Day-to-Day Person in Charge of the service and the child's family. Should it be necessary, and with the consent of the family, advice and assistance will be sought from relevant external specialists to address the matter.
- To protect other children and educators, the Service reserves the right to exclude the child from the service; this may be a temporary or permanent measure.
- Before the child can return to the service the child's parent/ guardian must attend a meeting with the Nominated Supervisor or person in charge of the service and a representative of Service Management.
- A behavior management plan will be formulated and put into place.
- The behavior management plan will be closely monitored by the Nominated Supervisor or Day-to-Day Person in Charge of the service and educators at the service.

Responding to Behaviour where there is Risk of Harm to the Child or to Others:

- Sometimes an emergency situation may arise where a child's behaviours have become extremely unsafe and could result in substantial physical injury to themselves or others. All Educators have a duty of care to keep children safe whilst in their care. In these emergency situations educators will need to use their professional judgement to determine the best course of action to take.
- This includes, behaviours that threaten the safety and/or wellbeing of themselves and/or others, including, but not limited to:
 - **Absconding**
 - **Violence**
 - **Aggression**

Exclusion for Unacceptable Behaviour.

- Should unacceptable behaviour continue, and the above strategies have not worked effectively, the Nominated Supervisor/Day-to-Day Person in Charge and/or Educators will inform the Director and/or Operations Manager and discuss the issue.
- Where, in the interest of the child and other children at the service, exclusion is seen as a necessary step, this will be decided by the Director and/or Operations Manager in conjunction with the Nominated Supervisor/Responsible Person/Day-to-Day Person in Charge. It will be considered only after:
 - All matters including every child/ren's wellbeing and safety has been considered.
 - Adequate support has been provided.

- Family members have been notified and given the opportunity to discuss their child's behaviour and strategies for creating change.
- Referrals to other agencies have been suggested where necessary.
- Educators and Operations Team have given careful consideration to the issue.
- Clear procedures have been established for accepting the child back into the service.
- A child who is violent or considered a risk to staff and/or other children may be refused care, and parents may be requested to collect him/her immediately.

The Use of Physical Restraint

- In the above circumstances, physical restraint may be used to stop/reduce the risk of harm and injury for a child or for others.
- Physical Restraint will only be used as a last resort after implementing the other strategies outlined in this policy.
- The use of physical restraint is about maintaining the safety and wellbeing of all and will not be used as a form of punishment or to humiliate the child or young person.
- Physical restraint will be in the form of a 'bear hug' from behind or from the side, depending on the situation, the size of the child and the level of risk identified.
- Any physical restraining of a child will be carried out by the service Supervisor/Day-to-Day Person In Charge or a regular team member who is known to the child.
- Educators will:
 - ensure that the child knows they are there before any physical contact occurs to reduce the risk of the surprise escalating behaviours
 - speak using a calm voice and implement the restraining hold in a calm and supportive way.
- Supervisors and regular team members will have access to specific training /resources relating to the appropriate use of physical restraint and the methods to be used.
- If physical restraint is used, the service Supervisor or Day-to-Day person in charge of the service will contact the parents/carer, informing them of the situation and how the behaviour was managed. The parents/carer will be required to collect their child from the service within 30 minutes of the call being made.
- Educators will document the details of the incident using the Service Incident forms.

Sun Protection Policy 4.7

Policy Statement

Our service aims 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 ("My Time, Our Place" Outcome 3).

The sun's ultraviolet (UV) radiation is both the major cause of skin cancer and the best source of vitamin D. We need vitamin D to maintain good health and to keep bones and muscles strong and healthy.

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.

Evidence suggests that childhood exposure to UV radiation contributes significantly to the development of skin cancer in later life. Ultraviolet (UV) radiation cannot be seen or felt and can be high even on cool and overcast days. This means our service educators will teach children not to rely on clear skies or high temperatures to determine the need for sun protection and provide them with exposure to resources and materials that will reinforce this message and assist children to understand the complexities of their environment ("My Time, Our Place" Outcome 2).

Strategies for teaching sun protection in the service will be based on children actively practicing and monitoring their own implementation of sun protection strategies as active learners ("My Time, Our Place" Outcome 4). This will include children having opportunities to access UV Alerts and monitoring the exposure to the sun of both them and their peers ("My Time, Our Place" Outcome 5). Our service believes that implementing a best practice sun protection policy will have a major impact on reducing the chance of our children developing skin cancer in later life.

Considerations

National Quality Standard 2 Element 2.3.2 "Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury".

National Quality Standard 6 Element 6.3.2 "Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities"

National Regulation 114 "Outdoor space – shade"

National Regulation 100 "Risk assessment must be conducted"

WHS Act and Regulations 2012

NSW Cancer Council <http://www.cancercouncil.com.au/reduce-risks/sun-protection>

Procedure

This policy will support our service to meet the requirements of the Framework for School Age Care in Australia (My Time, Our Place), Education and Care Services National Law, the Education and Care Services National Regulations and the National Quality Standard (NQS). The policy cannot be altered until the next review.

- My Time, Our Place – The Framework for School Age Care in Australia
- National Quality Standard – All seven quality areas
- Education and Care Services National Regulations 113 – Outdoor space – Natural Environment, 114 'Outdoor space – shade' and Regulation 168 education and care service must have policies and procedures

Rationale

Australia has the highest rate of skin cancer in the world. Skin cancer, including melanoma and non-melanoma, is the most common cancer in Australia. Exposure to ultraviolet (UV) radiation in childhood is a major risk factor for the development of skin cancer later in life. By implementing a best-practice Sun Protection Policy, OOSH services can help protect staff and children from UV radiation and teach children good sun protection habits from an early age to reduce their risk.

Sun protection times are a forecast for the time-of-day UV levels will reach 3 or above. At these levels, sun protection is recommended for all skin types and the policy areas should be implemented. In NSW, UV levels are high enough (UV 3 or above) to damage unprotected skin most months of the year. UV levels are particularly high during the summer months, and highest in the middle of the day. UV levels and daily sun protection times can be accessed via the SunSmart App or Cancer Council Australia's home page to determine sun protection requirements.

Recommendations

1. Scheduling outdoor activities Quality Area 1 – Educational program and practice, Quality Area 2 – Children's health and safety

- UV levels and daily sun protection times are used to plan daily activities and ensure a correct understanding of local sun protection requirements.
- Sun protection is included in service participation risk management and assessments for all outdoors activities, including excursions where all sun protection practices are planned, organised, understood and available.

2. Shade Quality Area 3 – Physical environment

- The availability of shade is considered for all outdoor activities and excursions.
- Shade options are provided, maintained, and promoted to the children.
- Activities and play spaces are set up and moved throughout the day to take advantage of shade patterns.
- Shade options can include a combination of portable, natural, and built shade. Cancer Council encourages regular shade assessments and the monitoring of existing shade structures, to assist in planning for additional shade.

3. Hats Quality Area 2 – Children's health and safety

- All staff and children are encouraged to wear SunSmart hats* that protect their face, neck and ears.
- Children without a SunSmart hat are encouraged to play in the shade or are provided with a spare SunSmart hat.

SunSmart hats include:

- Broad-brimmed hats with a brim size of at least 6cm (adults 7.5cm).
- Bucket hats with a deep crown and brim size of at least 5cm (adults 6cm).
- Legionnaire style hats.

Baseball caps or visors do not provide enough sun protection and therefore are not recommended.

4. Clothing Quality Area 2 – Children's health and safety

- Staff and children are required to wear SunSmart clothing that covers as much of the skin (especially the shoulders, back and stomach) as possible.
- Children without SunSmart clothing are encouraged to play in an area protected from the sun (e.g. under shade, veranda or indoors) or are provided with spare clothing.

SunSmart clothing includes wearing:

- Loose fitting shirts and dresses with sleeves and collars or covered neckline.
- Longer style skirts, shorts, and trousers.

Midriff, crop, or singlet tops do not provide enough sun protection and therefore are not recommended.

5. Sunscreen Quality Area 2 – Children's health and safety

- All staff and children are required to apply broad-spectrum, water-resistant sunscreen of SPF30 or higher 20 minutes before going outdoors and to reapply every 2 hours. Cancer Council recommends the use of SPF50 or SPF50+ sunscreen for maximum protection.
- Permission to apply sunscreen is included in the service enrolment form. Where children have allergies or sensitivity to the sunscreen, parents are asked to provide an alternative sunscreen, or the child encouraged to play in the shade.
- Families ensure sunscreen is applied prior to attending vacation care.

Cancer Council recommends usage tests before applying a new sunscreen. All sunscreen is stored in a cool, dry place and the expiry dates monitored.

6. Role modelling of staff, families, and visitors Quality Area 1 – Educational program and practice, Quality Area 5 – Relationships with children

As part of WH&S UV risk controls and role modelling, staff, families, and visitors demonstrate SunSmart behaviours when outside, including:

- Wearing a SunSmart hat, protective clothing, and wearing sunglasses (optional)
- Applying broad-spectrum, water-resistant sunscreen of SPF30 or higher. Cancer Council recommends the use of SPF50 or SPF50+ sunscreen for maximum protection.
- Promoting the use of shade
- Discussing sun protection with children and demonstrating a positive and proactive approach to the management of sun protection in the service.

Sun safety is everyone's responsibility. By being role models ourselves and leading the way with our own sun safety, we can inspire our children to be SunSmart when they step outside.

7. Education Quality Area 1 – Educational program and practice, Quality Area 4 – Staffing Arrangements, Quality Area 5 – Relationships with children

- Children are provided with opportunities to promote and model sun protection measures to the whole OOSH community, including taking leadership roles in managing sun protection e.g. accessing daily UV levels and sun protection times, hat reminders and management of sunscreen.
- Children understand why sun safety is important and learn how to take effective sun protection actions.

Further information is available from Cancer Council NSW's website www.sunsmartnsw.com.au.

8. Information and policy availability Quality Area 6 – Collaborative partnerships with families and communities, Quality Area 7 – Governance and leadership

- Sun protection policy, procedures, requirements, and updates are made available to staff, families, and visitors.
- Sun protection information and resources are accessible and communicated regularly to families.
- All parents/families are informed of the sun protection policy including appropriate hat, clothing, and sunscreen requirements on enrolling their child in the service or vacation care.

9. Sunglasses (optional) Quality Area 2 – Children's health and safety

- Staff and children are encouraged to wear close-fitting wrap-around sunglasses that cover as much of the eye area as possible and comply with Australian Standard AS1067 (Sunglasses: Category 2, 3 or 4).

10. Review Quality Area 4 – Staffing arrangements, Quality Area 7 – Governance and leadership

- Appoint OOSH champion(s) to drive sun protection policy implementation and engagement.
- Management and OOSH champion(s) regularly monitor and review how effectively they implement their sun protection policy.
- Sun protection policies must be updated and submitted to Cancer Council NSW every three years to maintain SunSmart status.

When used in its entirety, this policy ensures our Service is following current evidence-informed Cancer Council sun protection guidelines and recommendations. Any changes or adjustments to the policy may mean it no longer meets these guidelines and should be submitted to Cancer Council NSW for review

Parent Handbook

Emergency Procedures Policy 4.8

Policy Statement

We aim to provide an environment that always provides for the safety and wellbeing of the children in a consistent and holistic way. All children and Staff will be aware of, and practiced in, emergency and evacuation procedures. In the event of an emergency, disaster, or threats of violence, these procedures will be immediately undertaken.

Considerations

National Regulation 97 and 98 (Emergency and Evacuation Procedures)

National Regulation 168 (2) © Policies and Procedures in relation to Emergency and Evacuation

National Regulation 170 – Policies and Procedures to be followed

National Law 167 – Offence relating to protection of children from harm/hazards

National Quality Standards 2.2.2, 7.1.2 7.1.3

Network's "Fire Safety Guidelines"

Service Philosophy

Procedure

Emergency Evacuation

- Emergency evacuation procedures will be clearly displayed near the main entrance of rooms/halls used by the service as well as other exit doors. Emergency Evacuations will be Risk Assessed and reviewed at least bi-annually or immediately following an emergency occurs.
- All educators, including relief educators, will be informed of the procedure and the specific duties identified in their orientation to the Service.
- The Responsible Person on duty will allocate Educator responsibilities at the beginning of each shift.
- A Fire Warden will be appointed each shift who will be responsible for contacting and liaising with Emergency Services.
- Children and Educators will practice the emergency procedure at least twice per term, each before school care and after school care, and at least once in vacation care.
- Drills will be conducted more regularly when there are new children.
- Details of drills will be recorded and will include date, time, length of time taken to evacuate the building, a record of children and educators participating, and evaluation of the drills.
- No children are to go to their lockers or bags to collect personal items during an emergency evacuation. This would lead to confusion and delays. The exception being children who hold their medical devices, e.g. Puffers, Epi Pens, Diabetic aids in their bags.
- Staff may, if safe to do so, evacuate with their mobile phone in their possession.
- Fire extinguishers will be installed and maintained in accordance with Australian Standard 2444 - 2001. All staff including Nominated Supervisors and Educators will be instructed in their operation. The leaser is responsible for installation and maintenance of fire extinguishers in leased premises.
- Staff will only attempt to extinguish fires if the fire is small, where 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/hall areas.

The Evacuation Plan will include:

- Routes of leaving the building suitable for all ages and abilities. These should be clearly mapped out.
- Plan of where the fire extinguishers are located displayed in a public place.
- Plans will include street names, any location of an electrical and water mains, if known.
- A safe assembly point away from access of emergency services.
- An alternative assembly area in case the first one becomes unsafe.
- List of items to be collected and by whom.
- List of current Emergency numbers.
- Educator duties in the emergency.

Nominated Supervisor/Responsible Person/Day to Day Person in Charge/Educators will be Nominated to:

- Make an announcement to evacuate, identifying where and how.
- Collect children's attendance records and emergency contact reports.
- Collect the service's mobile phone and emergency service numbers.
- Collect Staff First Aid Qualifications list.
- Medical Risk Minimisation Plan Folder.
- Collect SDS Sheets.
- Make the phone call to 000 or other appropriate service, Management, and Parents as required.
- Collect the First Aid kit, including puffers, allergies medication/epi pens and additional medical supplies.
- Check that the building and playground is empty and that all doors and windows are closed as far as possible to reduce the spread of the fire.
- Supervise the children at the assembly area, take a roll call of children and educators, and be aware of any visitors.
- When the Emergency Service arrives, the Nominated Supervisor/Responsible Person/Day-to-Day Person in Charge or appointed Warden 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 Emergency Services officer in charge has said it is safe to do so.

Emergency Lockdown

- Emergency Lockdown can be initiated due to any dangerous situation that could affect the health, safety, and well-being of the children, e.g. wild animals, intruders, bush fires, earthquakes, severe thunderstorms, and flooding. Lockdown procedures will be made known and be readily available to all staff, clearly showing the emergency procedures.
- Children and educators will practice lockdown procedures twice per term for each before and after school care and at least once during vacation care.

Nominated Supervisor/Responsible Person/Day to Day Person in Charge/Educators will be Nominated to:

- Immediately get the Service's mobile and Contact Emergency Services and stay on the phone until directed to hang up.
- Collect Children's attendance Rolls.
- Collect Parent/Emergency Contacts numbers list.
- Collect Medical Risk Minimisation Folder.
- Collect First Aid kit.
- Contact main office using a secondary phone.
- Ensure all children are inside and all door and windows locked.
- Conduct a roll call of children and educators.

Harassment, Threats of Violence or Hostage Situation

- If a person/s known or unknown to the service harasses, takes hostage, or makes threats to children or educators at the Service, or on an excursion, educators will:
 - If it appears life threatening, the Supervisor or Day-to-Day Person in Charge should immediately call the Police or instruct educator to do so.
 - Calmly and politely ask the unwelcome person to leave the Service or the vicinity of the children.
 - Be firm and clear and remember 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 and stay within eyesight of the person until the police arrive or the unwelcome person leaves the Service's designated area. It may be necessary to put the Service into 'Lockdown'.
 - If the supervisor or Day-to-Day Person in Charge is unable to make the call another educator should be directed to do so.

- Where possible, educators will calmly move the children away from the person.
- No educator is to try to physically remove the unwelcome person but try to remain calm and keep the person calm for as long as possible and wait for the police.
- Educators 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 Service.



Bolwarra, East Maitland, Hinton, Largs, Maitland, Metford, Rutherford, Tarro, Tenambit, Thornton

"We believe we are the **HEART** of the Community"

📞 02 4939 1840

✉ Admin@mbcoosh.org.au

📍 226A High Street Maitland

🌐 mbcoosh.org.au

ABN - 94 288 377 301 ACN - 639 579 785 Provider No. PR-00007689