

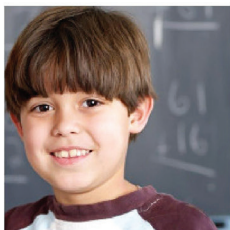
maitland baptist church child care inc.

83-85 Weblands St Rutherford 2320

PROVIDER NO: PR-00007689



OUT OF SCHOOL HOURS CARE



Covering most schools within the Maitland district



Please keep this book
for future reference

Centre Locations:

Ashtonfield, Bolwarra, Clarence Town, East Maitland, Hinton, Largs, Maitland,
Metford, Rutherford, St Joseph's, Tarro, Tenambit & Thornton

Phone: 49391840

Fax: 49391849

admin@mbcoosh.org.au

www.mbcoosh.org.au



Maitland Baptist Church Child Care Inc.

Provider No: PR-00007689

**wishes to acknowledge the support
and involvement of**

**Department of Education and Communities - Office of Education
(Before & After School Care)**

&

**NSW Department of Education and Communities
(Vacation Care)**

&

**“Department of Human Services”
(Child Care Subsidy)**

**Maitland Baptist Church
“Showing the love of Jesus to the community”**

Maitland Baptist Church Child Care Inc.

Introduction

We would encourage you to read this handbook carefully, as it will explain to you the many important aspects of our services.

You are welcome at our centres and we would encourage you to speak to our supervisors, staff or the office should you have any problems or questions regarding our services.

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

Maitland Baptist Church Child Care Inc
Management Team.



Project aims:

- To provide an avenue for Maitland Baptist Church to show caring and concern for the needs of the local community.
- 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 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 provided to assist you in understanding the operations of our service but the Board of Management reserves the right to change them when it is necessary.

Centres are located at:

Ashtonfield

Service Approval Number: SE - 00013348
“Ashtonfield Public School Hall” Norfolk St Ashtonfield
Before & After School Care, Vacation Care
Opens From 6.30 am, Closes 6.00 pm
Mobile Ph: 0422 615 339 During care hours only

Bolwarra

Service Approval Number: SE - 00013331
“Bolwarra Public School ” Bolwarra Rd Bolwarra
After School Care only, (Before School Care from Rutherford)
Open Afternoons till 6.00 pm
Mobile Ph: 0413 854 148 During care hours only

Clarence Town

Service Approval Number: SE - 40008381
“Clarence Town Public School Hall” Queen St Clarence Town
Before & After School Care
Opens From 6.30 am, Closes 6.00 pm
Mobile Ph: 0488 040 802 During care hours only

East Maitland

Service Approval Number: SE - 00013350
“East Maitland Public School Hall” William St, East Maitland
Before & After School Care
Opens From 6.30am, Closes 6.00 pm
Mobile Ph: 0409 301 330 During care hours only

Hinton

Service Approval Number: SE - 40003198
“Hinton Public School ” Paterson St, Hinton
Before and After School Care
Opens From 7.00am, Closes 6.00 pm
Mobile Ph: 0421 406 115 During care hours only

Largs

Service Approval Number: SE - 40002770
“Largs Public School Hall” Hunter St, Largs
After School Care only, (Before School Care from Rutherford)
Open Afternoons till 6.00 pm
Mobile Ph: 0431 005 839 During care hours only

Maitland

Service Approval Number: SE - 00013345
“Maitland Public School” Elgin St, Maitland
After School Care only, (Before School Care from Rutherford)
Open Afternoons till 6.00 pm
Mobile Ph: 0400 003 021 During care hours only

Metford

Service Approval Number: SE - 00013346
“Metford Public School Hall” Schanck Dr, Metford
After School Care and Vacation Care (Before School Care from East Maitland)
Open afternoons till 6.00 pm, Open 6.30 am – 6.00 pm for Vacation Care
Mobile Ph: 0408 617 310 During care hours only

Rutherford

Service Approval Number: SE - 00013330
“Maitland Baptist Church” 83 - 85 Weblands St, Rutherford
Before & After School Care, Vacation Care
Opens 6.30 am, Closes 6.00 pm
Ph. 4939 1840 Fax 4939 1849

St Joseph's

Service Approval Number: SE - 40003855
“St Joseph's Primary School ” King St, East Maitland
After School Care Only (Before School Care from East Maitland)
Opens Afternoons till 6.00 pm
Mobile Ph: 0421 567 441 During care hours only

Tarro

Service Approval Number: SE - 00013351
“Tarro Community Hall” Northern Ave, Tarro
Before & After School Care
Opens From 6.30am, Closes 6.00 pm
Mobile Ph: 0431 586 022 During care hours only

Tenambit

Service Approval Number: SE - 00013349
“Tenambit Community Hall” Kenneth Lane, Tenambit
After School Care Only (Before School Care from East Maitland)
Opens Afternoons till 6.00 pm
Mobile Ph: 0403 577 271 During care hours only

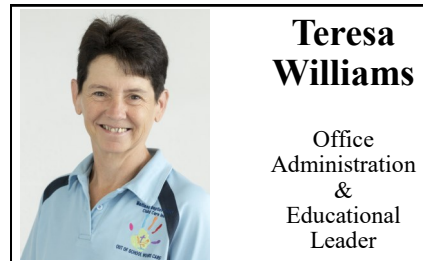
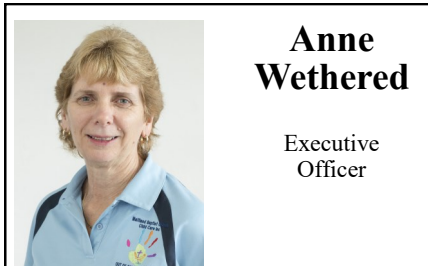
Thornton

Service Approval Number: SE - 00013344
“Thornton Public School” Government Rd, Thornton
Before & After School Care, Vacation Care
Opens 6.30 am, Close 6.00 pm
Mobile Ph: 0423 867 179 During Care Hours Only

Administration:

MBCCC Inc. is administered by a Board of Management consisting of representatives from both the Leadership and the Finance & Administration team of Maitland Baptist Church in conjunction with the Executive Officer, Child Care Services Manager and Parent Representative.

Management and Office Staff



Phone : 02 4939 1840

Fax: 02 4939 1849

Email: admin@mbcoosh.org.au

Office hours are from 9.00am - 5.00pm Monday to Friday

Supervisors



ASHTONFIELD
Alice Perrot



BOLWARRA
Nicole Harrison



CLARENCE TOWN
Sue Terry



EAST MAITLAND
Melissa Smith



HINTON
Bronwynn Smith



LARGS
Kathleen King



MAITLAND
Stacey Shelley



METFORD
Emma Jobson



ST JOSEPH'S
Brianna Collier



RUTHERFORD
Teresa Williams



TARRO
Jessica Apps



TENAMBIT
Michelle Edwards



THORNTON
Lisa Mavin



Maitland Baptist Church Combined OOSH

PHILOSOPHY

*We believe we are the heart of the community;
for us community is our children, families, staff
and the wider community.*

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

+rust

We value trust!

Enrolment Procedure

- All families wanting to use our service must complete an enrolment form before their children can be cared for. A new enrolment form is required to be completed for each calendar year unless the form is lodged during term 4. Care though can not commence for new enrolments until all details have been entered into our Child Care Software at our main office. The Family will be encouraged to visit the nominated service before their first day.

YOUR CHILD CARE PLACES WILL NO LONGER CONTINUE FROM YEAR TO YEAR UNLESS YOU HAVE COMPLETED AND HANDED IN YOUR NEW ENROLMENT PACKAGE PRIOR TO NOVEMBER 30TH EACH YEAR .

For your convenience an enrolment form is included toward the back of this Handbook.

- All information on 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.
- Enrolment forms are legal documents and as such we will only accept original documents, due to them being the basis of a legal contract giving our service the right to seek medical attention for your child/ren should it be necessary. Please be sure to fill it out carefully and correctly. Forms filled out incomplete, without photographs, or immunisation records may not be accepted.
- An enrolment fee of **\$15.00** applies to each family. This fee will be charged to your account at the time of enrolment. This fee will relate to the year stated on your corresponding enrolment form.
- Please let us know if there is anything which you feel we should be aware of that may help us to care for your child.

Priority of Access

The Australian Government has Priority of Access Guidelines for allocating places in these circumstances. These guidelines apply to CCS approved centre-based Long Day Care (LDC), IHC, Family Day Care (FDC) and Outside School Hours Care (OSHC) services. They set out the following three levels of priority, which child care services must follow when filling vacant places:

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 under section 14 of the <i>A New Tax System (Family Assistance) Act 1999</i>
Priority 3	—	any other child.

Within these main categories, priority should also be given to the following children:

- ♦ children in Aboriginal and Torres Strait Islander families
- ♦ children in families which include a disabled person
- ♦ children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold (See Appendix 4) or who or whose partner are on income support
- ♦ children in families with a non-English speaking background
- ♦ children in socially isolated families
- ♦ children of single parents.

There are some circumstances in which a child who is already in a child care service may be required to leave the service. When a service has no vacant places and is providing child care for a child who is a Priority 3 under the Priority of Access Guidelines, the service may require that child to leave the child care service in order for the service to provide a place for a higher priority child, but only if:

- ♦ The person who is liable to pay child care fees in respect of the child was notified when the child first occupied the child care place that the service followed this policy and the service gives that person at least 14 days notice of the requirement for the child to leave the child care service.

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**, if your child was dropped outside of the service and staff were unaware, who knows 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 us if their children are not attending their regular session. This must be done by phone or email **PRIOR TO 1.30PM 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. If our staff are spending time 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.

Casual Bookings

- Casual Before & After School Care bookings can be made no further than One (1) week in advance.
- These bookings can be made by either phoning the main office or our preferred method of email.
- These bookings need to be made prior to 1.30pm on the required day,
- 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 either contact you by phone or return email. If you have not received confirmation please contact the main office.

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 filling in a cancellation form obtainable from any of our MBCCC services or 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 are made available at the main office and all centres 4 weeks prior to each holiday period (6 weeks prior to Christmas\Summer holiday period). These forms will NOT be electronically distributed.
- Bookings will only be accepted upon the return of the Original vacation care booking forms (**NO EMAILED OR FAXED FORMS WILL BE ACCEPTED**)
- "Vacation Care" parents are required to provide written notice **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.

Rotating Rosters

Unfortunately we are unable to accommodate rotating bookings in line with a parents rotating roster within our services. If a parent is on a Rotating roster we require written evidence for CCS to be applied to the account on absences due to this roster above the initial 42 approved absences allocated.

Insurance Cover

MBCCC Inc. holds Public Liability, Voluntary Workers and Ambulance Cover.

Child Care Subsidy

The Child Care Subsidy (CCS) is the main way the government assists families with their child care fees. The subsidy replaces the previous Child Care Benefit (CCB) and the Child Care Rebate (CCR) and is paid directly to the service to be passed on to families as a fee reduction. Families make a co-contribution to their child care fees and pay to the provider the difference between the fee charged and the subsidy amount.

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.

How much Child Care Subsidy will a family receive?

Families earning \$66,958 or less will receive a subsidy of 85 per cent of the actual fee charged (up to 85 per cent of an hourly fee cap). For family incomes above \$66,958, the subsidy tapers down to 20 per cent when family income reaches \$341,248. Once family income reaches \$351,248 or more there is no subsidy.

Combined family income	Subsidy per cent of the actual fee charged (up to relevant percentage of the hourly rate cap)
Up to \$66,958 [^]	85 per cent
More than \$66,958 [^] to below \$171,958 [^]	Tapering to 50 per cent*
\$171,958 [^] to below \$251,248 [^]	50 per cent
\$251,248 [^] to below \$341,248 [^]	Tapering to 20 per cent*
\$341,248 [^] to below \$351,248 [^]	20 per cent
\$351,248 [^] or more	0 per cent

*Subsidy tapers down by 1 per cent for each \$3000 of family income.

[^]These amounts are correct for 2018-19 and will be subject to adjustment through indexation in subsequent years.

Child Protection & Custody Orders

It is law in NSW that childcare staff who even suspect that a child is being abused or neglected, must report it to the Dept. of Community Services, without discussing it with the parents, as per 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.

Eligibility

Centrelink will pay the subsidy directly to your child care provider to reduce the fees you pay.

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 on to your MyGov account and following the links to child care subsidy.

Rules Regarding Number of Absence Days

Under the Child Care Management System (CCMS) each child is eligible to receive CCS for an initial 42 days of absences, per financial year, which can be used for any reason and without proof of circumstances (Includes public holidays). 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, supported by medical certificates
- Shared custody arrangements due to a court order, or parenting order
- A temporary closure of a school or pupil free day
- Attendance at preschool
- A parent being on a rotating shift or rostered day off

Families can obtain details of absences claimed by your service, including a count of absence days used, via the online statement available to you through the online services section of the FAO's Website. Additional absences do not include public holidays. CCS will NOT be paid for public holidays if 42 absences have already been used.

IMPORTANT NOTE: If absences are being used up over an 8 week period, then all subsidies for that period are cancelled and full fees are due to the centre. To avoid any problems and be eligible for subsidy the child must use the service on a day prior the 8 week expiry date.

Statements

MBCCC Inc. 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 Inc. will need to use the information about entitlements and payments for each child received in their payment advice to prepare these statements.

MBCCC Inc. will only provide statements of entitlements for care already provided, as they must include details of the child's physical attendance at the service and actual fee reduction amounts. Statements of entitlement cannot be issued in advance, based on estimates.

Fees

There are three different type of fees charged by MBCCC Inc.

- Permanent Fee** – for permanent morning or afternoon bookings (Fee's as per our website www.mbcoosh.org.au)
- Casual Fee** - for casual morning or afternoon bookings (Fee's as per our website www.mbcoosh.org.au)
- Enrolment Fee** – yearly fee, charged when submitting enrolment form each year, \$15 per family per year.

Once a 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, public holidays, in-service days, school excursions etc. 2 weeks notice is required to change a permanent booking. Fees must be paid in advance. (see "Payment of fees" following.)

Parent / Child Involvement

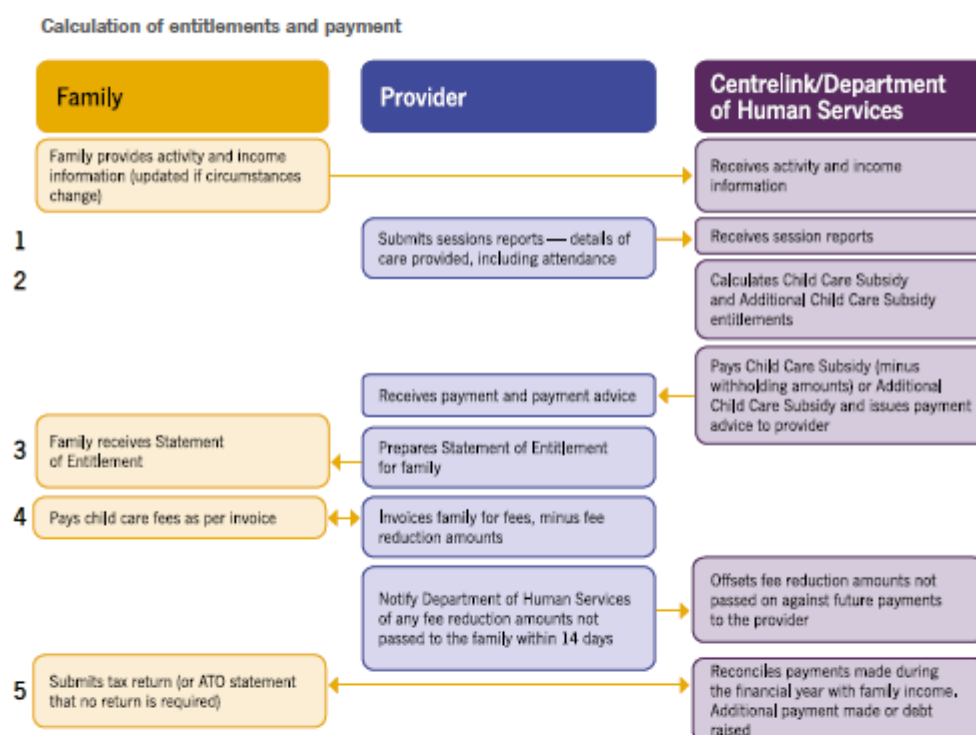
Parents who wish to spend time in the centre will need to obtain a volunteer working with children check. Arrangements regarding attendance must be made with the supervisor of the centre before the day of attending.

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.

Calculation of Fees

Fees are calculated using the five steps as shown in the following diagram as per Child Care Subsidy regulations

Figure 3: Summary of the five main steps in the calculation and payment of subsidies and fees for child care



Child Care Provider Handbook (Version 1, June 2018—Pg 56)

Late Fees

Unfortunately due to parents who in the past have abused the system by picking up their children late we have been forced to implement a late fee. Our centres close at **6.00 pm** sharp and if staff 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. Late fees will be charged at \$15.00 for each 15 minutes or part thereof, **no "Child Care Subsidy" is claimable. Please don't be late.** If you know you are going to be late please have the courtesy to ring, the staff may be able to make some arrangement with you.

Payment of Fees

Fees are due weekly in advance payable on your first day of care for that week. Fees can be paid by cash, cheque, EFTPOS. (available at Rutherford/office, Ezi Debit or Direct Payment). **Families who have not paid their fees after two weeks will be refused their place in the service till all fees are paid.**

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

We are a non profit organisation and all fees paid go towards the running of the centres. 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 into the position of needing to take legal action against you, we value your friendship and the part that we share in caring for your children with you.

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

Ezi Debit

Ezi Debit is a direct debit system, run by a third party company available at all of our centres. Ezi Debit will direct debit your weekly child care fees from your designated bank account or Credit Card.

For your convenience a Direct Debit Request form is included in this booklet, as well as being available for download from the OOSH website at www.mbcoosh.org.au, or can be collected from the Main office and all Centres.



EZI DEBITS WILL BE PROCESSED ON DIFFERENT DAYS DEPENDING ON THE CENTRE YOU USE.

*** Should your processing day fall upon a public holiday, it will be processed on the next business day*

MONDAY	TUESDAY	WEDNESDAY
Rutherford	Ashtonfield	Bolwarra
Hinton	Thornton	Clarence Town
Largs	Metford	St Joseph's
Tarro	Maitland	East Maitland
Tenambi		

CONSENT TO USE AND DISCLOSURE OF CHILD'S PERSONAL INFORMATION

[NB: Each parent or legal guardian must sign the acceptance of these terms in Section 5 (6) of the enrolment form.]

I understand that Maitland Baptist Church Child Care Inc. (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 then 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 Personal Information in the manner outlined in this form.

Children from all of our services coming together for a “Kids Day Out”



Copies of lost receipts or reports

If you require us to retrieve old or lost records you will be charged \$25.00 per hour or part thereof for however long it takes for us to retrieve the requested records.

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.

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 children may get 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 ADHD medication is not provided in this way). **Parents are required to introduce their child to the centre director 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 (eg Email). Dosage will be administered strictly adhering to the directions on the medication

Please clearly indicate on your 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 them. Should you indicate a medical condition or allergy on your enrolment form you must obtain a copy of our Medical Conditions policy.

Aids Policy

NSW law states that it is unlawful to discriminate against any person who is HIV Positive. Therefore child care centres cannot exclude children or staff from attending or working in same. For this reason and for hygiene in general our centres shall at all times follow proper hygiene procedures to eliminate the risk of transmission of any disease.

Children making some environmental art out of Natural Resources

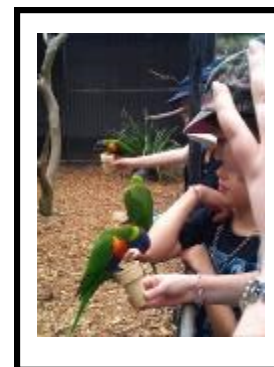


WE ENCOURAGE A



NUT FREE ZONE

*A group of our children
enjoying the Wildlife at
Hunter Valley Zoo
during Vacation Care*



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 Inc (MBCCC Inc.) wants to hear about it. MBCCC Inc. 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 Person In Charge to discuss your concerns. (This must take place before the following steps)
2. Contact the "Child Care Services Manager or the Executive Officer"
3. Write a letter of complaint to the Board of Management per the secretary of MBCCC Inc.
Address: 83-85 Weblands St Rutherford 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 and Communities 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 & Communities

Ph. 1800 619 113 (Toll Free)

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 Inc 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 Prescribed documents to be kept, 181 Confidentiality of Records & 183 Storage of Records
Privacy Act 1988 including the Australian Privacy Principles & Notifiable Data Breaches Scheme
Service Philosophy

Procedure

1. COLLECTING INFORMATION

Personal information must only be collected and used specifically for the purpose of the organisations 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 organisations activities. It is generally only collected with the consent of the individual.

The primary purpose of collecting information is to enable MBCCC Inc. to provide children in our care with a developmentally appropriate program that is educational, stimulating, nurturing and safe.

MBCCC Inc 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 Inc. discloses personal and sensitive information to the services staff with a specific purpose of administration and development of children in the service.

MBCCC Inc. 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 Inclusive 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 and parent newsletters (refer policy use of digital images)

MBCCC Inc. 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 owners consent or for any other reason, personal information is held for the purpose for which it was collected.

MBCCC Inc. will disclose specific information; including names, ages and specific needs to the carers of children in their care.

MBCCC Inc. may include emergency contact details in a list for risk assessment purposes. Access to these is limited to staff.

If MBCCC Inc 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 Inc. 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 Inc. 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 management 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 Inc. will protect personal information from misuse, loss, change, unauthorised access / disclosure.

The management of the service will ensure personal information is stored in accordance with the Education and Care Services National Regulation 183

MBCCC Inc. 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. OPENESS, ACCESS AND CORRECTION

Parents/Guardians may seek access to personal information collected about them and their children by contacting the services Administration 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 services duty of care to the child or where children have provided information in confidence.

6. IDENTIFIERS

MBCCC Inc. 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 Inc. will offer anonymous transactions within the organisation wherever possible.

8. TRANSFER DATA FLOWS

MBCCC Inc. does not transfer personal information outside Australia.

9. SENSITIVE INFORMATION

MBCCC Inc. 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 individuals 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

MBCCCInc 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:

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.

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 MBCCCInc 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.

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.

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.



***Our own buses enable us to cater for most local schools,
and go on great excursions during Vacation Care***



This policy will support your 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 2

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.

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 assessments, 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

- ▢ SPF30+ (or higher) broad-spectrum water-resistant sunscreen is available at the service.
- ▢ All staff and children are encouraged to apply sunscreen 20 minutes before going outdoors and reapply every 2 hours.
- ▢ 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 Quality Area 1 – Educational program and practice, Quality Area 5 – Relationships with children

Staff act as role models and demonstrate SunSmart behaviours by:

- ▢ Wearing a SunSmart hat, protective clothing, and wearing sunglasses (optional)
- ▢ Applying SPF30+ broad-spectrum water-resistant sunscreen
- ▢ 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 take 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

- ▢ Management 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.

Cancer Council NSW and Network of Community Activities have partnered to promote best practice sun protection policy and practices in the Out of School Hours sector in NSW.

Policy Statement

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

To ensure the interests of staff, educators, children & 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.

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 & Values of Maitland Baptist Church

Service Philosophy

Procedure

Parents who wish medication to be administered to their child at the service will complete the medication 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 & dosage to be administered
- Manner in which medication is to be administered
- Signature in “Original Container and label provided” check box
- Signature

Medication must be given directly to the Nominated/Authorised supervisor or Responsible Person in charge and not left in the child's bag.

Parents are required to introduce the child to the Nominated/Authorised Supervisor or Responsible Person in charge when signing the medication form.

Parents & the Nominated/Authorised Supervisor or Responsible Person in charge are to ensure the details on the form are clear, match the instructions on the original container and label & clarify any questions.

The Nominated /Authorised Supervisor or Responsible Person will store the medication in the designated secure place, clearly labelled.

The Nominated/Authorised Supervisor or Responsible Person in charge will ensure that medication is kept out of reach of the children at all times.

The Nominated/Authorised Supervisor or Responsible Person in charge will identify the child to the next Nominated/Authorised Supervisor or Responsible Person in charge as part of the Nominated/Authorised Supervisor or Responsible Person in charge handover at change of shift.

Medication will only be administered from its original packaging & by authorised Educators.

Prescription medication will be administered only to the child for whom it is prescribed, from the original container bearing the child's name, 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 parents 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/Authorised Supervisor or Responsible 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 educators will sign the medication form after the medication has been given.

Where a medical practitioner's approval is given educators will complete the medication form & write the name of the medical practitioner for the authorisation.

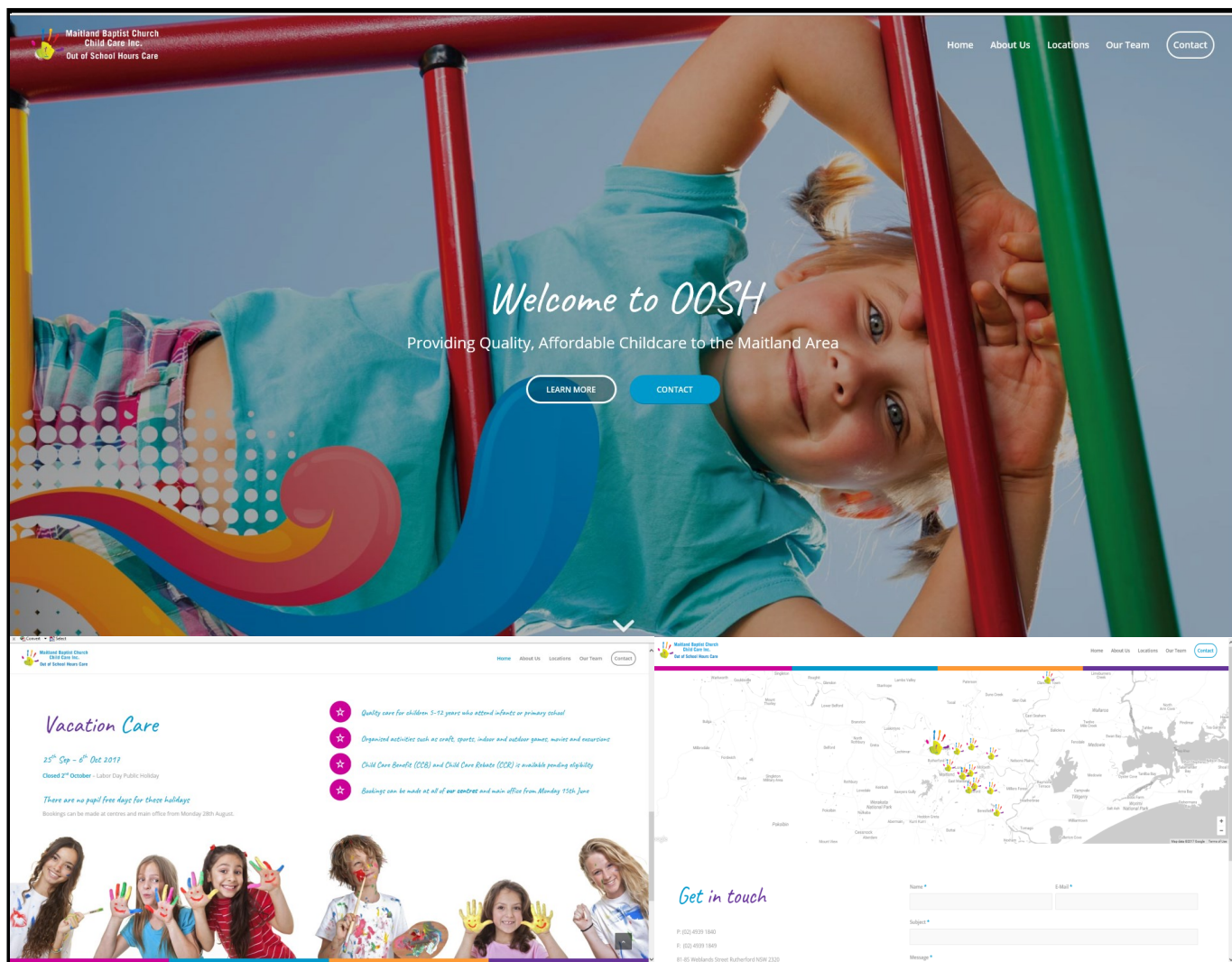
If children are receiving medication at home or school but not at the service, parents should inform the service of the nature of the medication and its purpose and of any side effects it may have for the child so that educators can properly care for the child.

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

Children may be permitted to self-administer medication if an authorisation for the child to self-administer medication is recorded in that child's medication record.

Supervision should be arranged in cases where the child administers his or her own medication. In the case of asthma puffers, educators should be alerted when the child is using their puffer but children should not delay or wait for adult supervision.



Please be aware that our website has changed and is now located at www.mbcoosh.org.au. Continually check back as we keep you up to date with changes and events.

Policy Statement

We believe that relationships are important so our service will work closely with children, families and where there is relevant school and other health professionals to manage medical conditions of children attending the service. As we strive to go above and beyond for our children and families we will support children with medical conditions to participate fully in the day to day program in the service in order to promote their sense of wellbeing, connectedness and belonging to the service, as long as this action does not adversely effect the wellbeing of other children in our care or staff under the Work, Health and Safety Act 2011. Our Educators will be fully aware of the nature and management of any child's medical condition and will respect the child and the family's confidentiality. The medical conditions policy will be provided to parents/guardian who identify that their child has a medical condition and that a Medical Management Plan has also been provided. A Risk Minimisation Plan will be developed and completed for each child that identifies with a medical condition during the enrolment process in consultation with the parent/guardian. No child with a medical condition can be admitted until all Plans are provided and completed.

Considerations

Visions and Values of Maitland Baptist Church
National Law Section 173
National Regulations 90 -91
National Standard 6: Elements 7.1.2 & 2.1.2
Disability Discrimination Act 1975
NSW Anti-discrimination Act 1977
Work Health and Safety Act 2011
Medication Policy 4.14
Individual Medical Management Plans
Individual Risk Management Plans
Service Philosophy

Procedure

Parents will be asked to inform the service of any medical conditions the child may have at the time of enrolment including, but not exclusive to, asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis. This information will be recorded by the parent/guardian on the child's enrolment form and be conveyed to Nominated Supervisors.

Upon written notification of a child's medical condition the service will provide the parent with a copy of this policy in accordance with regulation 91.

Notified specific or long term medical conditions will require the completion of a Medical Management Plan which has been developed in conjunction with the child's doctor and parent/guardian and be attached to the enrolment application.

It is a requirement of the service to meet its regulatory obligations that a Risk Minimisation Plan and a communication plan be developed in consultation with the parents/guardian. The service management and/or Nominated Supervisor 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, medication details, communication strategies and sign off provision.

- Identification of any risks to the child or others by their attendance at the service.

- Identification of any practices or procedures that need adjustment at the service to minimise risk eg safe handling, preparation, and consumption food service.

- Process and timeline for Orientation procedures for staff.

- Methods for communicating between parents/guardians and service staff and educators any changes to the child's Medical Management Plan.

The Medical Management Plan will be followed in the event of any incident relating to the child's specific health care need, allergy or relevant medical condition (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 implement effectively the Medical Management Plan.

Where a child has an allergy, the parents will be asked to supply a letter from the child's doctor explaining the effects if the child is exposed to whatever they are allergic too and to explain ways the staff can help the child if they do become exposed.

Where possible the service will endeavour to not have that allergen accessible in the service. All medical conditions including food allergies will be placed in a folder (out of sight of general visitors and children). It is deemed the responsibility of the Nominated Supervisor and every educator at the service to regularly read and refer to the list.

All staff will be notified at the start of each working day via a list with the names of any children in attendance at the particular 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. All staff must read and familiarise themselves with the required actions as per the Medical Management Plan and Risk Minimisation Plans of the notified children and staff must sign off as having read and understood them.

All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child including what staff member will be responsible for implementing the plan based on training and experience.

Where a child has a life threatening food allergy and the service provides food, the service will endeavour not to serve the particular food allergen in the service and families in the service will be advised not to supply that allergen with their child/children. Parents of children with an allergy may be asked to supply a particular diet if required (eg. Soy milk, gluten free bread).

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 meal times and all children will wash their hands before and after eating.



Other activities planned by
Maitland Baptist Church Child Care
for your child and family.

SLEEPOVERS

KIDS CAMP

PICNICS



KIDS DAY OUT

DISCO'S

FAMILY FUN
DAYS

Policy Statement

We believe that children have the right to feel physically and psychologically safe. We aim to provide an environment where all children, staff and educators feel safe, cared for and relaxed and which encourages cooperation and positive interactions between all persons (My Time, Our Place Outcome 1). Our philosophy states that we aim to support our children to reach their full potential.

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 in our care.

Basic rules will be established 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. The service recognises the importance of children's input into developing the basic rules and helping to determine appropriate consequences for inappropriate behaviour (My Time, Our Place Outcome 2). Our service promotes a positive approach to managing the behaviour of all children. Children will be encouraged to resolve problems, defeats 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 (My Time, Our Place Outcome 3).

The service will ensure no child being cared and educated for by the service is subjected to any form of corporal punishment.

The service will ensure that every reasonable precaution is taken to protect children being cared for or educated by the service from harm and any hazard likely to cause injury.

Considerations

Vision & Values of Maitland Baptist Church
Service Philosophy
National Quality Standard 2.3
National Quality Standard 5.1, 5.2
National Quality Standard 6.1.2, 6.2.1 & 6.2.2

Procedure

a) Guidelines

- Educators will ensure that expectations relating to children'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. This will be made available as part of the training budget on a bi-annual basis
- Whilst at the service, we expect that the children 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 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 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, throwing toys, chairs, stones or dangerous objects.
 - ◇ Not bully or engage in any form of aggressive behaviour
 - ◇ Use appropriate language at all times.

b) Guiding Children's Behaviour:

Steps that Nominated Supervisors and educators take towards establishing good behaviour management include:

- Establishing positive relationships, which are the foundation for building children's self-respect, self-worth and feelings of security
- Observing children to identify triggers for challenging behaviours. Paying attention to the child'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 to understand the consequences and impact of their behaviour
- Supporting children 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 are helped to behave within the limits
- Involving the family and the child in appropriate ways in addressing challenging behaviour
- Using other professionals when necessary to help with behaviour guidance, for example, the Inclusion Support Facilitator (ISF)
- Identifying children's strengths and building on them
- Seeking support from other educators and management.

c) Correction Steps:

When a child's behaviour is deemed inappropriate to either him/herself or others, or if a child'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, or consistently disregarding the basic rules. In these instances, the following steps will be taken:
 - ◇ The educator will explain to the child that this type of behaviour is inappropriate.
 - ◇ The educator will re-direct the child to a different activity within the room (or outdoors).
 - ◇ If aggressive or inappropriate behaviour continues, the child will sit away from the group to calm down and think about their actions. After a short period of time, the educator will have a discussion with the child with respect to their actions, and then the child will return to play.
 - ◇ A discussion will be held with the child's family when the child is collected.

d) Persistent inappropriate behaviour:

- If inappropriate behaviour continues over a period of time, a meeting between educators, Nominated Supervisor, 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 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.
 - ◇ In extreme cases, 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 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 and educators at the service.

e) 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.

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.

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 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 person in charge 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.



Enrolment Form Checklist

Before handing in your Enrolment form please ensure all following items are included and/or completed:

- ⇒ All Centre's to be utilised are indicated in section 1 of enrolment form
- ⇒ Parent Customer Reference Number and Date of Birth in Section 2
- ⇒ Compliance Subsidy Agreement Signed and Date in Section 3
- ⇒ Child/ren Customer Reference Number and Date of Birth in Section 4
- ⇒ Photograph/s of Child/ren provided in Section 4
- ⇒ Family medical information. completed
- ⇒ Immunisation Certificate of Child/ren provided
- ⇒ Medical Management Plan completed by Medical Practitioner (where necessary).
- ⇒ Copies of Court Orders (Where necessary).
- ⇒ Emergency Contact Details completed in Section 6.
- ⇒ Signature and authorisations completed in Section 7.
- ⇒ Signature and Authorisations completed for children utilising Tarro and Tenambit services.
- ⇒ Signature and authorisations provided at section 8.
- ⇒ Signature and authorisations provided at section 9 by both Parent\ Guardians.
- ⇒ Signature and authorisations provided at section 10.
- ⇒ Signature at section 11.
- ⇒ Signature at section 13.



Maitland Baptist Church Child Care Inc.

Family survey

QUESTION	PARENT COMMENT \ FEEDBACK
1. How can the service best meet the needs of your child/children in terms of: a) Interest based Programming b) Life Skills c) Homework d) Communicating their day to you	
2. Please comment on how the service staff interact with your child/ren.	
3. What Community groups would you like your child/ren have access to through our program?	
4. What suggestions can you make to enable you to provide evaluations of our program?	
5. What activities would you like your child/ren to participate in over the next Twelve (12) months ?	
6. What topics relevant to your family would you like to see in the Service Newsletter ?	
7. What issues have you regarding the care of your child/ren ?	
8. What topics do you feel the staff would benefit from knowing more about?	