**Forest Hill Community Preschool Inc. Policies and Procedures**

# delivery and collection of children

Education and Care Services National Regulations 2011: regulation 99, 158, 168(2)(f)}

Link to National Quality Standard 2.3.2 Children’s Health and Safety.

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***INTRODUCTION:***

***Arrival and departure times encourage families to interact in the environment, build relationships, open communication networks and ensure the safety of children when being delivered and collected from Preschool.***

*This policy relates to the arrival and departure of children within Forest Hill Community Preschool. It is the responsibility of staff and families to ensure the safe arrival and departure at the Preschool and the completion of statutory documentation. Practical and safe approaches will promote a smooth transition between home and the Preschool, assure completion of the required records and confirms the child’s presence or absence from the service. This ensures a child’s arrival and departure at Forest Hill Community Preschool continues their safe care and custody. This will provide a clear procedure for staff and parents to follow at arrival and departure.*

***AIM:***

* To ensure the safe documented arrival and departure of children attending Forest Hill Community Preschool.
* To support children settling into the Preschool each day and experience quality education and care through continuity of educators, positive interactions within the community of the Preschool.

***STRATEGIES:***

* A record of attendance, kept at the Preschool, includes full name of each child attending, arrival and departure times, and signature of the person who delivers and collects the child or the nominated supervisor or educator. (Responsibility of the provider or delegated authority)
* A child is only allowed to leave the Preschool with a parent or authorized nominee, an authorized delegate as part of an excursion or because the child requires medical care. This does not include a parent who is prohibited by a court order from having contact with a child (Responsibility of the provider or delegated authority)

In addition to these records **the responsible person** will:

1. Review the SIGN IN /OUT SHEET and where a parent or authorized person have not signed in a staff member will note that the child is attendance and sign them in (writing ‘staff’ after their signature). Families will be reminded to complete this record.
2. Ensure that two staff members verify that all children have been signed out and left the premises. Two staff members are to sign the bottom of the sign in/out sheet that they have checked and that all children have left the premises. Staff are to put the time next to their signature. If a child is not signed out staff are to check all areas of the Centre to ensure no child is left on the premises and sign them out. This will be confirmed by the statement at the bottom of the sign in/out sheet.
3. Request a ‘signed authority to collect’ letter from the family prior to allowing anyone other than those listed on the enrolment form to collect a child. In the case of an emergency where a parent is unable to collect their child and needs someone who is not authorized to collect and is unable to provide written authorization – the parent must provide authority to two staff members by phone and provide full name of person to collect. Staff are to document this and both sign in the diary that phone authorization has been given.
4. Allow a child to leave the Preschool with only an authorized person who appears able to appropriately care for the child. Educators and staff will always act in the best interest of the safety of the child, themselves and other children at the Preschool. It is at the educators’ discretion to determine if they believe an authorized person is unable to appropriately care for the child based on the individual case and circumstance.

*ARRIVAL PROCEDURE FOR STAFF*

* The nominated supervisor or responsible person on orientation and on the first day should explain and show families the sign in/out procedure and remind them that this is a regulatory and funding requirement. Families should also be told that sign on sheets are used for emergency evacuations and need to be completed both on arrival and departure.
* The environment should be set up with familiar areas for the children to enjoy. Changes in the environment or the daily routine should be discussed with the children and families to promote consistency and to help the children feel secure in the Preschool. Activities and interest areas should be child focused and set up to be appealing and interesting and to encourage the child to participate.
* Staff are to (where possible) greet the children /families and if necessary find out about the child’s needs for the day. Anything pertaining to medical conditions or developmental needs or more complicated issues should be referred to the Director/Nominated Supervisor. Any relevant information such as specific instructions from a parent should be noted in the staff communications book and shared verbally with the Director/Nominated supervisor as soon as possible and at an appropriate time. Staff should use observational skills to work as a team to settle children/families in (eg if one staff member is busy with a child then someone should settle the next family to arrive).
* Support the child to settle into an activity and assist parents and children with separation and to say goodbye (discourage parents from sneaking off without saying goodbye to their child first).
* Staff should be consistent for continuity of care. New or casual staff and students/volunteers should be introduced to children and families.

***DEPATURE PROCEDURES FOR STAFF:***

* A child will not be released to a person other than parents/guardian or persons listed as authorized to collect on the enrolment form. Parents are encouraged to have at least 2 authorized people to collect and more people with authority to collect can be added to the enrolment form.
* In the case where a court order for custody of a child exists it must be photocopied and kept in the child’s file and all staff should be advised.
* In the event of an unauthorized person arriving at Preschool to collect a child the Director/responsible person is to ring the parents for confirmation (another staff member is to stay with the child). If phone permission is given – it needs to be given to two staff members and documented and signed in the diary. The person should be asked for proof of identification if necessary. In the event the parents cannot be contacted the people listed as emergency contacts should be phoned or a person authorised to collect should be asked to come and collect the child.
* Staff are to check the sign out sheet that all children have been signed out at the end of the day and sign out any child who has not been signed out by parent or authorised person after checking the child has left the premises
* At the end of the day two staff are to sign the declaration on the bottom of the sign in/out sheet that all children have left the premises and note the time of checking the premises.

***ARRIVAL PROCEDURE FOR PARENTS****:*

* Parents and children should not enter the Preschool before 9 am and 8.30 am (if booked into extended hours care- additional fees and conditions apply). This is to comply with licensing operational hours and insurance and to allow staff adequate time to plan, prepare and evaluate the preschool in readiness for day’s activities.
* Families/parents/authorized people remain responsible for their child whilst they are on the premises
* Families/parents or the person dropping off the child should sign in their child on the attendance sheet located at the sign in table. It is the responsibility of the parent /carer delivering the child to document the time and their name. If someone else is to collect the child this must be recorded on the sheet (this person must be listed on the child’s enrolment form with authority to collect).
* Parents should escort their child inside and encourage children to unpack their bags and make contact with a staff member before leaving. Children are not to be left outside/inside if a staff member is not present.
* On arrival children should be encouraged to unpack their bags, parents are to place lunch boxes in the fridge and drinks on the bench. Bags are to be put in lockers. Communicate any changes in routine with staff. This may include information about medication, a change in routine, someone different collecting the child, early collection etc. More detailed issues such as developmental or personal information should be directed to the Director/Nominated supervisor. Staff need to know changes in health, behavior, nutrition etc to ensure the safety and well-being of each child.

***DEPARTURE PROCEDURE FOR PARENTS:***

Parents or authorized persons should collect their child by 3pm for normal preschool and 3.20pm for extended hours (additional charges and conditions apply).

* Sign the child out at the sign in sheet
* Information about the daily events/programming can be found in the day book or on the tablet at the programming table. Parents are encouraged to place feedback/suggestions about the program in the note pad next to the day book. Individualized information about the child’s day will be relayed by the Director /nominated supervisor or staff.

**Forest Hill Community Preschool Inc. Policies and Procedures**

# ACCEPTANCE AND REFUSAL OF AUTHORISATION

Education and Care Services National Regulations 2011: regulation 168

Link to National Quality Standard 7.3.Leadership and Service management.

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***INTRODUCTION:***

Forest Hill Community preschool requires authorization for actions such as administration of medications, collection of children, excursions and providing access to personal records. This policy outlines what constitutes a correct authorization and what does not, and therefore may result in a refusal.

***GOALS:***

Forest Hill Community Preschool will ensure that we only act in accordance with correct authorization as described in the *Education and Care Services National Regulations, 2011*

***STRATEGIES:***

**The Nominated Supervisor** will:

1. Ensure documentation relating to authorisations contains:
2. The name of the child enrolled in the service
3. Date
4. Signature of the child’s parent/guardian, or nominated contact person who is on the enrolment form
5. The original form/letter/register provided by the service.
6. Apply these authorisations to the collection of children, administration of medication, excursions and access to records
7. Keep these authorisations in the enrolment record
8. Exercise the right or refusal if written or verbal authorisations do not comply
9. Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. Forest Hill Preschool can administer medication without authorization in these cases provided they contact a parent /guardian as soon as practicable after the medication has been administered.

***EVALUATION:***

Correct authorization is obtained, referred to and applied appropriately ensuring reduction in possible risk.

**Forest Hill Community Preschool Inc. Policies and Procedures**

# Excursions – Quality Area 2 Children’s Health and Safety

Education and Care Services National Regulations 2011: regulation 101, 102

Link to National Quality Standard 2.3.2; 7.3.5 Children’s Health and Safety.

***INTRODUCTION:***

Excursion are a valuable experience for children, families and staff. Excursions provide the opportunities to expand and enhance children’s experiences, explore different environments and engage in meaningful ways in their communities. Excursions require appropriate planning and risk management to ensure the best experience and enjoyment for all. Forest Hill Preschool is committed to providing excursions that are well considered and planned, provide meaningful experiences and ensure the health, safety and wellbeing of children at all times.

***GOALS:***

* Whenever possible attend transition to school excursions and visits to Forest Hill Public School to assist and enhance with transition to school.
* Include onsite visitors and performers (community dental nurse, healthy Harold, community members) as part of the program.
* Plan for excursions with careful consideration of safety of children and adults.
* Carry out excursions only where full documentations and permissions have been completed and obtained.
* Undertake a full risk assessment, consideration of value of educational excursions and plan for first aid requirements.

***STRATEGIES/PROCEDURE:***

**When planning the excursion the following should be considered and researched:**

* Individual and the group of children involved, consideration given to the mobility and supervision of children with additional needs.
* Transport and traffic
* Supervision and staffing adult/child ratios and number of volunteers needed – that supervision is adequate so children cannot be separated from the group
* Venues that are developmentally appropriate and safe, access to hazardous equipment and environments is minimized and that adequate sun and shade protection is available and that there is access to food, water and facilities eg toilets and hand washing.
* Requirements of the excursion meet with requirements of regulations and with public liability insurance held by Forest Hill preschool. Cost to the Preschool and/or families

**Planning and Preparations**

All excursions will be well planned in advance to:

* Maximize both children’s developmental experiences and their safety.
* Reflect the age, capacity and interests of the children
* Ensure they are properly supervised and conducted in a safe manner
* Are conducted with fully informed written parental permission

When planning for an excursion staff will:

* Assess the requirements of the excursion
* Conduct a risk assessment
* Book transport/venues if applicable
* Consider and make alternative arrangements for adverse weather conditions
* Inform families of the details of the excursion including destination, how we are getting there and back, what we will be doing there and what the child needs to bring and who will be supervising and what staff are attending with a first aid certificate.
* Provide parents/guardians with an excursion permission note to authorize their child to attend.
* Collect permission notes for each child attending prior to the excursion
* Request additional adult participation to help with supervision where required
* Check the portable first aid kit is fully stocked (including necessary medication such as asthma puffers or epi pen is included). Check mobile phone is available

**RISK ASSESSMENT:**

**The Nominated Supervisor will:**

Ensure a risk assessment is conducted prior to any excursion to identify and assess the risk the excursion may pose to safety, health and well-being of any child whilst on the excursion and will specify how the service will manage any risks identified

The risk assessment will consider:

* Destination and duration of the excursion
* Potential water hazards or any hazard associated with water based activities
* Transport to and from destination
* Number of educators, responsible persons and children involved
* Proposed activities and
* Items to be taken on the excursion eg mobile phone, medication, emergency contact numbers
* Appoint a certified supervisor to be in charge of the excursion

If the excursion is a regular occurrence as in excursions to Forest Hill Public School a risk assessment needs only to be carried out once, provided the circumstance around the excursion have not changed.

**AUTHORISATION FOR EXCURSIONS:**

**The nominated supervisor will ensure:** For all excursions parents or legal guardians will be given an excursion permission form with full details of the excursion including

* Date description, duration, and destination of proposed excursion
* Method of transport
* Reason for excursion and proposed activities
* The anticipated adult: child ratio outlining number of staff attending and other adults attending
* A statement that a risk assessment has been prepared and is available at the Preschool for the parents to view.

If the excursion is a regular outing such as excursions to Forest Hill Public school authorization is required once in a twelve month period.

**NO CHILD WILL BE TAKEN ON EXCURSION UNLESS WRITTEN PERMISSION HAS BEEN RECEIVED FROM PARENT OR LEGAL GUARDIAN**

FAMILIES AND VOLUNTEERS

Families will be encouraged to participate in excursions to assist maintain suitable child/adult ratios. If the parent needs to bring the child’s sibling they must be included in the ratio.

If additional adults are required volunteers will be invited. Volunteers should be mature and responsible who are aware of the hazards and shall be fully prepared and briefed on their responsibilities, the procedure and hazards prior to leaving on the excursion.

Volunteers/family members shall not be left in sole charge of the children and must be supervised by educators at all times. They must sign in and out in the visitors/volunteers book.

TRANSPORT AND TRAFFIC

Safety of the children will be considered in the choice of route and mode of transport. Forest Hill Community Preschool will follow all applicable NSW road rules as well as the Kids and Traffic best practice recommendations for transporting young children safely in buses. Every reasonable precaution will be taken to protect children from harm and hazard likely to cause injury. Educators will educate and ensure children obey road and safety rules and cross roads at crossing or lights where available. Children will be taught the importance of holding hands and staying together and educators will be vigilant to ensure no child runs ahead or lags behind the group.

SUPERVISION:

Supervision on excursions will ensure the safety and well-being of all children for the duration of the excursion, taking into account ratios and all risks and hazards likely to be encounted. The venue will be assessed as safe for all children and adults on the excursion and should be easily supervised and accessible. WATER HAZARDS:

No excursions will be conducted to a swimming pool or other water related activity. Where there are significant water hazards (such as rivers, lakes or dams) risk management strategies will be identified and implemented.

**CONDUCTING THE EXCURSION**

All educators, volunteers and children attending will be informed of the excursion timetable/itinerary, special requirements, safety procedures, grouping of children and responsibilities.

A list of children on the excursion will be left at the service and a copy taken on the excursion carried by the delegated certified supervisor. Before leaving the Preschool a note will be left on the front gate with the itinerary and time table, and mobile contact phone number.

* Children should be placed in small groups and each group allocated to a responsible adult.
* Children should wear an identification badge with their name and the phone number of the preschool on it.
* Staff should supervise toileting of children on excursions unless the child’s parent or guardian is present.
* A head count and roll call of the children should be made prior to leaving, on arrival, before departing and on return to the preschool.
* There should be a designated meeting spot in case of emergency or in case a group gets separated. Staff should be familiar with emergency exists and procedures of the venue and where the toilets.
* sufficient food and drink (appropriate to the excursion and duration), first aid kit, mobile phone, emergency contacts, sign in sheet, extra clothes and any medication required should be taken.
* Children should be dressed appropriately with covered shoes and a sunhat and sunscreen applied.

**EVALUATION:**

All excursions are conducted in a safe manner and evaluated. Any improvements identified in the risk assessment prior to conducting the excursion or the evaluation are addressed and actioned to ensure the safety of the children and adults.

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# COMPLAINTS AND FEEDBACK – Quality Area 7 LEADERSHIP AND MANAGEMENT

Education and Care Services National Regulations 2011: regulation 168,173,176

Link to National Quality Standard: 7.3

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***INTRODUCTION:***

FOREST HILL COMMUNITY PRESCHOOL values feedback of educators, staff, families and the wider community in helping to create a community service that meets regulation and the needs of enrolled children and their families. We encourage open communication through opportunities to respond and feedback on the program. A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.

***GOALS:***

Forest Hill Community Preschool will

* Provide opportunities for consultation, evaluation and review of the service operation and delivery of the education and care program.
* Develop a process for making and managing complaints
* Communicate the option and process of making a complaint
* Handle complaints diligently and confidentially

***STRATEGIES:***

**FEEDBACK:**

Communications will aim at all times to be open, honest and confidential.

Forest Hill Community Preschool will offer a variety of ways to communicate and provide feedback including

* Verbal communication
* Day books, photos, displays and information at the programming table.
* Formal feedback and comments
* Surveys
* Parent/teacher interviews
* Monthly management meetings
* Providing a feedback comments/ideas booklet at the programming table / staff can also document parent’s verbal ideas and feedback in the staff communication booklet or child’s developmental file.
* Including a section on the enrolment form for parents input into service and program

Families are provided with the service’s address, email address and phone details at orientation in the information booklet and on the Preschool website. Families will be encouraged to converse with educators at pick up and drop off times and may call throughout the day. Forest Hill Community Preschool has an open doors policy and families can call in when they like. Feedback and suggestions from families are encouraged and staff will take feedback into account in ongoing planning and quality improvement.

**COMPLAINTS:**

Open communication is encouraged and families are encouraged to discuss any concerns or ideas to avoid worries escalating into problems. The director/ nominated supervisor will deal with informal complaints from families or staff and try to come to a mutual agreement so that both parties are satisfied. If one or both parties are not happy they can discuss the problem with a committee member or with the whole committee at a management meeting depending on the situation.

The nominated supervisor should communicate information on the process of complaints and feedback through the enrolment and orientation process via the information booklet, website or policies and procedures folder. They should provide contact details for putting forward a complaint and ensure every complaint is managed and is an opportunity for quality improvement and discuss the process for managing complaints with the committee and staff.

**PROCESS FOR FAMILIES TO MAKE A FORMAL COMPLAINT**

Families make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of that complaint. Your complaint will be dealt with in the strictest confidentiality. The nominated supervisor or committee member handling the complaint will ensure that information is restricted to only those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during the resolution, the complainant will be informed. Your complaint will be documented by the nominated supervisor and placed on the complaints register. The complaint will then be forwarded to the most appropriate person to investigate it. This will include the nominated supervisor and executive committee. Actions to address the complaint will be determined and once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for the improvement that will take place as a result of the complaint. The department of Educations and communities will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

Complaints should be forwarded to

Director/The Nominated Supervisor or The Management Committee

Forest Hill Community Preschool Inc

PO BOX 121 FOREST HILL 2651 Phone: 0269227489

**INFORMATION FOR EDUCATORS AND STAFF**

The outlined procedure for families applies to staff but please note this is not a grievance procedure. Matters of staff grievance should be dealt with under a grievance policy relating to staff.

**EVALUATION -** Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement. Complaints are managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

**Forest Hill Community Preschool Inc. Policies and Procedures**

# GRIEVANCE POLICY - Quality Area 7 LEADERSHIP AND MANAGEMENT

Education and Care Services National Regulations 2011: regulation 168,173,176

Link to National Quality Standard: 7.3

***INTRODUCTION:***

A grievance is a wrong or hardship suffered which forms legitimate grounds of complaint.

***AIM:***

To provide formal procedures to deal effectively with grievances when informal resolution fails.

***PROCEDURE FOR EMPLOYEE GRIEVANCES:***

The employee/staff member is to approach the Director/Nominated Supervisor to discuss the issue and every effort made to resolve the issue.

All of the following processes must be clearly documented

* If the grievance is not resolved at an informal level with the Director/Nominated supervisor, the employee has the right to take the grievance to the committee.
* Failing this the employee may enlist the support of their union

***PROCEDURE FOR PARENTS GRIEVANCES:***

Parents are encouraged to discuss any issues /grievances with the Director /Nominated Supervisor to discuss the issue and every effort made to resolve the issue.

 All of the following processes must be clearly documented

* If the grievance is not resolved at an informal level with the Director/Nominated supervisor, the parent has the right to take the grievance to the committee and the Director/Nominated supervisor encourage parents/families to do so. Every effort should be made to resolve the issue and DEC informed of the complaint/grievance if a breech of regulations is involved within 24 hours. If the grievance is still unresolved parents may contact the department of education and care on 69

***PROCEDURE FOR GRIEVANCES BETWEEN STAFF AND MANAGEMENT:***

* The issue may be discussed at an informal level between parties concerned
* If the issues remains unresolved at the level of informal discussion then the grievance is to be documented and resolved with other committee members and/or Director/Nominated supervisor. Employers must always ensure the processes are fair before carrying out any disciplinary procedure and if necessary a third party such as a Children’s service adviser from DEC may need to act as a mediator.
* Country Children’s Services Association provides support and information on staffing issues and should always be consulted before taking any disciplinary action.

**Forest Hill Community Preschool Inc. Policies and Procedures**

# CONFIDENIALITY – Quality Area 7 LEADERSHIP AND SERVICE MANAGEMENT

Education and Care Services National Regulations 2011: regulation 181

Link to National Quality Standard 7.3.5 \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

***INTRODUCTION:***

Forest Hill community Preschool recognizes and respects the importance of privacy and confidentiality as an individual right and a basis for building partnerships. This policy has been developed with regard to the *Information Protection Principles (2003)* and pursues the highest standard in the protection and preservation of privacy and confidentiality.

***GOALS:***

We will

* Maintain private and confidential files for educators and staff, children and their families. We will develop systems for the appropriate use, storage and disposal of records.
* Ensure the information in these files is used only for the education and care of the child enrolled in the service and only shared with relevant or authorized people as defined with authorisations of the *Education and Care Services National Regulations 2011.*

***STRATEGIES***

**COLLECTION OF INFORMATION:**

For Forest Hill community Preschool to be able to meet the needs of each child, family, educator and staff member information must be collected and maintained.

The Nominated Supervisor/Director will provide families with details on the collection of personal information and will ensure information provided by families and staff is only used for the purpose it was collected for.

This information will include:

* The types of information collected by the Preschool
* The purpose of collecting the information
* What types of information will be disclosed to the public or other agencies and when and why disclosure may occur.
* How information is stored and who has access to the information
* The right of the individual to view their personal information
* The length of time information needs to be archived and how it is disposed.

**STORAGE OF INFORMATION**:

The nominated Supervisor/Director will ensure that all personal information is stored securely reducing the chance of unauthorized access, use or disclosure. Files are kept in the office or archived in boxes in the back store room

**ACCESS TO INFORMATION:**

The Nominated supervisor/Director will ensure that information kept is not divulged or communicated, directly or indirectly to anyone other than

* Medical and developmental information that is required to adequately provide education and care for the child
* The Department of Education and Communities or an authorized officer
* As permitted or required by any act or law

Individuals will be allowed to access their personal information when they request it. Authorised persons may request to view any information kept on their child

Information may be denied under the following conditions:

* Access to information could compromise the privacy of another individual
* The request for information is frivolous or vexatious
* The information relates to legal issues or there are legal reasons not to divulge the information as in a custody case.

 **MAINTAINING INFORMATION**

The Nominated supervisor/Director is responsible for keeping all service records required *Education and care services National Regulations 2011*under the*.* Information will be updated regularly.

In keeping with the Early Childhood Australia *Code of Ethics (2008), the Education and care services National Regulations 2011 and the Privacy Legislation ,*educators and staff employed by Forest Hill Community Preschool are bound to respect the privacy rights of children enrolled and their families; educators and staff and their families and any other persons associated with the service. Educators and Committee members will sign a Confidentiality statement as it relates to privacy and confidentiality.

***EVALUATION:***

All information related to Forest Hill Community Preschool, the staff the families and children will be maintained in a private and confidential manner.

**FOREST HILL COMMUNITY PRESCHOOL INC PRIVACY POLICY**

***AIM:***

To protect the privacy of personal and sensitive information collected by our service and the need for confidentiality that is a fundamental for Forest Hill Community Preschool in providing a quality service. Forest Hill community Preschool complies with the Privacy Act 1988-Privacy Amendments (Private sector Act 2000. Forest Hill Community Preschool follows the standards of the National Privacy principals to regulate the way in which our service manages personal and sensitive information. Forest Hill Preschool requires certain information to comply with regulatory framework and licencing.

Forest Hill Preschool’s “Privacy- Information Management Statement” will be available on the Preschool’s website and in the Policy Folder.

**COLLECTING INFORMATION:**

Personal information must only be collected and used specifically for the purpose of the organization’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 for the collection of the information.

Collection of information is limited to only the amount of information that is necessary for the Preschool’s activities. It is generally only collected with the consent of the individual.

The primary purpose for collecting information is to enable Forest Hill Community Preschool, to provide your child with an individually appropriate program that is educational, stimulating, nurturing and safe.

**USE AND DISCLOSURE:**

Personal information – disclosure of information should only be for the purpose 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 information consent is obtained at the time the information was collected

Forest Hill Community Preschool discloses personal and sensitive information to the Preschool’s staff for the specific purpose of administration and education of your child.

Forest Hill Community Preschool will obtain parent/guardian permission before disclosing a child’s personal and sensitive information to a professional attending our service for the specific purpose of providing a service for your child. This includes early intervention teachers, speech therapists, doctors, counselors and this principal will also apply to TAFE and university students.

Personal information collected about children is disclosed to their own parents /guardians when requested. Information such as child’s personal achievements, daily reflections and participation in the program and photos may be displayed in the Preschool room or day book/programming table.

Forest Hill Community Preschool will include your child’s details including emergency contact detail necessary for emergency evacuation procedures in a folder marked confidential and access limited to staff or emergency service personnel.

**DATA QUALITY**

Forest Hill Community Preschool takes all reasonable precautions to ensure personal information that we collect, use and disclose is accurate, complete and up to date. However the accuracy of the information depends to a large extent on the information that is provided by individuals.

Parents/Guardians are required to advise the Preschool of any changes that may affect the initial information provided eg change of phone numbers/address/income

**DATA SECURITY**

Forest Hill Community Preschool will protect personal information from misuse, loss, change, and unauthorized access/disclosure and ensure it is stored in accordance with regulations

**OPENNESS ACCESS AND CORRECTION**

Parents/Guardians and children may seek access to the personal information collected about themselves or their child. However there may be occasions when access is denied where access would have an unreasonable impact on the privacy of others or access would breach the Preschool’s duty of care or where children have provided the information in confidence.

**IDENTIFIERS**

Forest Hill Community Preschool recognizes that government identifiers such as Medicare numbers shall only be used for the purpose for which it was issued.

**TRANSFER DATA FLOWS**

Forest Hill Community Preschool does not transfer personal information outside of Australia

**SENSITIVE INFORMATION**

Forest Hill Community Preschool respects the rights of individual’s sensitive information and a higher level of privacy protection applies to sensitive information. Sensitive information relates to information about an individual’s religious beliefs, racial or ethnic origin, philosophical beliefs, political opinions, membership of a political association, membership of a union, sexual preferences or practices, or health information. Sensitive information can only be collected with an individual’s consent to do so and only used when informed consent is obtained at the time the information was collected.

**FOREST HILL COMMUNITY PRESCHOOL PRIVACY INFORMATION MANAGEMENT STATEMENT**

*Protection of privacy and the need for confidentiality is fundamental in providing a high quality service*

* The primary purpose of Forest Hill Community Preschool is to collect relevant and necessary information to provide your child with an individually developmentally appropriate program that is educational nurturing and safe.
* Forest Hill Community Preschool requires certain information be collected in accordance with National regulations and licencing laws and in accordance with the administration of child care benefits, fee relief and regulations or legislation that directly relates to the operation of the Preschool.
* Forest Hill Community Preschool discloses personal and sensitive information to the Preschool’s staff for the specific purpose of administration and education of your child.
* Forest Hill Community Preschool will obtain parent/guardian permission before disclosing a child’s personal and sensitive information to a professional attending our service for the specific purpose of providing a service for your child. This includes early intervention teachers, speech therapists, doctors, counselors and this principal will also apply to TAFE and university students.
* Personal information collected about children is disclosed to their own parents /guardians when requested. Information such as child’s personal achievements, daily reflections and participation in the program and photos may be displayed in the Preschool room or day book/programming table. Parental/Guardian permission for the use of photos for advertising or on our web site is on the enrolment form
* Forest Hill Community Preschool will include your child’s details including emergency contact detail necessary for emergency evacuation procedures in a folder marked confidential and access limited to staff or emergency service personnel.
* Forest Hill community Preschool takes all reasonable precautions to ensure personal information that we collect, use and disclose is accurate up to date and complete. Parents/Guardians are to inform the Preschool of any changes to the information provided.

# DETERMINING RESPONSIBLE PERSON

Education and Care Services National Regulations 2011: regulation 173, 168(2)(i)

Link to National Quality Standard 4.2 STAFFING ARRANGEMENTS.

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***INTRODUCTION:***

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

***GOALS:***

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

Details of the person responsible are documented and displayed for all users of the service.

***STRATEGIES:***

Forest Hill Community Preschool will have a responsible person physically present at all times.

A responsible person can be:

1. The APPROVED PROVIDER- someone with management and control of the service (committee member)
2. The NOMINATED SUPERVISOR/DIRECTOR who holds a supervisors certificate and has been designated to the role of NOMINATED SUPERVISOR by the Preschool
3. A CERTIFIED SUPERVISOR who has been placed in day to day charge of the service

The APPROVED PROVIDER will:

1. Ensure the Nominated Supervisors and Certified Supervisors have a clear understanding of the role of the responsible person.
2. Ensure the responsible person is appropriately skilled and qualified
3. Ensure a responsible person is physically present at the centre. A substitute for the responsible person will be present where a waiver is in place.

The NOMINATED SUPERVISOR or DELEGATED AUTHORITY will:

1. Arrange for the keeping of a responsible person’s record - At Forest Hill Community Preschool this is documented on the children’s sign in/out sheet at the main entrance.
2. If the Director/Nominated Supervisor is away the full time assistant or other staff member that is a certified supervisor will take on the role of responsible person while the Director/Nominated supervisor is away. Staff members that are certified supervisor must sign an acceptance letter that they agree to take on the role of responsible person when the Director/Nominated supervisor is absent for short periods. If necessary a committee member may need to take on the role of responsible person if the Director/Nominated Supervisor was absent and no other staff were available to fill in as responsible person.

# STAFF CODE OF CONDUCT

Education and Care Services National Regulations 2011: regulation 168

Link to National Quality Standard 4.2.1 .STAFFING ARRANGEMENTS

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***INTRODUCTION:***

This policy relates to the code and conduct within Forest Hill Community Preschool. Ethical conduct guides the behavior and decisions within Forest Hill Community preschools setting and is founded in respect for, and valuing of children, families, educators and staff and the extended service community.

***GOALS:***

Forest Hill Community preschool will up hold the highest standards in ethical conduct in accordance with the *ECA Code of Ethics (2010) The United Nations Convention on the Rights of the Child (1989)* and the Preschool’s philosophy and policies.

***STRATEGIES:***

* Educators and staff will be familiar with the legislation and statutory documents that apply to their role with children, families and other staff in the Preschool
* Educators and staff will be familiar with *ECA Code of Ethics* and the Preschool’s Philosophy. This will guide conduct and decision making within the Preschool
* Ethical conduct and decision making will occur with reference to legislation and statutory documents and through a process of critical reflection. Decision making processes will be clear and the Preschool’s Director /Nominated Supervisor will be accountable for decisions and able to demonstrate how those decisions are made.
* The Provider and Nominated Supervisor/Director of the Preschool ensure all educators and staff are made aware of their obligations through personal discussions, staff meetings/training, activities and opportunities to critically reflect upon ethical practice.

Forest Hill Community Preschool staff and committee will work together in the best interest of the children and families and will act in a manner that will enhance the standing of the early childhood sector. This involves a full understanding of role responsibilities and obligations combined with collegial practice and collaborative decision making.

***EVALUATION:***

Educators, staff and volunteers in the Preschool will conduct themselves in an ethical manner through clear processes in accordance with legislative and statutory guidelines.

# ENROLMENT AND ORIENTATION

Education and Care Services National Regulations 2011: regulation 177

Link to National Quality Standard 6.1.1, 7.3.5 .COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

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***INTRODUCTION:***

Enrolment and orientation procedures form the foundation for strong relationships between families and Forest Hill Community Preschool and promote a quality experience of education and care for children

Good enrolment and orientation procedures include consistent information around service operation and authorisations promoting compliance and a safe and secure environment for children and families

***GOALS:***

* Enrolment and orientation procedures are planned and implemented
* Due consideration is given to culture and language in the process of enrolment and orientation.
* A thoughtful process is planned in consultation with families to orient a child and family to the Preschool

***STRATEGIES:***

**Pre-enrolment orientation**

Forest Hill community Preschool welcomes visits from prospective families. The Director/Nominated Supervisor will provide (taking into consideration duty of care of the children currently attending) the visiting family and tour of the indoor and outdoor environment and provide the following information:

Visual information- Welcome to our Preschool Information booklet or details of our website www.foresthillpreschool.com.au

Verbal Information on Fees and how to pay them, Programming, Policies and Procedures, daily routine, start and finish times and extended care if eligible, introduction to staff, how to be involved in the Preschool and how to provide feedback, what to bring, legal documentation required. It is important to ask if the families have any questions. The same information can be provided for phone and email enquiries.

The sign in /out procedure should be explained and authority to collect procedures. An outline of the daily routine, etc.

**NEXT STEPS:**

* The child’s name can be placed on the Preschool’s waiting list/enrolment folder located in the office. The Nominated Supervisor/Director should explain the enrolment procedure so the parents have a clear understanding of what happens next.
* If a position is available after consideration of access guidelines and availability the family is then given a letter (in person or by mail) to offer a position at Preschool. The family will be asked to accept the position and pay $50.00 enrolment fee prior to commencement.

**ENROLMENT:**

The Nominated Supervisor will conduct an enrolment process following the acceptance of an offer. An enrolment package will be given to the family (if not already given at pre enrolment) and will include

* An enrolment form that includes authorisations
* Information booklet that contains current fee structures and payment details, information on Child care benefit, Information on the NQF and EYLF, what to bring.
* Access to policies and procedures in the Policy folder or on the website
* The nominated supervisor/Director should ask about any medical or other needs

Prior to conducting the enrolment or orientation interview the Nominated Supervisor/ Director should consider the language and cultural needs of the family and adjust the procedure accordingly eg organize a translator.

During the enrolment interview a process of orientation (if required) will be planned in collaboration with the family to provide the best possible start for the child at the service.

Families will provide the following, prior to the agreed start

* The completed enrolment forms including authorisations and current contact information for parents and emergency contacts, information on children’s developmental, medical, nutrition or cultural needs
* $50.00 enrolment fee
* The child’s current immunization records
* Birth certificate, passport or other identification
* Asthma/Anaphylaxis or other medical action plans

This information will be kept at Forest Hill Preschool in accordance with policies and the *Education and Care Services National Regulations 2011*

**PRIOR TO A CHILD FORMALLY COMMENCING PRESCHOOL:**

* Prior to the child’s first day educators and staff will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required
* The Nominated Supervisor/Director will inform educators and staff if any orientation visit will occur before commencement.
* A family member must be present during orientation visits and sign in the visitor’s book on arrival and departure. A child cannot be left at the Preschool until they have formally commenced at preschool
* During the orientation process staff should interact with the child and family and actively encourage them to engage in the Preschool program and activities and be available to answer questions from the family, whilst ensuring they are not compromising the supervision of the other children or the required ratio

**UPON COMMENCEMENT:**

On the child’s first day staff should welcome the child and family, one staff member should show the child and family the procedure for unpacking their bag and finding a locker then encourage them to find an activity and help and support the child with separation and goodbyes (see arrival/departure policy). Families are encouraged to phone during the day to check on their child’s progress. The Nominated supervisor will check all relevant paper work has been filled in and received prior to the family leaving the Preschool.

# CHILD PROTECTION

Link to National Quality Standard 2 CHILDREN’S HEALTH AND SAFETY

*In accordance with the* ***Commission for Children and Young People Act 1998****,*

***INTRODUCTION:***

Forest Hill Community Preschool is committed to providing an environment that fosters health, development, spirituality, self-respect and dignity that is free from violence and exploitation

Forest Hill Preschool is committed to the prevention of child abuse and the protection of children in its care. This commitment means that the interests and welfare of children are our prime consideration when any decision is made about suspected cases of abuse or neglect.

Under the ***Children and young Persons (Care and Protection) Act 1998*** children and young people must receive the care and protection necessary to ensure their safety, welfare and well-being. All educators and volunteers are mandatory reporters and are required to report to the **CHILD PROTECTION HELP LINE (Phone: 133627)** if they have reasonable grounds to suspect a child or young person is a risk of significant harm and have current concerns about the safety welfare or well-being of a child or young person where the concerns arise during or from their work. Forest Hill Community Preschool is committed to ensuring all educators and staff have a full understanding of their responsibilities as a mandatory reporter and are supported in fulfilling these.

# *GOALS:*

* To protect children from child abuse
* To respond in ways which will make children safe when abuse is suspected or identified
* To reduce stress on staff by providing support and guidance
* To protect staff from wrongful accusation
* To provide families with resources concerning child abuse and neglect

This policy will focus on both preventative and responsive action.

***Definitions:***

**At risk of significant harm –** in relation to a child or young person means that there are current concerns for their safety, welfare or wellbeing because of the presence to a significant extent of any one or more of the following circumstances

* The child’s or young person’s basic or psychological needs are not being met or are at risk of not being met
* The parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive medical care
* In the case of a child or young person who is required to attend school in accordance with the *Education Act 1990 t*he parents or other caregivers have not arranged and are unable or unwilling to arrange for the child or young person to receive education in accordance with that act.
* The child’s or young person’s has been or is at risk of being, physically or sexually abused or ill treated
* The child’s or young person is living in a household where there have been incidents of domestic violence and as a consequence, the child or young person is a risk of serious physical or psychological harm.
* A parent or caregiver has behaved in such a way towards the child or young person that the child or young person has suffered or is a t risk of suffering serious psychological harm
* The child was the subject of a prenatal report under section 25 of the *Children and Young Persons Care and Protection Act 1998* and the birth mother of the child did not engage successfully with the support services to eliminate, or minimize to the lowest level reasonably practical, the risk factors that gave rise to the report

**Reasonable grounds-** means that you suspect a child may be at risk of significant harm based on:

* Your observations of the child, young person or family or
* What the child, young person, parent or another person has told you. It does not mean that you are required to confirm your suspicions or have clear proof before making a report.

**Child Abuse** – is a term commonly used to describe a range of offences, which result in harm to a child victim or involve behaviors to which a child cannot give consent. The range of activities includes

* Basic Physical or psychological needs not met (neglect)
* Parents, carers, or guardians unwilling or unable to arrange necessary medical care
* Physical or sexual abuse, or ill-treatment
* Living with domestic violence (consequence is being at risk of serious physical or psychological harm)
* Parent’s, carers, or guardian’s behaviour resulting in or risk of serious psychological harm.

**Allegation** – An allegation against an employee might involve behaviour that is reportable conduct or behaviour that is exempt from notification to the Ombudsman but is required to be investigated by the preschool.

**Employee** – any person who is employed by the preschool, whether or not they are employed to work directly with children, as well as anyone from outside the preschool who provides a service to children such as contractors, foster carers, volunteers, students on placements.

**Child** – for the purpose of this policy and in line with the Child Protection in the Workplace document requirements, a child is said to be any person within the centre who is 15 years and under, and a young person 16 and 17 years of age.

**Mandatory Report** – only for children aged 15 years and under.

**Reportable Conduct - Abuse** of a child is defined in the Act to mean:

1. to assault (including sexual assault) the child, or
2. to ill-treat the child, or
3. to expose or subject the child to behaviour that psychologically harms the child, whether or not with the consent of the child.

**Exempt behaviours** – Allegations against employees that are exempt from notification to the Ombudsman are:

1. conduct that is reasonable for the purpose of discipline, management or care of children, having regard to age, maturity, health or other characteristics of the children and to any relevant codes of conduct or professional standards
2. the use of physical force that, in all the circumstances is trivial or negligible, but only if the matter is to be investigated and the result of the investigation reported under workplace employment procedures, or
3. conduct of a class or kind exempted from being reportable conduct by the Ombudsman under section25 CA (see Part 3.6 Child Protection in the Workplace for more information)

**All staff must sign a code of conduct document upon employment, which outlines acceptable behaviour with regard to child safety and protection issues**

## *STRATEGIES:*

## Prevention of Child Abuse

Forest Hill Preschool is committed to children’s safety.

* Staff must at all times endeavor not to be alone with a child. Where intimate care of children is required, staff where possible should tell another staff member to be present. Doors must be left open to all areas where there are children.
* Opportunities for staff to be alone with children should be kept to a minimum and at no time should a visitor to the centre be alone with children.
* Except in an emergency, children are not to be taken from the service without parental approval in writing.
* Forest Hill Preschool maintains an open door policy for parents. Parents are invited to visit the centre whenever they wish. However the front gate will remain locked between the hours of 9.30am – 2.45pm- parents & visitors can enter by ringing the bell. Staff will have keys on them at all times to unlock the gate
* The Child Protection Policy will be available to parents in the Policy Handbook and on the website.
* If a parent or visitor has a concern for a child at the centre, they are encouraged to notify either the Director/ Nominated Supervisor who will ensure that the matter is investigated and that action is taken.
* Forest Hill Preschool will not employ a prohibited person (see Working with Children Check)

## Education for Child Protection

Forest Hill Preschool believes that personal safety education for children and parents is important for the prevention of child abuse and neglect.

* Child abuse or neglect programs available in the community will be advertised by the centre to parents/ carers.
* Forest Hill Preschool staff will discuss with the children:
	+ Stranger Danger
	+ Keeping their hands to themselves and not hurting others
	+ Empower children to say No or Stop it I don’t like it
* Forest Hill Preschool staff will be:
	+ Made aware of and sensitive to triggers that may make the child feel unsafe
	+ Aware of the importance of supervision
	+ Be kept up to date with child protection training
	+ Listen to and establish warm caring relationships with the children in their care and allow children to communicate their feelings and emotions and be confident to talk about things that worry them or make them feel unsafe.

**Strategies:**

* Ensure that every adult working directly with children has been checked under *The new working with children check* prior to employment*.*
* Ensure that every adult working directly with children is made aware of *The Children and Young Persons (Care and protection act) 1998 and Keep Them Safe: A shared approach to child wellbeing* and of their obligations under this law and action plan (*Education and Care Services National Regulation,* reg 84 *NQS QA2*
* Orientate all staff to this child protection policy, *Keep them safe* protocols and Mandatory Reporter responsibilities and ensuring their regular review of these

**Educators and staff will:**

Develop trusting and secure relationships with all children at Preschool

* Make reports of current concerns for any child at risk of significant harm to the *Child protection helpline* for mandatory reporters and
* Make appropriate responses to all disclosures of abuse and any allegation of abuse against staff members of the service

**Documentation of current concerns**

**The Approved provider/Nominated Supervisor will:**

* Support staff through the process of documenting and reporting current concerns of children at risk of significant harm and
* Provide all staff and educators with clear guidelines around documentation.
* Make a record of the indicators observed that have led to the belief that there is a current risk of harm outlined in the *NSW Mandatory Reporters Guide* which is accessible at[*www.keepthemsafe.nsw.gov.au*](http://www.keepthemsafe.nsw.gov.au)and in the staff handbook

**Educators and staff will**

* Make a record of the indicators observed that have led to the belief that there is a current risk of harm to the child. Information on indicators of risk of harm are outlined in the *NSW Mandatory Reporters Guide*
* Discuss any concerns with the Director/Nominated Supervisor
* Advise the Director/Nominated Supervisor of their intention to make a report to the child protection helpline on 133 627
* Advise the Director/Nominated Supervisor when a report has been made to the child protection helpline

**MANDATORY REPORTING**

**The Approved provider/ Nominated Supervisor will**

* Provide all staff and educators working directly with children with access to this Child Protection Policy and a copy of the mandatory Reporters guide to assist them in reporting.
* Provide all staff working directly with children with access to the *Child Wellbeing and Child Protection NSW Interagency Guidelines* in (staff handbook and on laptop)
* Display the **Child Protection Helpline** number **133627**

**Educators and staff will**

1. In an emergency, where there are urgent concerns for a child’s health or life ring 000
2. Using the Mandatory Reporters Guide online answer the questions relating to concerns about the young person. At the end of the process, a decision report will guide as to what action to take. The Director/Nominated Supervisor is available if staff require assistance to use this online tool
3. If the above step determines that there are grounds to suspect a risk of significant harm to a child then the staff member or Director will phone **Family and Community Services Helpline on 133 627 .** Reports can also be made using the reporting fax form available from Family and Community Services website.
4. Mandatory reporters should note that legislation requires that they continue to respond to the needs of the child or young person (within the terms of their work role) even after a report to the Child Protection helpline has been made
5. If the Mandatory Reporters Guide determines that a staff members concerns do not meet the risk of significant harm threshold they do not need to make a report to the family and Community Services Helpline but they should discuss the matter with the Director to determine whether the child or family would benefit from assistance of another support agency
6. The staff member should monitor the situation and document their concerns and if necessary if they believe there is additional information they should repeat the above steps 1-5.

**A support line for Mandatory Reporters 1800 772 479 available 8am – 5pm Mon-Fri**

### Pre-employment screening – The Working with Children Check

The working with children check is a formal process of checks to determine someone’s suitability to work with children and a working with children check is a prerequisite for anyone in child-related work. Follow the procedures outlined for ***The New Working with children check***

[www.kids.nsw.gov.au/Working-with-Children-Check](http://www.kids.nsw.gov.au/Working-with-Children-Check). New Staff after 15 June 2013 should apply for their working with children check clearance number/ card ($80 fee is the responsibility of the staff member) before commencing employment and staff numbers inputted into Forest Hill Community Preschools data base online at [www.kids.nsw.gov.au](http://www.kids.nsw.gov.au) and documented in the staff’s files.

Forest Hill Community Preschool is a registered organisation under the New Working with Children Check.

It is the responsibility of employers to ensure, where practicable, all people appointed to employment that primarily involves direct contact with children, where that contact is not directly supervised, be checked before a formal offer of employment is made.

**Disclosures of abuse**

**Educators and staff will**

* React calmly to the child making the disclosure
* Listen attentively and later write down the child’s exact words
* Provide comfort and care to the child
* Follow the steps for reporting as per the Mandatory Reporters Guide

Reassure the child that

* It is not their fault
* It is right to tell
* It is not ok for adults to harm children no matter what
* Explain what will happen now- that it is part of your job to tell the people who can help them.

**Educators and staff will not:**

* Prompt the child for further details or ask leading questions which would make the child feel uncomfortable or has the potential to jeopardise any further legal proceedings that may arise as a result of any investigation.

**Our role is to support the child not to investigate further any disclosure.**

*For further information refer to NSW Ombudsman Child Protection in the Workplace, the Interagency Guidelines for Child Protection Intervention 2000 and the NSW Commission for Children and Young People Working with Children Check Guidelines for Employers 2000*

**Allegations of abuse against staff, educators, volunteers or students**

**The Approved provider/Nominated Supervisor will**

* Develop and maintain a system of appropriate record keeping for all allegations to ensure detailed documentation is made and stored as required
* Take all allegations of abuse seriously and clarify what is being alleged with the person who is making the allegation
* Assess whether or not a child or young person is at risk of significant harm and if so make a report to the  **Child Protection helpline**
* Determine whether or not the allegation is a reportable allegation, a reportable conviction, or reportable conduct. For determination, reference will be made to [www.ombo.nsw.gov.au/publication/PDF/guidelines/Child%20Protection%20in%the%20workplace.pdf](http://www.ombo.nsw.gov.au/publication/PDF/guidelines/Child%20Protection%20in%25the%20workplace.pdf)
* Report reportable allegations and reportable convictions to the ombudsman within 30 days of receipt
* Consider whether or not the police need to be informed of the allegation and if so make a report
* If a report to the police is made, complete a *SI01 Notification of Serious Incident Form* and submit it to the Department of Education and Communities within 7 days of the incident
* Ensure confidentiality is maintained at all times and that systems are in place to deal with breaches of confidentiality
* Undertake a risk management approach following an allegation to ensure the protection and safety of the children, staff, visitors to the service.
* Develop an investigation plan of the matter Obtain relevant information from a range of sources. This may include a statement from the person who made the allegation; statements from witnesses and a statement from the person against whom the allegation has been made and any other relevant documentation
* It the allegation is being investigated by Family and Community Services or the Police, the service will be guided by their advice as to whether they should independently investigate the allegation
* If the investigation is carried out by the service, the information that has been gathered will be assessed and a finding made as to whether the allegation is false, vexatious, misconceived, not reportable conduct, not sustained or sustained. The reasons for the finding will be clearly recorded to ensure that the decision making has been transparent
* The educator, volunteer or student will be advised of the outcome of the investigation finding in writing. Advice will be provided about the investigation finding and any follow up action that may be required. Advice will also be provided about any rights of appeal and the person will be advised that the NSW Ombudsman has been notified and the Commission of Child and Young Persons also notified of the relevant employment proceeding (if relevant)
* Part B of the *Ombudsman Notification form* will be completed and sent to the Child Protection Division, NSW Ombudsman with all supporting documentation gathered during the investigation.
* Family and Community Services will also be informed of the outcome of the investigation

**Informing the Educator, Volunteer/Student**

**The Approved Provider/Nominated Supervisor will:**

* Treat the staff member/educator/volunteer/student with fairness at all times and uphold their employee rights at all times
* Depending on the nature of the allegation, arrange to inform the person immediately (though be guided by the advice of the police or FaCS)
* Arrange for the person against whom the allegation has been made, to have a support person attend the meeting. This support person must not participate in the discussions throughout the meeting
* Make accurate documentation of all conversations and ensure all records are to be kept confidentially
* Offer counseling or support to the person subject to the allegation
* Depending on the nature of the allegation made, the person subject to the allegation may be suspended pending further investigation.
* After all investigations are completed, provide the educator/volunteer/student with verbal and written notification of the outcome of the investigation.

**Rights of all Parties**

* The decision making process throughout the investigation will be based on the safety and well being of the child/ren and the staff/student/volunteer/educator
* Consideration will be taken in relation to actual or potential ‘conflicts of interest’ that may be held by the investigator
* All reportable allegations will be notified to the Ombudsman. The person, against whom the allegation will be notified of this and will also be notified of the investigation find and follow up action, including the notification to the Commission of Children and Young Persons, if relevant.
* The person, against whom the allegation has been made, will be notified of any appeal mechanisms if they are not satisfied with the investigation process or the outcome of the investigation.
* The Approved provider/Nominated supervisor or other nominated person who conducts the investigation, will ensure that they act without bias, without delay and without conflict of interest
* All parties can complain to the Ombudsman if they are not satisfied with the conduct of the investigation

Further information on the Ombudsman can be obtained by

Phoning 0292861000

Or toll free 1800 451 524

Email: nswonbo@ombo.nsw.gov.au

Web: [www.ombo.nsw.gov.au](http://www.ombo.nsw.gov.au)

**Confidentiality:**

The service will handle any allegation of child abuse in a confidential manner

**References:**

**Council of Social service of NSW 2010 *Keep Them Safe*** [**www.ncoss.org.au**](http://www.ncoss.org.au)

**NSW Government Department of Human Services, Community Services, Resources for Mandatory Reporters accessed from** [**www.community.nsw.gov.au/preventing\_child\_abuse\_and\_neglect/reources\_for\_mandatory\_reporters.html**](http://www.community.nsw.gov.au/preventing_child_abuse_and_neglect/reources_for_mandatory_reporters.html)

**NSW Government Department of Premier and cabinet, child wellbeing & child protection NSW Interagency guidelines** [**www.keepthemsafe.nsw.gov.au**](http://www.keepthemsafe.nsw.gov.au)

**NSW Government 2009 Department of Premier and Cabinet, child interagency guidelines: Mandatory Reporter Guide** [**www.sdm.community.nsw.gov.au/mrg/app/summary.page**](http://www.sdm.community.nsw.gov.au/mrg/app/summary.page)

**Forest Hill Community Preschool Inc. Policies and Procedures**

# INTERACTIONS WITH CHILDREN Quality Area 5 RELAIONSHIPS WITH CHILDREN

Education and Care Services National Regulations 2011: regulation 155, 168

Link to National Quality Standard: 5.2.1; 5.2.3; 7.3.5

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INTRODUCTION

A positive atmosphere and the wellbeing of children within Forest Hill Community Preschool is promoted through attentive care and quality interactions with children. Emotional development and social relationships are enhanced through thoughtful and sophisticated approaches to conversation, discussion and promotion of children’s language and communication.

Children who experience relationships that are built on respect, fairness, cooperation and empathy are given the opportunity to develop these qualities themselves. When children have positive experiences of interactions they develop an understanding of themselves as significant and respected and feel a sense of belonging.

GOALS

Interactions with children will

* Promote a safe, secure and nurturing environment
* Be authentic and responsive
* Be based on fairness, acceptance and empathy with respect for culture, rights, community and the individual

STRATEGIES

* Staff interactions with children are warm and friendly
* Staff treat all children equally and accommodate their individual needs, respecting diversity of background
* Staff us a positive approach in guidance and discipline
* Staff are responsive to children’s feelings and needs
* Staff initiate and maintain communication with children and their communication conveys respect
* Staff show respect for children’s developing competence and foster their self-esteem and independence
* Staff interact with children to stimulate their curiosity and thinking
* Staff create a stimulating and pleasant atmosphere

The Nominated Supervisor and Educational Leader shall:

1. Guide professional development and practice to promote interactions with children that are positive and respectful
2. Establish practice guidelines that ensure interactions with children are given priority and those interactions are authentic, just and respect difference

Educators and staff will

1. Respond to children’s communication in a just and consistent manner
2. Respond sensitively to children’s attempts to initiate interactions and conversations
3. Initiate one to one interactions with children during daily routines and conversations with each child
4. Support children’s efforts, assisting and encouraging as appropriate
5. Support children’s secure attachment through consistent and warm nurturing relationships
6. Support children’s expression of their thoughts and feelings
7. Encourage children to express themselves and show an interest and participate in what the child is doing
8. Encourage children to make choices and decisions
9. Acknowledge children’s uniqueness in positive ways
10. Respect cultural differences in communication and consider alternative approaches to own
11. Acknowledge children’s complex relationships and sensitively intervene in ways that promote consideration and alternative perspectives and social inclusion. Guidance strategies should be reflective of this approach

Children’s Rights, Family and Cultural Values

Interactions within the Preschool are greatly enhanced when children’s rights and family and cultural values are given due consideration and respect. Administration procedures, initial conversations, documentation and ongoing communication with children and families are a reference point for interactions and a foundation for authentic and respectful communication

Listening

Educators and staff must use listening as a foundation for interactions. Listening as a foundation for interactions. Listening is based on observation and in leaving spaces in conversations and communications, suspending judgment and in giving full attention to children as they communicate. Truly attending to children as they communicate promotes a strong culture of listening.

Children and Families

A culture of respectful interactions is promoted when children’s attempts to communicate are valued. Turn taking and regulating children’s conversations promotes active engagement. Respectful communication with families generates greater confidence in interacting.

Reflection and Consideration

Time is dedicating to reflecting upon interactions with children. Reflections should consider how to spend extended periods engaged in interactions with children that comprise communication and listening.

Role Modelling

Educators model positive interactions when they

* Show care, empathy and respect for children, other educators and staff and families
* Learn and use effective communication strategies

Quality interactions increase children’s knowledge and understanding of themselves, each other as unique individuals and develop skills and understandings they need to interact positively with others

 EVALUATION

Interactions between educators and children are genuine, positive and responsive and based on respect, fairness, acceptance, cooperation and empathy. This is evident in conversations, communication, and pedagogy and planning for children and families.

**Forest Hill Community Preschool Inc. Policies and Procedures**

# FEES: Quality Area 7- Leadership and service management

Education and Care Services National Regulations 2011: regulation 168 (n) 172

Link to National Quality Standard: 7.3.

Introduction

Forest Hill community Preschool is a non-profit community orginasition and fees contribute to a large part the preschools’ operating budget

To enable our service to provide high quality early education and care we need to ensure we are financially viable. Prompt payment of fees allows us to plan with certainty. We are committed to ensuring our fees are as affordable as possible and that all families have access to any available subsidies or reductions to fees. Our service will advocate with governments for all children’s right to access preschool education regardless of their families financial situation.

Goals

Forest Hill Community Preschool’s financial health and access to our service will be maximized by

* Ensuring families are aware of all fees and fee payment requirements upon enrolment
* Ensuring the cost of administrating fee collection is minimized
* Following the appropriate priority of access requirements
* Following all legal requirements required by our access to government funding
* Managing fee collection to avoid bad debts
* Families are notified as far ahead as possible and no less than 14 days of any changes to fees or the way fees will be collected

Enrolment Fee

A $50.00 enrolment fee must be paid on enrolment and before the child commences. This is a non-refundable fee (if your child does not commence you will forfeit the fee). The enrolment fee is an annual fee as enrolment from one year to the next is not continuous.

Term Fees:

This is the daily fee x the number of days per week attending x the number of weeks of term

(eg $35 x2 days per week x 10 weeks of term).

Fees are chargeable if the child is away or sick and for any public holidays that fall within the school term.

Fees are not charged for closure over school holidays. Fees should be paid in advance and paid in full by week 5 of each term. Parents are given 3 options to pay fees as outlined on the fees agreement on the enrolment form.

# FEES AGREEMENT: (as outlined on the enrolment form)

The following terms and conditions are necessary for enrolment.

1. I / we agree to pay a non-refundable enrollment/insurance levee of $50.00 on acceptance of a position.
2. I/ we agree to give two weeks written notice to withdraw our child and accept that any fees owing must be paid in full before the withdrawal notice is accepted.
3. I / we realise that if our child is absent for any reason that fees are still chargeable.
4. I / we understand that fees assistance can be obtained for combined gross incomes under $40,794 and will only be available if the relevant forms and proof of both partners’ incomes is given. We agree to notify the Preschool of any changes to our income.
5. I /we agree that any overdue accounts referred to a Collection Agency or a solicitor will have all legal costs and commission added to the amount owing.
6. I/ we agree to pay an account keeping fee of $16.00 per month for any overdue accounts.
7. I/ we agree to pay late/early fee of $1.00 per minute if our child is dropped off before 9am or picked up after 3pm (unless prior arrangements have been made).
8. I / we agree to pay the term fees by the following option (please tick one option & cross out the others).

*1. Full Payment of term fees by the end of week 1 of each term (discount applies).*

*2. 5 x Weekly instalments (in advance) per week with final payment made by the end of* ***week 5*** *of each term.*

Or

*3. 2 x Fortnightly instalments (in advance) per fortnight with final payment made by the end of* ***week 5*** *of each term.*

## Strategies:

FEES

**The Approved Provider will:**

* Ensure vacant places are filled under the appropriate priority of access policy.

**Families will:**

* Provide documentation for reduced low income fees and provide their health/care pension card and notify the Preschool of changes to their income.

**The Nominated Supervisor:**

* Will ensuring families are aware of all fees and fee payment requirements upon enrolment
* Ensure statements of fees are given to all families no less than every three months (the clerical assistant will issue statements at the beginning of term and as payments are received)

FEE PAYMENT OPTIONS

The Nominated Supervisor will ensure families are aware of fee payment options on enrolment / orientation and details of how to make payments.

Fees can be paid by direct deposit or at preschool by cheque, money order or cash.

Late to collect/ Early drop off without prior notice fees:

A late/early fee of $1.00 per minute is charged if a child is dropped off before 9am or picked up after 3pm (unless prior arrangements have been made or unless the child is booked into extended hours care).

Late Collection after 3.30pm fee

Staff finish at 3.30pm and 2 staff are required to be on the premises when children are present therefore if a child is collected after 3.30pm a fee of $5.00 per minute will apply to cover staff wages.

Arrears

The clerical assistant will implement the overdue fee process with any families whose fees are late or not 2 weeks in advance.

When payments are late parents will be contacted by the clerical assistant to discuss payment options

All fees owing must be paid off in full by the end of each term or the child will not be permitted to return the following term and their place forfeited to the next person on the waiting list.

Failure to pay fees and overdue accounts may referred to a Collection Agency or a solicitor and will have all legal costs and commission added to the amount owing.

Overdue fees will occur an account keeping fee of $16.00 per month.

Absentee/Withdrawal

When a child is absent, full fees remain payable

Fees are charged for public holidays that fall during the school term

Fees are not charged during the school holidays

Two weeks written notice is required when withdrawing a child from Preschool. Any fees owing are to be paid in full before written notice of withdrawal will be accepted. If the child does not attend during the two weeks period fees are still chargeable.

Child Care Benefit Receipts

Child care benefit receipts will be issued the last week of each term when fees have been paid in full.

Extended Hours Fees

Additional fees will apply for extended hours care morning and afternoon care: Morning 8.30am – 9am $5. 00 Afternoon 3pm- 3.20pm $5.00

Extended hours are only available for families where both parents work and for this purpose need to drop their child off before 9am and collect them after 3pm.

Children need to be booked in for this and separate fees apply for morning and afternoon session.

EVALUATION:

Families pay fees on time, and collect children on time. Fees are kept as low as possible whilst ensuring the services financial health

**Forest Hill Community Preschool Inc. Policies and Procedures**

# Governance and Management of the Service Policy: Quality Area 7- Leadership and service management

Education and Care Services National Regulations 2011: regulation 168, 169,170,171 &172

Link to National Quality Standard: 7.1, 7.2, 7.

Introduction

Governance is the system or process by which organisations are directed, controlled and held accountable to ensure that the right decisions are made.

Forest Hill Community Preschool recognizes the importance of having a framework of rules, relationships, systems and processes within and by which authority is exercised and controlled in the organization. Forest Hill community Preschool views good governance and management as essential

To our provision of quality education and care in a responsible manner.

The management committee undertakes to maximize the value and contribution of the organistion to the community, and to serve the interests of the organisation’s members, employees and families and children using the service.

Goals:

Management:

The Management/Committee of Forest Hill community preschool have the overall responsibility to the members for the sustainability and relevance of the service. The Committee/Management will direct its activities towards achieving the Preschool’s goals and implementing the Preschool’s *Quality Improvement Plan* by guiding and monitoring the Preschools business and affairs in line with the objects as set out in the rules and philosophy of the preschool*.*

In carrying out its responsibilities, the management committee undertakes to maximize the value and contribution of the preschool to the community, and to serve the interests of the preschool’s members, employees and families using the service. In serving in these interests there is an implicit understanding that the rights of the child are paramount in all decision making.

The management committee is the employer of all staff of the Preschool and are responsible for the management and control of the Preschool as the Approved Provider of the Preschool under the *Children (Education and Care Services National Law Application) Act 2010 and the Education and Care Services National Regulations*

Policies*.*

**The Management/committee will:**

* Ensure that a comprehensive set of policies are in place as required under *Education and Care Services Regulations* and other regulations and laws that the service must comply with
* Ensure that these policies comply with relevant legislation and
* Update these policies on a regular basis

Compliance Measures

**The Management/committee will:**

Ensure that mechanisms are in place such as compliance tools and a compliance calendar to assist them to assess that the originations policies are implemented and prepare a sample service sheet for new committee members ( refer to page 59 of Community Child care cooperative *So now you’re on the Committee* or Country Children’s services handouts for new committee members*)*

Constitution

**The Management/committee will of the Association will:**

* Ensure that the Preschool’s constitution /articles of association is followed at all times
* Ensure that the constitution is reviewed at least every three years
* Ensure that each new committee member is provided access to the *Quality Improvement Plan and The constitution*

Management Committee Powers

The management committee sets the strategic direction and monitors performance of the Preschool and will strive to provide effective governance to achieve excellent overall management and business and financial objectives.

In addition the management committee members may delegate any of their powers (with the exception of the power of delegation and responsibilities as Approved Provider) to a committee, a director, an employee or any other person.

The management committee delegates the responsibility of implementing the strategic plan and day to day management of the Preschool to the service’s Director

In discharging its powers, each Director/committee member will be bound by the Associations Act/Corporations Act, the constitution and policies of the preschool

The Management Committee authority includes:

* Overseeing the Preschool including its control and accountability systems
* Appointing and removing the Director
* Ratifying the appointment of all staff members
* Developing Preschool strategy and performance objectives
* Reviewing ratifying and monitoring systems of risk management and internal control, codes of conduct and legal compliance
* Monitoring the Directors performance and implementation of strategy
* Approving and monitoring financial and other reporting
* Authorising appropriate delegations within the Preschool
* Ensuring appropriate resources are available to carry out the functions of the preschool
* Approving and monitoring the progress of major capital expenditure.

Risk Management

**The management committee will:**

* Ensure the preschool operates with and to a valid constitution and that all governance and management practices of the committee and staff align with the constitution
* Demonstrate achievement of this through accessible meeting minutes
* Assist committee members to receive ongoing support and professional development in the implementation of effective and evidence based governance practice.
*

Code of Conduct

**Management Committee members will:**

* Commit themselves as members to ethical, businesslike and lawful conduct, including proper use of authority and professional decorum when acting as a Management committee member
* Demonstrate un-conflicted loyalty to the interests of the Preschool when acting as Management committee members
* Avoid conflicts of interests with respect to their role
* Annually disclose their involvement with other organisation’s or companies that currently do business or may do business with the Preschool
* Immediately disclose to the Management Committee any and all conflicts of interests. That member shall absent themselves without comment from both the deliberation and final decision making.
* Not use information exclusive to the management committee members for personal gain and will respect the confidentiality of all information obtained during meetings or through their role
* Respect the confidentiality appropriate to issues of a sensitive nature
* Sign a committee confidentiality statement

Evaluation

Forest Hill Community preschool will be recognized for effective governance management practices. The Preschool’s philosophy is adhered to, its goals are reached and it continues its quality improvement journey. The preschool's risks and legal obligations are identified and managed through policies and relevant processes

***This policy links to Confidentiality of records policy.***

**Forest Hill Community Preschool Inc. Policies and Procedures**

# Volunteers and Students - Quality Area 4 - STAFFING Arrangements

Education and Care Services National Regulations 2011: regulation 149, 168 & 177

Link to National Quality Standard: 7.3.5

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**Introduction**

Forest Hill community Preschool has an open doors policy and visitors are a regular occurrence. Family members or potential families want to visit when deciding on education and care for their child/ren. Students attend practicum or work experience, volunteers may choose to spend time in the Preschool and maintenance personnel, educators and specialists from other services and other authorized people visit.

The presence of visitors at the service must be monitored and documented

The Preschool encourages student and volunteer participation to assist students gain valuable experience in early childhood education and care and to raise our profile within the early childhood sector and within the community.

**Goals**

* Maintain records relating to visitors, volunteers and students.
* Educators and staff will abide by regulatory protocol when volunteers, visitors and students are in the Preschool.

**Strategies**

**The Approved Provider, Nominated Supervisor or certified supervisor will:**

* Maintain a visitors book and request sign in of all visitors to the Preschool
* Ensure educators and staff understand the regulatory and ethical guidelines relating to visitors at the preschool and will provide an induction protocol for all staff to use with visitors
* Keep a record of all volunteers and students who spend time in the preschool. The record will include full name, address, date of birth, date and hours of each volunteer or student who participates in the preschool program
* Be aware of protocols and guidance supplied by universities, TAFE or RTOs in relation to participating students

**Educators and staff will:**

* Welcome visitors to the service and seek information on their reason for visiting
* Direct visitors appropriately and let the Director/Nominated Supervisor know
* Welcome families and friends to visit and participate at any time.

**Evaluation**

All educators and staff will maintain a safe and secure environment for other staff, the children, families and visitors to the service.

**Forest Hill Community Preschool Inc. Policies and Procedures**

# Health and Hygiene - Quality Area 2 - Children’s Health and Safety

Education and Care Services National Regulations 2011: 168

Link to National Quality Standard: 2

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Introduction / Rationale

Infections with or without illness are common in children. Children at Preschool are exposed to other children and adults and infectious diseases
spread. It is not possible to prevent the spread of all these infections and
illnesses but with maintenance of a hygienically clean environment and by
following appropriate health and hygiene practices the spread of infection can
be minimised.

AIM:

To observe appropriate health and hygiene practices and maintain a healthy
environment.

***Specific Policies relating to Health:***

* Immunisation
* Infectious diseases
* Criteria for exclusion of sick children and staff / common illnesses.
* Management of unwell children.
* Treatment of fever.
* Administration of medication

***Forest Hill Community Preschool Inc. IMMUNISATION POLICY.***

From January 1 2014 new laws come into effect. Parents will be required to provide documentation that their child’s immunisation is current prior to starting. Whilst immunization of children is recommended and encouraged, the views of
parents will be respected. Children who are not immunised may enroll at Pre
School but must provide documentation as set out by the Department of NSW Health.

*PRACTICES:*

* Parents are required to provide evidence of their child's immunisation
status prior to starting Preschool. This will be photocopied and kept with the child's file.
* Children unprotected from immunisation will be excluded from the Preschool for the period of the outbreak, to comply with the Department of
Health regulations.
* Staff should also be encouraged to maintain their immunisation and kept
up to date with recommendations from the Department of Health.

Top of Form



# NSW Health guidelines from January 1 2014

1. Content 1

## Strengthening vaccination requirements for child care centres

The [Public Health Amendment (Vaccination of Children Attending Child Care Facilities) Act 2013](http://www.parliament.nsw.gov.au/prod/parlment/NSWBills.nsf/1d436d3c74a9e047ca256e690001d75b/c5d744535f879759ca257b79001e8059?OpenDocument) will come into force from 1 January 2014.

Under the changes to the [Public Health Act 2010](http://www.legislation.nsw.gov.au/maintop/view/inforce/act%2B127%2B2010%2Bcd%2B0%2BN), before enrolling a child, child care centres must obtain documents from parents/guardians that show the child:

* is fully vaccinated for their age, or;
* has a medical reason not to be vaccinated, or;
* has a conscientious objection, including religious beliefs, to vaccination or;
* is on a recognised catch-up schedule if their child has fallen behind with their vaccinations.

**The amendment will prevent a child care centre enrolling a child in the centre from 1 January 2014 unless the mandatory documentation is received.**

### Immunisation Documentation required prior to enrolling a child

### Which documents will be required from parents/guardians?

Upon enrolment of their child, parents/guardians must provide:

* An Australian Childhood Immunisation Register (ACIR) Immunisation History Statement which shows that their child is up to date with their scheduled immunisations, or;
* An ACIR\*\* [Immunisation Exemption Conscientious Objection Form (IMMU12)](http://www.humanservices.gov.au/spw/customer/forms/resources/immu12-1302en.pdf) which has been certified by an immunisation provider and a parent/guardian, or;
* An ACIR\*\* [Immunisation Exemption - Medical Contraindication Form (IMMU11)](http://www.humanservices.gov.au/spw/customer/forms/resources/immu11-1302en.pdf) which has been certified by an immunisation provider, or;
* An ACIR\*\* Immunisation History form on which the immunisation provider has certified that the child is on a recognised catch-up schedule.

**\*\* These forms need to be lodged with Medicare, and a copy provided by the parent to the child care centre.**

 STORAGE:

**The documents must be stored in a secure location for three years, unless a child transfers to another child care centre.**

 The [NSW Immunisation Schedule (click here)](http://www.health.nsw.gov.au/immunisation/Documents/nsw_schedule.pdf) sets out the age-appropriate vaccines for children.

 **Parents/guardians who fail to provide the required documents, will not be permitted to enrol their child in child care.**

RATIONALE:

Vaccination is the best way to protect children from serious disease, especially those who are too young to be vaccinated, or those who can’t be vaccinated because of medical conditions.

Requiring parents/guardians to provide documents at enrolment will help lift population vaccination coverage rates and complement other public health activities to control serious vaccine preventable diseases. Most of these diseases historically have infected children at a higher rate because of lack of immunity.

In 2011 and 2012 NSW experienced measles outbreaks that were prolonged due to people having missed vaccinations in childhood, or being late with vaccinations. The more people who have their children vaccinated on time, the greater the ability to control serious vaccine preventable disease outbreaks. While around 90% of children at 1 and 2 years of age in NSW are fully immunised, at least 95% coverage is needed for effective disease control.

Vaccination is not compulsory and parents/guardians will continue to have the choice whether to vaccinate their child.

The new requirements will:

* make sure that parents and guardians who have not vaccinated their children have seriously considered vaccination and discussed it with a doctor or immunisation nurse, and
* help prompt parents and guardians  who may  have forgotten to keep their child’s immunisations up to date.

The new requirements will not alter other existing provisions. In the event of specified vaccine preventable disease outbreaks in a child care centre the public health officer can exclude unvaccinated children to protect them from infection and prevent them from passing infection to others.

Unimmunised children due to medical reasons or whose parents/guardians have a conscientious objection to immunisation will still be able to attend child care provided that the appropriate documentation has been provided.

Children who are behind with their immunisation schedule will also be able to access child care once the appropriate documentation has been provided that shows they have either caught up or are on a recognised catch-up schedule.

Unvaccinated children may be asked to stay at home if there is an outbreak of a vaccine preventable disease in a child care centre.

### When will parents/guardians receive an ACIR Immunisation History Statement for their child?

Parents/guardians will receive their child’s Immunisation History Statement in the mail after their 18 month and 31/2 - 4 year old vaccinations.

 A copy of their child's immunisation details can also be obtained at any time:

* by calling the Australian Childhood Immunisation Register on **1800 653 809**
* through Medicare Online Services at [www.medicareaustralia.gov.au/online](http://www.medicareaustralia.gov.au/online)
* by requesting a statement by emailing acir@medicareaustralia.gov.au
* by visiting the local Department of Human Services Service Centre, Medicare office or Centrelink office

**Overseas immunisation records must not be accepted**. Children who were vaccinated overseas will need to have their immunisation records assessed by an immunisation provider who will transfer the information to the ACIR. A revised Immunisation History Statement will then be issued to parents/guardians.

### How can child care centres make sure that current immunisation records are held?

NSW Health recommends that reminders should be forwarded to parents/guardians before their child’s next scheduled immunisations. Parents/guardians should be asked to provide an updated Immunisation History Statement to ensure that current information is recorded for each enrolled child.

### Which diseases must child care centre directors report to public health units?

The NSW Public Health Act 2010 regulates nine vaccine preventable diseases in a child care facilities:

* Diphtheria
* Haemophilus influenzae type b (Hib)
* Measles
* Meningoccocal C
* Mumps
* Pertussis (whooping cough)
* Poliomyelitis
* Rubella
* Tetanus

Under the [NSW Public Health Act 2010](http://www.legislation.nsw.gov.au/maintop/view/inforce/act%2B127%2B2010%2Bcd%2B0%2BN), vaccine preventable diseases must be notified to the local Public Health Unit on **1300 066 055**. The Public Health Unit may need to review the facility’s vaccination register to determine which children are at risk from the outbreak.

 Following assessment of the situation, the Public Health Officer may direct the director to exclude certain children for a period, or provide advice regarding preventive measures.

 Are child care centres required to forward immunisation status documentation to primary school principals?

Child care centres are not required to transfer Immunisation History Statements/exemption documentation to primary school principals when a child leaves a child care centre.

 How will the new requirements be enforced?

NSW Health will work with the Department of Education and Communities which regulates child care facilities. The Education and Care Services Regulations currently prescribe the health information for

* [ED Waiting Times](http://www.emergencywait.health.nsw.gov.au/hospitals/rted/index.asp)
*
* [Health Reform](http://www.health.nsw.gov.au/healthreform/Pages/default.aspx)

**Publications**

* [Policy Directives](http://www.health.nsw.gov.au/policies/Pages/default.aspx)
* [Factsheets](http://www.health.nsw.gov.au/factsheets/Pages/default.aspx)
* [Control Guidelines](http://www.health.nsw.gov.au/Infectious/controlguideline/Pages/default.aspx)
* [Reports](http://www.health.nsw.gov.au/Reports/Pages/default.aspx)

**Popular LinksForest Hill Community Preschool Inc. Policies and Procedures**

#  Infectious Diseases - Quality Area 2 - Children’s Health and Safety

Introduction

Ensuring the health and safety of children and staff and supporting children’s ongoing wellbeing, is a core focus of Forest Hill Community Preschool. Educators in services need to be aware of the likelihood of young children being exposed to an infectious illness whilst at preschool. Maintaining hygiene practices within the preschool and teaching young children about health and hygiene will assist in the prevention of infectious diseases. Providing families with timely and current information will further support this process.

AIM:

To avoid the risk of cross infection. Children’s exposure to infectious disease will be minimized by:

* Following recommended guidelines from relevant authorities regarding the prevention of infectious diseases
* Promotion of practices that reduce the transmission of infection
* The exclusion of sick children and staff
* Service support for child immunization and implementation of effective hand washing procedures.

PROCEDURES:

* Ensure that all information regarding the prevention of infectious diseases is **sourced and implemented** from a recognized health authority, such as ***Staying Healthy in Child Care-preventing Infectious Diseases in Child Care (5th edition)* located in the preschool office**
* Ensure that children are reasonably protected from harm by working on developing, implementing and reviewing health and safety policies and procedures.
* Collect, maintain and store appropriate health information and documentation for all children and staff

The Nominated Supervisor/Director

Provide families with or access to relevant health and hygiene and infectious diseases information and on imunisation and exclusion guidelines and notification of occurrence of a infectious illness or diseases. Refer parents to *Staying Healthy in Child Care-preventing Infectious Diseases in Child Care (5th edition)*located in the preschool office

Develop procedures for

* Maintaining a hygienic environment
* Guiding children’s understanding of health and hygiene throughout the daily program
* Ensuring staff are aware of relevant immunization guidelines for children and themselves
* Maintaining relevant records regarding the current status of the immunization of staff and children at the service
* Develop an enrolment procedure that capture all required information regarding the children’s immunization status and any medical conditions
* All parents and staff are to be notified of a current outbreak of an
infectious disease or illness. Information will be placed on the notice
board or 'sign in' table or by newsletter, stating what the outbreak is,
signs and symptoms and control and management.
* Ensuring that the Incident Injury, illness records are completed as soon as possible and no later than 24 hours of the illness occurring.
* Use communication both verbally and in the staff communication book so that all staff are aware of individual children’s situations.
* Maintaining confidentiality on individual children’s medical circumstances and safeguard personal information.
* Inform and implement the advice of the health department, or local health unit regarding Infectious Diseases as required

 **Educators will:**

* Ensure that any children that are suspected of having an infectious Illness are responded to and their health and emotional needs supported at all times;
* Implement appropriate health and safety procedures, when tending to ill children;
* Ensure that families are aware of the need to collect their children as soon as practicable to ensure the child’s comfort;
* Advise families that they will need to alert the service if their child is diagnosed with an Infectious Illness;
* Maintain their own immunisation status, and advise the Approved Provider/Nominated Supervisor of any updates to their immunisation status;
* Provide varied opportunities for children to engage in hygiene practices, including routine opportunities, and intentional practice;
* Take into consideration the grouping of children to reduce the risk of acquiring an infectious illness when planning the routines/program of the day;
* Implement the services health and hygiene policy including:
* hand washing – washing and drying thoroughly,
* routine and daily cleaning of the service;
* wearing gloves (particularly when in direct contact with bodily fluids); and
* Proper handling of food.
* Provide opportunities for staff, children and families to have access to health professionals by organising visits/guest speakers to attend the service to ensure that practices in place at the service are correct; and
* Maintain currency with regard to Health and Safety by attending appropriate professional development opportunities.

Families will:

* Advise the service of their child’s immunisation status, and provide written documentation of this for the service to copy and keep with the child’s enrolment records;
* Advise the service when their child’s immunisation/medical condition is updated and provide this information to the service to ensure that enrolment records are up to date; and
* Have the opportunity to provide input into the review and effectiveness of policies
* and procedures of the service via various methods.

Infection Control:

* Staff are to use disposable gloves whenever they are likely to come into
contact with bodily fluids and when toileting children
* Parents are to provide a change of clothes for their children
* Toilets, washbasins and the bathroom and kitchen floors are to be cleaned
daily.
* Children who become ill during the day will be isolated from the other
children (refer to management of unwell children policy)
* Parents are asked to keep their children home when they are unwell or
have a fever.

Evaluation

Infection control is effectively managed at the service to ensure children remain healthy and transmission of infectious diseases are minimised.

*Forest Hill Community Preschool Inc.*

*SECTION* 2: *HEALTH*

*CRITERIA FOR EXCLUSION FROM PRESCHOOL:*

Forest Hill Community preschool follows recommendations regarding the exclusion
of children and staff from the Department of Health, as follows:

|  |  |
| --- | --- |
| *DLYEASE*  | *EXCLUSION FROM PRESCHOOL*  |
| Chicken Pox  | Exclude for 5 days after rash appears and until all  |
|  | blisters have scabbed over.  |
| Conjunctivitis  | Until there is no discharge form the eyes or 48 hours  |
|  | from start of medication  |
| Gastroenteritis  | The preschool staff will send a child home after two  |
|  | consecutive diarrhoea motions or vomits. The child is  |
|  | to stay home for 24hours after the last motion or  |
|  | vomit.  |
| High Temperature  | Children with a high temp will be sent home and  |
|  | should stay home until temperature returns to normal  |
| Head Lice  | Exclude until effective treatment has been given and  |
|  | hair is free of nits and eggs.  |
| Impetigo  | Exclude until all sores are healed or treatment has  |
|  | starts. Sores should be covered.  |
| Hepatitis  | Exclude until a medical certificate indicating child is  |
|  | no longer infectious is produced  |
| Measles  | Exclude for at least 4 days from the onset of a rash  |
| Mumps  | Exclude for 9 days from the onset of swelling  |
| I German Measles  | Exclude for at least 4 days after the rash appears  |
| Whopping Cough  | Until 5 days of special antibiotics have been given  |
| Scabies  | Until the day after treatment has begun  |
| Ringworm  | Until the day after fungal treatment has begun  |
| Hand, Foot & Mouth disease  | until all blisters and ulcers are healed and diarrhoea  |
|  | has ceased  |
| Meningococcal disease  | Until medical staff advise  |

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*Forest Hill Community Preschool Inc.*

*HEALTH & SAFETY – Quality Standard 2*

*Illness and the Management of Unwell Children.*

All children at Preschool should have their medical particulars recorded on
their enrolment form with:

* Doctor's/Dentists name address and phone number
* any allergies
* history of hospitalisation
* regular medication
* copy of immunisation

All files are to be kept strictly confidential.

*PROCEDURES:*

* Staff will continually monitor all children at the preschool and be aware of
any changes in the child (eg listlessness, looking unwell or temperature).
Staff are to inform parents of changes in their child's health.
* If a child becomes ill or develops a fever at Preschool, the parents will be
contacted to collect the child. This should be documented on injury/illness form
* If the parents cannot be contacted then the emergency contacts listed on
the enrolment form will be contacted.
* Children who become ill will be isolated from the other children but kept
under strict supervision and kept comfortable until their parents arrive.
* In case of an emergency requiring immediate medical attention, an
ambulance or the child's Doctor will be called.
* The cost of any medical or ambulance services shall be the responsibility
of the parent.
* Children who arrive at Preschool who are obviously unwell, will not be
permitted to stay.
* The Director or Nominated supervisor will have the authority to decide on
the fitness of the child.
* Confidentiality is to be maintained by all staff members regarding the
health and safety of all children enrolled at Preschool.

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*Forest Hill Community Preschool Inc.*

*HEALTH & SAFETY – Quality Standard 2*

*Management of Children with a High Temperature.*

* On noticing a child who looks or feels hot or generally unwell, take their
temperature using the thermometer out of the first aid cupboard. Place it
under the child's arm not in their mouth. Record the temperature on an
accident/illness form.
* If the child has a temperature isolate the child and remove excess clothes
and keep them comfortable. One staff member is to stay with the child.
Another staff member is to ring the parents or if they are unavailable the
emergency contact people, to collect the child.
* The temperature should be taken at regular intervals (every 10 -15
minutes).
* In cases of a very high temperature or a temperature that is rising rapidly
and if the parents have not arrived, an ambulance or the child's Doctor
will be contacted.
* In the case where a child convulses an ambulance will be rung
immediately, the parents will be contacted as soon as possible.
* All of the above procedures should be documented on a accident/incident
form.

*Management of Children with an Acute Medical Condition.*

* In the event of a child suffering from an acute medical condition such as
epilepsy or asthma the parents should provide an action plan or
procedures for staff to follow in case of an attack or seizure. This plan is
to be kept discreetly in the kitchen notice board for quick reference.

*Forest Hill Community Preschool Inc.*

Children’s *Health & Safety Quality Area 2*

*MEDICATION*

*PROCEDURE:*

Only prescribed medications will be administered by staff. Parents are to fill out
the form in the medication (book located on the bench outside the kitchen).

No medication prescribed for anyone other than that particular child will be
administered. The medication must have the prescription / chemists label on it.
The medication will be administered strictly according to the label and only the
amount recorded on the label will be administered.

Over the counter medication will only be administered by staff if it is
accompanied by a letter of authorisation from a Doctor.

Staff administering the medication are to check the dosage and the identity of the
child with the instructions in the medication booklet and label and then get another
member of staff to also check the previous points before the medication is given to
the child. Both staff members are to sign the medication booklet.

All medication is to be kept out of reach of the children either in the first aid
cupboard or the refrigerator in a childproof container. **CHILDREN ARE NOT PERMITTED IN THE KITCHEN
Parents are to give medication to staff NO MEDICATION IS TO BE LEFT IN BAGS OR LOCKERS.**

Children who are taking antibiotics may only attend preschool if they are non
infectious or past the infectious stage of their illness

Children are to be supervised during the use of asthma puffers/spacers and during the administration of medication.

All asthma medication including puffers must contain the prescriptive/chemists
label either on the puffer or on the box and be in date.

**Forest Hill Community Preschool Inc. Policies and Procedures**

# Accident, Injury, Illness & Trauma - Quality Area 2 - Children’s Health and Safety

Education and Care Services National Regulations 2011:

Link to National Quality Standard: 2

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INTRODUCTION

The health and safety of children in education and care services is the responsibility of all approved providers and educators. Policies and procedures (including documented records) must be in place to effectively manage the event of any incident, injury, trauma and illness that occurs in the program by law.

Young children’s innate desire to explore and test their growing capabilities is essential in developing wellbeing. Educators must consider the understanding of all of the elements of wellbeing, and ensure that programs also acknowledge the importance of risk management to provide a safe environment and reasonably protect children from potential harm.

GOALS

Forest Hill Community Preschool will:

* Develop program goals that promote the wellbeing of each child;
* Establish procedures and practice that minimise the risk of harm to children;
* Maintain communication with families to ensuring that they are informed of any incidents, injury, trauma and illness to their child/ren as required;
* Ensure that records of any incident, injury, trauma and illness are documented, transmitted to the Department of Education and Communities as required and kept in storage according to regulatory requirements; and
* Ensure that this policy is implemented in conjunction with our Emergencies and evacuation policy.

STRATEGIES

The approved provider, director/nominated supervisor and educators will consider the development of children’s wellbeing as paramount to the educational philosophy of the service. All educators will be aware of the development of wellbeing, and children’s emerging capabilities, and plan the program accordingly.

The procedures of the service will include the following:

**Approved Providers will**

* Notify the Regulatory Authority of any serious incident (forms in the back of the accidents/incidents folder) of any serious incident at the Preschool, the death of a child, or complaints alleging that the safety, health or wellbeing of a child was, or is being compromised.

**Director / Nominated Supervisor will**

* All contact staff members have a current first aid certificate asthma/anaphylaxis certificates
* Ensure the Preschool holds the correct amount of first aid kits and they are suitably equipped and maintained
* Ensure that all staff are aware of the completion of appropriate records ( Injury, incident, trauma and illness record/folder ) in the event of any incident, injury, trauma or illness to children whilst is in the care of the Preschool, and that this information is completed no later than 24 hours after the incident occurred and the parents informed as soon as possible);
* Make staff aware of the appropriate accessibility for approved officers and families to these records and the appropriate storage of these records according to regulatory requirements;
* Review of the Injury, incident, trauma and illness reports to reflect on the effectiveness of the procedures in place at the service;
* Give staff access to appropriate up to date information, or professional development on the management of incidents; and
* Make certain that all staff have access to the Regulations and Law and are aware of their responsibilities under these ensuring that this occurs as part of staff induction or orientation to the service and that position descriptions reflect this responsibility.

**Educators will:**

* Ensure that all children have opportunities to engage in experiences that enhance their sense of wellbeing and allow children to develop a sense of assessing risks for themselves as appropriate;
* Consider the planning of the physical environment and experiences, ensuring that the spaces are safe;
* Thoughtfully group children to effectively manage supervision and any potential risks to children’s health and wellbeing;
* Respond to children in a timely manner. Provide reassurance and ensure children’s emotional and physical wellbeing is paramount at all times;
* Seek further medical attention for a child if required; f Be aware of the signs and symptoms of illness/trauma, and update their understanding as part of their ongoing professional development;
* Be aware of individual children’s allergies and immunisation status and use this knowledge when attending/responding to any incident, injury or illness;
* Respond to children showing signs of illness and begin monitoring the symptoms of the child, and recording as appropriate. Educators will contact the child’s authorised person to inform them of the illness signs, or to request the collection of the child;
* In response to a child registering a high temperature, follow procedures for temperatures, and complete the incident, injury,illness record as required
* Maintain appropriate work health and safety standards when attending to children’s injuries and applying first aid;
* Develop partnerships with families and use this understanding to guide the development of practice in relation to individual children’s emerging capabilities;
* Check that equipment and furniture in the service is well maintained and that any materials that may be hazardous are removed or repaired.
* Ensure that hazardous items are inaccessible to children; and
* Be involved in regularly reviewing and discuss policy and procedure and consider any improvements that need to be made to this policy.

## Families will:

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| --- |
| **Statutory** **Legislation &** **Considerations*** Education and Care

Services National Regulations 2011* Education and Care

Services National Law Act 2010 |

* Be informed of policies and procedures upon enrolment with regards to first aid, illness whilst at the service, and exclusion practices, including immunisation status and illnesses at the service;
* Inform the service of their child’s particular requirements, and provide any relevant paperwork to the service, such as immunisation status, letters from a medical professional etc;
* Be notified of any incident, injury, trauma, or illness as soon as is practicable, but no later than 24 hours after the noted incident, and will be provided with a copy of the report
* Receive access to this policy and notification of its existence;
* Have the opportunity to provide input into the review and effectiveness of policies and procedures of the service via various methods;
* Be provided access to information on children’s development, the service program, and relevant resources (such as Kidsafe, SIDs and Kids, for example) from the service.

# Evaluation

Educators respond in a timely manner to any incident, and documentation is completed, shared, and stored as appropriate. Regular reviews of procedures and policy are implemented.

Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.

 *Accidents/Incident/Illness/Trauma Procedures for Staff.*

All staff are to hold current first aid certificates asthma/anaphylaxis training.

The following procedures apply if a child has an accident or becomes ill

1. One staff member is to comfort the child, and administer first aid if
necessary.

2. Other staff members are to ensure that supervision of all other children is continued and assist with first aid if necessary.

3. If necessary (depending on the type of injury) the Director will ring the
parent, clearly explaining the incident and injury and what has already been done for the child in terms of first aid. Minor injuries will be discussed with parents at pick up time with a copy of the incident.

4. When necessary the Director will ring for an ambulance (the child's emergency enrolment form is to accompany the child to hospital). Where possible parents are to be contacted prior to calling the ambulance unless the situation is life threatening, in which case the ambulance win be rung immediately. If parents cannot be contacted then the emergency contact person listed on the enrolment form will be contacted. When necessary a staff member may accompany a child to hospital only if the correct child / staff ratio can be maintained by calling in relief staff or parent helpers. Staff are not to take children in their own cars.

5. As soon as possible after the incident / injury an accident/injury report is to be filled out (forms are located in folder in the office). This form is to be signed by two staff members and then by the parents as soon as possible and within 24 hours. A copy is given to the parent.

6. Serious injuries need to be reported to DEC using the form in the back of the accident/incident/illness folder

**Death of a child:**

On being notified of the death of a child being provided within a service, the
Nominated Supervisor of the service must immediately cause notice of the
fact to be given to:

* A parent of the child and*/or* guardian
* A police officer
* The Director General
* The President of the management committee.

**Staff Accidents/Incidents Procedure:**

* If a staff member volunteer has an accident/incident on the Preschool
premises, appropriate first aid measures will be followed.
* If it is necessary for another staff member to administer the first aid the
third staff member is to bring all the children together and continue strict
supervision of the children in a contained space.
* Medical attention will be sought when necessary and relief staff or parent
helpers called in to maintain correct staff/child ratios.
* The appropriate forms for staff incident/accidents are to be filled out as
soon as possible and signed by two staff members.

**Education and Care Services National Regulations 2011**

**: 85, 86, 87, 89, 122, 136, Education and Care Services National Regulations 2011: 85, 86,**

**87, 89, 122, 136, Forest Hill Community Preschool Inc. Policies and Procedures**

# FIRST AID - Quality Area 2 - Children’s Health and Safety

Education and Care Services National Regulations 2011: 85,86,87,89,122,136,245

Link to National Quality Standard: 2.1.4

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**Introduction**

First aid is the emergency aid or treatment given to persons suffering illness or injury following an accident and prior to obtaining professional medical services if required. It includes emergency treatment, maintenance of records, dressing of minor injuries, recognition and reporting of health hazards and participation in safety programs.

Forest Hill Community Preschool is committed to providing a safe and healthy environment. We recognise our responsibility to provide first aid facilities that are adequate for the immediate treatment of injuries and illnesses. The educators and staff of our service are aware of their duty of care to children, families, staff and visitors in providing appropriate first aid treatment.

# Goals

We will ensure:

* all educators, including casual staff, hold a first aid qualification;
* all children, staff, families and visitors who are involved in accidents and incidents whilst at the preschool and require first aid to be administered will be done so according to guidelines and recommended practices of a first aid qualification;
* all incidents will be documented and stored according to regulatory requirements; and
* a risk management approach to health and safety shall be adopted.

**Strategies**

Professional development of staff and educators

**The Approved Provider will ensure:**

* that all educators are supported to ensure they hold current recognised first aid qualifications;
* all educators have undertaken current approved emergency asthma /anaphylaxis management training
* Employee induction includes induction to the first aid policy.

**The Director/Nominated Supervisor will**

* ensure the skills and competencies of trained first aiders are maintained and skills are kept up to date, refresher first aid and
* CPR training will be scheduled and maintained in a staff register
* Collaborate and consult with staff and educators to develop and implement a risk assessment and management plan
* Ensure first aid guides and publications are accessible to staff at all times to assist them in their understanding and administration of first aid.

Hazard Identification and Risk Management

**The Approved Provider will:**

* Provide a child-safe environment

**The Director/Nominated Supervisor will:**

* guide staff in regularly conducting risk assessments of the environment to determine likely injuries and illnesses that might occur, and rectify their potential causes;
* introduce preventive measures to eliminate the risk, or control measures to minimise the risk;
* review and analyse accident, injury, incident and ‘near miss’ data; and
* Collaborate with staff and educators to develop a first aid plan for the Preschool (i.e. contact details of emergency services and other emergency contacts, details of the nearest hospital or medical Centre, location of first aid kits at the service, first aid contents checklist, response procedure following an incidence of illness or injury).

### Educators and staff will:

* Regularly undertake risk assessments in the environment in order to plan safe experiences for children.

### Administration of first aid to children, families, staff and visitors to the Preschool

**The Approved Provider will:**

* ensure that there is always at least one first aid qualified educator on the premises at all times.

 **The Nominated Supervisor will:**

* ensure that enrolment records for each child include a signed consent form for the administration of first aid and the approved products to be used;
* review and sign off on all documentation when first aid has been administered; and
* dial 000, and call for an ambulance when emergency medical treatment is required or delegate this responsibility.

**In general:**

* administration of first aid will be done in accordance with first aid training and undertaken by a qualified first aider (all contact staff);
* as per the first aid plan, and in the interests of avoiding delay of treatment, in the first instance, first aid will be administered by the person who has witnessed the incident/injury/illness;
* the nominated supervisor and families (where first aid is being administered to a child) will be notified of the nature of the incident/ accident; and
* the person administering first aid will be the person who completes the incident/illness/injury/trauma record and passes to the responsible person for verification and signing by parent or guardian

**First aid supplies**

**The Approved Provider will ensure that:**

* the centre is supplied with an appropriate number of first aid kits for the number of children being educated and cared for by the service;
* the first aid kits are suitably equipped, easily accessible and recognisable; and
* first aid kits are carried on field excursions.

**Educators and staff will:**

* ensure a first aid box checklist is kept in every first aid kit;
* staff will regularly monitor supplies and update stock as required; and discard and replace out of date stock.

**Documentation and record keeping**

**The Approved Provider will:**

* ensure records are confidentially stored for the specified period of time as required by the Regulation.

**Educators and staff will:**

* complete an incident, injury, trauma and illness record for all incidents/injuries/trauma/illnesses occurring at the Preschool; and
* Ensure that a copy of the accident/incident report will be made available for parents/guardians on request.

**Managing serious incidents**

**The Approved Provider will ensure:**

* any serious incident occurring at the Preschool will be documented on a **SI01 Notification of serious incident form and reported to the Department of Education & Communities within 24 hours**; forms located in the back of the incident/accident folder
* a copy of the incident report will be provided to the family as soon as possible; and
* Educators and staff are aware of the procedures around managing serious incidents.

**The Nominated Supervisor or responsible person will:**

* notify parents of any serious incident; and f arrange for medical intervention if required.

**Educators and staff will:**

* manage serious incidents as per this policy; and
* notify the Nominated Supervisor immediately after the serious incident has occurred.

Policy Availability

The first aid policy will be readily accessible to all staff, families and visitors, and ongoing feedback on this policy will be invited.

**Review:** Management and staff will monitor and review the effectiveness of the first aid policy regularly. Updated information will be incorporated as needed.

**tion and Care Services National Regulations 2011: 85, 86, 87, 89, 122, 136**

*First Aid Hygiene practices:*

*AIM:*

To avoid the risk of cross infection of communicable disease.

*PRACTICES*

* All body fluids are to be treated as infectious.
* Gloves will be worn when administering first aid or attending to children
when body fluids are involved.
* All open sores are to be well covered.

*PROCEDURES TO FOLLOW WHEN ADMINISTERING FIRST AID:*

* Wash hands thoroughly both before and after administering first aid.
* use disposable gloves
* avoid contact with blood faces or urine if your hands or lower arms have
cuts or open wounds on them.
* Clean up spilt blood or faeces with bleach solution oft part bleach to 10

 parts water. double

* place wastes that have come in contact with blood or faeces in a plastic

 bag and seal and dispose of in the garbage bin. *1\*

PHONE: (02) 69227489

***SMOKING AND ALCOHOL POLICY***

Statement of (rl,als for the Smoking and Alcohol Policy

The aim of this policy is to ensure that:

* the children's health is protected whilst at Pre-School
* staff.': parents, caregivers, students, volunteers, contract workers and visitors provide positive role
*models* for children whilst at the Pre-School
* the Pre-School building, playground and carpark remain a smoke and alcohol free zone whilst
children are present

POLICY STATEMENT

To reinforce healthy lifestyle practices among children, smoking and the consumption of alcohol is
PROHmITED in the building, grounds and carpark whilst children are present

Smoking or the consumption of alcohol is not permitted on excursions by any staff, parent or
volunteer. Staff will endeavour to conduct excursions to places where smoke and alcohol free zones .
exist.

The Pre-School staff will ensure that any contract workers, present during Pre-School operational
, hours or whilst children are present, also observe this policy.

The Pre-School staff will also endeavour to educate parents of the dangers, to children, of smoking.

THIS POLICY WILL APPLY TO ALL STAFF, PARENTS, CAREGIVERS, STUDENTS,
VISITORS, VOLUNTEERS AND CONTRACT WORKERS.



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*Forest Hill Community Pre school Inc.*

*SECTION* 3. *SAFETY.*

*SAFETY* / *HYGIENE.*

*AIM:*

To ensure the health and safety of the children and staff attending our Preschool.

*PROCEDURES FOR STAFF s VOLUNTEERS:*

* Always wash hands thoroughly before preparing food. Wear the

disposable gloves provided

* Wash hands after toileting children and self and before eating.
* Wash hands and wear gloves when administering first aid.
* Keep the room well ventilated, even in winter by opening windows.
* Protect food from flies.
* Toys or equipment that has be sucked or put in the mouth of a child
should be washed immediately.

1. To wash hands as shown on the poster in the bathroom after toileting and
before preparing or eating food. To dry hands under the dryer in the
bathroom.

2. To keep noses clean by using the tissues supplied at the Preschool. Hands
are to be washed after blowing or wiping noses.

3. Cover mouth when sneezing or coughing to prevent the spread of germs.

4. Don't share food or drinks and don't touch other people's food.

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*Forest Hill Community Preschool Inc.*

Quality Area 3: Children’s Health & Safety*.*

*SAFETY* / *HYGIENE.*

*BATHROOM ROUTINE:*

* Staff are to limit the number of children in the bathroom at any one time.
* One staff member is to supervise the children in the bathroom and to be
available to assist children. Staff are to encourage independence of pulling
up and down pants, wiping bottoms, undoing pants and zippers and
washing and drying hands.
* Any spills are to be mopped up and then dried immediately.
* Toilets and bathroom are to be cleaned and disinfected daily
* Gloves are to be worn when dealing with urine or faeces.

*GENERAL CLEANING:*

* All toys (both indoors and outdoors) are to be washed with warm soapy water and (when possible) dried in the sun on a regular basis.
* Home corner dress ups and dolls clothes are to be washed on a regular basis
* Tables are to be washed down before and after each meal.
* Chairs and furniture are to be scrubbed regularly.
* Soiled clothes are to be rinsed and put in a (double)sealed plastic bag to return to home for laundering.
* gloves are to be worn when dealing with spilt blood which is to be
cleaned up with a bleach solution of 1 part bleach to 10 parts water.

All cleaning products are to be stored in the back store room which is to
be kept locked at all times with strictly no admittance by children

*PRACTICES TO ENCOURAGE THE CHILDREN TO USE:*

Through modelling, instruction and supervision staff will encourage children
to use the following appropriate personal hygiene practices.

5. The sand pit is to be covered daily when not in use and raked over regularly.

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*Forest Hill Community Preschool Inc.*

 *Children’s Health & Safety- Quality Area 2 .*

*CARE OF PRESCHOOL PETS.*

* The food and water for the Preschool pets is to be kept out of reach of
the children
* Children are shown the correct way to handle the pets and are to wash
their hands after handling the pets
* Staff are to ensure that the Preschool pets are well fed and have fresh
water and are healthy in appearance and that their cage/tank or living
areas are kept clean and well maintained. This may involve organising a
roster of volunteers for the holiday periods.
* Fences are to be maintained to prevent stray animals from entering.
* The farm animals are to be kept, in the back area of the Preschool which
is inaccessible to the children. The children may have access to the lambs,
in the playground under adult supervision.
* The children may go into the gazebo and chook yard under adult supervision and should wash their hands after handling or helping to feed the preschool pets or collecting the eggs.
* The chooks can have free range of the animal yard beside the chook yard but should have wings clipped to prevent them from entering the playground.

**Forest Hill Community Preschool Inc. Policies and Procedures**

Children’s Health & Safety- Quality Area 2.

GENERAL SAFETY PRACTICES:

*STORAGE OF DANGEROUS PRODUCTS:*

* Cleaning products and hazardous chemicals should not be kept on the premises unless absolutely necessary or in the back store room which is to be kept locked at all times with strictly NO ADMITTANCE BY CHILDREN.
* The lawn mower and whipper snipper are to be kept locked in the garden shed with strictly NO ADMITTANCE BY CHILDREN.
* Medications, kitchen detergent and cleaners are kept in the kitchen. The
sliding door to the kitchen is to be kept shut with strictly NO
ADMITTANCE BY CHILDREN.

*General Safety practice:*

* In the interest of safety the heating is located in the floor and the cooling
system is in the roof thus eliminating any risks of the children having
access to fans, direct heat or cords/switches.
* Children are not permitted in the office unless accompanied by a staff member and the door is to remained closed and the computer and photocopier are to be switched off when not in use.
* Electrical appliances and cords are to be kept out of the reach of children.

Safety plugs are to be fitted to all unused power points.

* Children are not permitted in the office, kitchen, back store room, staff
toilet or garden shed or the fenced area near the bins and behind the
building unless under direct supervision. The back store room and garden shed are to be kept locked at all times. Doors to equipment sheds are closed during play
* Equipment will be cleaned and checked regularly for faults and withdrawn
from use as necessary.
* Cleaning and medical supplies will be kept out of reach of children behind
child proof locks.
* Sticks outside are to be collected and placed in recycle bin or in a pile
beside the bins where children are not permitted.
* Cleaning materials or fly sprays are not to be kept near food.
* Children are discouraged from running inside or on the cement areas of
the verandah.
* Poisonous or toxic plants will not be grown in the Preschool grounds or
shall be removed.
* Staff will maintain correct child/staff ratios outdoors as well as indoors.
* Staff are to watch and move around the entire outdoor area, continually
checking private areas behind sensory garden and pipe area.
* The soft fall material under the climbing area is to be maintained and
refilled as necessary.
* Water trays are to be emptied out after each use. Buckets of water are
not to be left unsupervised.
* Trees are to be lopped when necessary and dead branches removed.

*Forest Hill Community Pre school Inc.*

*SECTION* 3. *SAFETY.*

*General Safety practice (continued):*

* The Preschool bikes are not to be used on the verandah or cement paths.

Children are to use the bikes on the bike path. Bikes are to be closely
supervised and speed kept to a minimum. Children are to be discouraged
from pushing each other at a speed that is dangerous. Bike helmets may be bought in from home but are not to be shared.

* Children using the slide are to only go down feet first to prevent damage
to teeth.
* Children are encouraged to wear their shoes at all times.

*Behaviour that encourages safety:*

* Children are encouraged to run outside on the open grass not the paths or
verandah. Running inside is discouraged, so is playing with sticks.
* Behaviour that may cause harm to others is discouraged for example
pushing, throwing sand or equipment, kicking hitting or biting others.
* Handling animals or plants in a forceful or hurtful way is discouraged.
* Leaving toys lying around for example puzzles unfinished on the floor is

discouraged.

* Walking and quieter play is encouraged inside.
* Helping to pack up and care for belongings is encouraged.
* Looking after and being kind to others, animals and plants is encouraged.
* Climbing on fences is discouraged.
* Supervision of children abides by the regulations at all times.
* Staff continually monitor both indoor and outdoor areas abiding by the
correct staff to child ratio so as to prevent potential accidents or incidents.

*Forest Hill Community Preschool Inc.*

*SECTION* 3. *SAFETY.*

*MAINTENANCE POLICY.*

*AIM:*

To provide a safe, clean and hygienic environment where equipment,
furnishing, buildings and grounds are well maintained.

*PROCEDURE'*

* Both the indoor and outdoor environment will be checked daily and
monitored for potential safety or health hazards.
* Staff are to attend to any hazards immediately and to report any
maintenance problems to the Director or committee.
* Major maintenance problems will be bought to the attention of the
committee.
* Safety checks are to be done at the last week of each term
* Both fridges are to be emptied and cleaned and if necessary defrosted
during the last week of each term and left turned off during the Christmas
break. The microwave and stove are also to be cleaned once a term.
* A list of maintenance tasks is kept in the folder at the sign in desk. Any
one can record any maintenance they feel needs attending to .Each task is
to be signed on completion.
* Safe and environmentally friendly pest control is to be engaged annually
to eradicate spiders and vermin.
* The garden should be maintained and grasses and bushes kept trimmed
to prevent hiding places for snakes.
* The alarm system is to be checked and serviced regularly

*Maintenance of Fire Equipment:*

* The fire protection equipment is to be checked and serviced regularly.
* Access to fire fighting equipment is to be kept clear.
* A hose fitted with a nozzle is to be kept attached to the tap outside.
* Staff are to be familiar with the use of fire fighting equipment.
* Store rooms are to be kept neat and tidy.
* Excess paper and equipment are to be removed.

*Forest Hill Community Preschool Inc.*

*SECTION* 3: *SAFETY*

*CLEANING:*

*OTHER:*

Carpets/Mats are to be shampooed twice a year

Playroom and kitchen lino is to be stripped and sealed as necessary.

*CLEANING:*

*RESPONSIBILITIES OF STAFF*

*DAILY:*

Wash up morning tea and lunch containers, plates, cups etc
Tidy kitchen and wipe down benches.

Wash any toys that children suck or mouth at the end of the day.

Wipe down tables before and after meals using lemon disinfectant (safe for this).
Wash and clean up paints/craft utensils and craft sink Use separate cloths for
kitchen/food to cleaning up paints etc.

Sweep floor as necessary before and after meals.
Clean easels, smocks and home comer furniture.
General tidy up

Children's and the staff toilets are to be cleaned using disinfectant. The outside surface, including cistern, bowl and seat, lid hinges and inlet outlet pipes are to be cleaned as well inside bowl.

The walls of the toilet cubicles are to be wiped over

Hand basins and taps and hand dryer are to be cleaned and disinfected daily and door handles.
The bathroom, playroom lino and kitchen floors are to be swept then mopped.
The playroom, library and office carpet is to be vacuumed.

The lockers are to be wiped out

The bins are to be emptied and relined.

Spray and wipe (with disinfectant) over the beds/mattresses after rest time (if used).

Before leaving the premises:

Feed food scraps to rabbits or chooks

Large Garbage bins to be taken up to road on Wednesdays

bring in information pockets, and sign in sheets (checking everyone has been signed out), visitors book, emergency contacts folder, day book and program board. Lock up all doors and windows including back storage roller door, turn on answering machine, empty fees box, lock filing cabinet.

Check the premises that no child/ren are left and sign at the bottom of the children’s sign in sheet

Set alarm

Lock front gate on the way out

*WEEKLY:*

Damp dust along tops of shelves, window ledges (remove any dead flies)
Clean windows as necessary

Clean away cobwebs inside and out as necessary
Vacuum and dust office and library/staff room.

Clean and wash toys as necessary on a rotational basis.
Tidy shelving, equipment and both inside and outside.

Sweep verandah as necessary

Clean out animals water bowls and refill with fresh water

*TERMLY*

Clean stove fridge and microwave and kitchen cupboards. Clean windows.
Clean out back storeroom and back shed.
Clean out gazebo and chook yard and replenish with fresh hay.

Wash with warm soapy water both inside and outside toys/equipment on a rotational basis and dry in the sun

Sort toysequipment as necessary and throw out or fix any broken or unsafe
equipment

At end of term turn off heating/cooling/water/electrical (computers, microwave
etc)

*AT THE END OF THE YEAR*

 All Chairs, tables and furniture are to be scrubbed

All areas (cupboards, shelving, storage, office) are to be cleaned and tidied.
All toys /equipment (including art/craft) to be sorted, tidied and cleaned.
Throw out any excess junk materials.

MEDICAL CONDITIONS – Quality Area 2 Children’s Health & Safety

Introduction

Medical conditions include, but are not limited to asthma, diabetes or a diagnosis that a child is at risk of anaphylaxis. In many cases these can be life threatening. Our service is committed to a planned approach to the management of medical conditions to ensure the safety and wellbeing of all children at this service. Our service is also committed to ensuring our educators and staff are equipped with the knowledge and skills to manage situations to ensure all children receive the highest level of care and to ensure their needs are considered at all times. Providing families with ongoing information about medical conditions and the management conditions is a key priority.

## Goals –

Forest Hill Community Preschool will minimise the risks around medical conditions of children by:

* Collaborating with families of children with diagnosed
* medial conditions to develop a risk minimisation plan for their child;
* Informing all staff, including casual staff, educators and volunteers, of all children diagnosed with a medical condition and the risk minimisation procedures for these;
* Providing all families with current information about identified medical conditions of children enrolled at the service with strategies to support the implementation of the risk minimisation plan;
* Ensuring all children with diagnosed medical conditions have a current risk minimisation plan that is accessible to all staff; and
* Ensuring all staff are adequately trained in the administration of emergency medication.

Strategies:

**The Approved Provider will**

* Ensure the Director/Nominated Supervisor fulfils responsibilities in the management of medical conditions

**Enrolment of children into the preschool**

**The Director/ Nominated Supervisor will:**

* Ensure that any parent with a child enrolled at the service that has a medical condition is provided with access to this *Medical Conditions* policy
* Inform parents of the requirements to provide the service with a medical management plan of their child’s condition
* Collaborate with families of children with medical conditions to develop a risk management plan to ensure the child’s safety and well being
* To ensure that the risks relating to the child’s specific health care need, allergy or relevant medical condition are assessed and minimized and
* if relevant, to ensure that practices and procedures in relation to the safe handling, preparation, consumption and service of food are developed and implemented; and
* if relevant, to ensure that practices and procedures to ensure that the parents are notified of any known allergens that pose
* a risk to a child and strategies for minimising the risk are developed and implemented; and
* to ensure that practices and procedures ensuring that all staff members and volunteers can identify the child, the child’s medical management plan and the location of the child’s medication are developed and implemented; and
* if relevant, to ensure that practices and procedures ensuring that the child does not attend the service without medication prescribed by the child’s medical practitioner in relation to the child’s specific health care need, allergy or relevant medical condition are developed and implemented; and
* Ensure that all staff and educators are aware of the medical management plan and risk minimisation plan;
* Ensure that staff are adequately trained in procedures contained in the medical management plan; and
* Inform other families enrolled at the Preschool of the need to prohibit any items which may present a
* hazard to children with diagnosed medical conditions.

### Communication and display of medical information

### The Nominated Supervisor will:

* Ensure all medical management and risk minimisation plans are accessible to all staff;
* Ensure that all plans are current and kept up to date; f Develop a communication plan to ensure that relevant staff members and volunteers are informed of the medical conditions policy, the medical management plan and risk minimisation plan for the child;
* Develop a communication plan to ensure that parents can communicate any changes to the medical management plan and risk minimisation plan; and
* Update the communication plan as needed;

**Educators and staff will:**

* Ensure they are aware of enrolled children with medical conditions and be familiar with the medical management and risk minimisation plans of each child diagnosed with a medical condition; and
* Will consult the communication plan to ensure they are aware of their communication responsibilities.

### Management of asthma and anaphylaxis

**The Nominated Supervisor will:**

* Ensure that all staff are adequately trained in the management of asthma and anaphylaxis, and that training includes identifying medical emergencies; and
* Ensure that all staff are adequately trained in the administration of emergency medication such as the Epi-Pen or asthma medication.

**Educators and staff will:**

* Have current asthma and anaphylaxis training/ certificates
* Be alert to the immediate needs of children who present with symptoms of anaphylaxis and asthma; and
* Administer emergency medication in accordance with their training, as required.

### Documentation and record keeping

**The Approved Provider will:**

* Ensure records are confidentially stored for the specified period of time as required by the Regulation.

**The Nominated Supervisor will:**

* Provide a copy of the Medication Record to medical staff in the event further medical intervention is required.

**Educators and staff will:**

* Complete a Medication Record when a child receives emergency medication; and
* Will provide parents with a copy of the Medication Record.

## Policy Availability

* The medical conditions policy will be readily accessible to all educators, staff, families and visitors, and ongoing feedback on this policy will be invited.

## Evaluation

* Educators respond in an effective manner to any medical conditions incident, and documentation is completed, shared, and stored as appropriate;
* Plans to effectively manage medical are developed in consultation with families, and implemented; and
* Regular reviews of procedures and policy are implemented.

ASTHMA MANAGEMENT

# Introduction

It is generally accepted that children under the age of six do not have the skills and ability to recognise and manage their own asthma effectively. With this in mind, our service recognises the need to educate its staff and families about asthma and to promote responsible asthma management strategies.

## Goals

### This *Asthma Policy* aims to:

* Raise awareness of asthma amongst those involved with the service;
* Implement strategies to support the health and safety of children with asthma enrolled at the service;
* Provide an environment in which children with asthma can participate in all activities to the full extent of their capabilities; and
* Provide a clear set of guidelines and expectations to be followed with regard to the management of asthma.

## Strategies

**The Approved Provider will:**

* Provide *Emergency Asthma Management Training*to all staff
* **The Nominated Supervisor will:**
* Provide staff with access to this policy and brief them on asthma procedures upon their appointment;
* Ensure at least one staff member who has completed accredited asthma training is on duty whenever children are present at the service;
* Ensure all enrolment forms contain the question: “Has your child ever had asthma?;
* Identify children with asthma during the enrolment process and inform staff;
* Provide families thus identified with access to this policy and Asthma Action Plan upon enrolment or diagnosis; *Asthma Action Plan* template can be downloaded from [www.asthma.org.au](http://www.asthma.org.au) but should be done in conjuction with the child’s Doctor and a copy given to the Preschool
* Store *Asthma Action Plans* in the child’s enrolment record and a copy put on the notice board in the kitchen next to the first aid kit.
* Formalise and document the internal procedures for emergency *Asthma First Aid*;
* Ensure that an emergency *Asthma First Aid* poster (available from www.asthma.org.au) is displayed in key locations;
* Ensure that the *First Aid Kit* contains a blue reliever medication (e.g. Airomir, Asmol, or Ventolin), a spacer device, face mask, concise written instructions on *Asthma First Aid* procedures and 70% alcohol swabs;
* Ensure that a staff member correctly maintains the asthma component of the *First Aid Kit* (eg. regular checks of expiry dates on medication);
* Provide a mobile *Asthma First Aid Kit* for use on excursions;
* Encourage open communication between families and staff regarding the status and impact of a child’s asthma; and
* Promptly communicate any concerns to families should it be considered that a child’s asthma is limiting his/her ability to participate fully in all activities.

**Staff will:**

* Ensure that they maintain current accreditation in *Emergency Asthma Management* (valid for three years);
* Ensure that they are aware of the children in their care with asthma;
* Ensure, in consultation with the family, the health and safety of each child through supervised management of the child’s asthma;
* Identify and, where practical, minimise asthma triggers;
* Where necessary, modify activities in accordance with a child’s needs and abilities;
* Ensure that all regular prescribed asthma medication is administered in accordance with the information on the child’s written *Asthma Action Plan*;
* Administer emergency asthma medication if required according to the child’s written *Asthma Action Plan*. If no written *Asthma Action Plan* is available the *Asthma First Aid Plan* outlined in this document should be followed immediately;
* Promptly communicate, to management or parents/guardians, any concerns should it be considered that a child’s asthma is limiting his/ her ability to participate fully in all activities; and
* Ensure that children with asthma are treated the same as all other children.

**Families will:**

* Inform staff, either upon enrolment or on initial diagnosis, that their child has a history of asthma;
* Provide all relevant information regarding their child’s asthma via the written *Asthma Action Plan*, which should be provided to the centre within seven (7) days of enrolment;
* Notify the Nominated Supervisor, in writing, of any changes to the *Asthma Action Plan* during the year;
* Ensure that their child has an adequate supply of appropriate asthma medication (including reliever) at all times, along with a spacer and face mask;
* Ensure that they comply with all requirements and procedures in relation to the medicatins record
* Communicate all relevant information and concerns to the staff as the need arises
* Ensure in consultation with the staff, the health and safety of their child through supervised management of the child’s asthma

**Children will**

* Wherever practical be encouraged to seek their reliever medication as soon as their symptoms develop

Anaphylaxis Management

Goals:

* Minimise the risk of an anaphylactic reaction occurring while the child is at Preschool
* Ensure that staff members respond appropriately to an anaphylactic reaction by initiating appropriate treatment, including competently administering an adrenaline auto-injection device;
* Raise the service community’s awareness of anaphylaxis and its management through education and policy implementation;
* Anaphylaxis is a severe, life-threatening allergic reaction. Up to two per cent of the general population and up to five per cent (0-5years) of children are at risk. The most common causes in young children are eggs, peanuts, tree nuts, cow milk, sesame, bee or other insect stings and some medications.
* Young children may not be able to express the symptoms of anaphylaxis;
* A reaction can develop within minutes of exposure to the allergen, but with planning and training, a reaction can be treated effectively by using an adrenaline auto-injection device;
* The licensee recognises the importance of all staff/carers responsible for the child/ren at risk of anaphylaxis undertaking training that includes preventative measures to minimise the risk of an anaphylactic reaction, recognition of the signs and symptoms of anaphylaxis and emergency treatment, including administration of an adrenaline auto-injection device; and
* Staff/carers and parents/guardians need to be made aware that it is not possible to achieve a completely allergen-free environment in any service that is open to the general community. Staff/carers should not have a false sense of security that an allergen has been eliminated from the environment. Instead the licensee recognises the need to adopt a range of procedures and risk minimization

Strategies:

**The Approved Provider will:**

* Ensure that all staff members have completed first aid and anaphylaxis management training that has been approved by ACECQA then at least every 3 years; and
* Ensure that access to this policy is provided to a parent or guardian of each child diagnosed at risk of anaphylaxis at the service.

In services where a child diagnosed at risk of anaphylaxis is enrolled the Approved Provider shall also:

* Conduct an assessment of the potential for accidental exposure to allergens while child/ren at risk of anaphylaxis are in the care of the service and develop a risk minimisation plan for the service in consultation with staff and the families of the child/ren; and
* Ensure that a notice is displayed prominently in the main entrance of the service stating that a child diagnosed at

### The Nominated Supervisor will:

* Ask all parents/guardians as part of the enrolment procedure, prior to their child’s attendance at the service, whether the child has allergies and document this information on the child’s enrolment record. If the child has severe allergies, ask the parents/guardians to provide a medical management action plan signed by a Registered Medical Practitioner;
* Ensure that an anaphylaxis medical management action plan signed by the child’s Registered Medical Practitioner and a complete auto-injection device kit (which must contain a copy the child’s anaphylaxis medical management action plan) is provided by the parent/guardian for the child while at the service;
* Ensure staff members on duty whenever children are present at the service have completed emergency anaphylaxis management training;
* Ensure that practice of the adrenaline auto-injection device is undertaken on a quarterly basis and recorded;
* Ensure that all relief staff members in a service have completed current approved anaphylaxis management training including the administration of an adrenaline auto-injection device and awareness of the symptoms of an anaphylactic reaction;
* Ensure all staff know the the child/children at risk of anaphylaxis, their allergies, the individual anaphylaxis medical management action plan and the location of the auto-injection device kit;
* Ensure that no child who has been prescribed an adrenaline auto injection device is permitted to attend the service without the device;
* Implement the communication strategy and encourage ongoing communication between parents/guardians and staff regarding the current status of the child’s allergies, this policy and its implementation;
* Display an Australasian Society of Clinical Immunology and Allergy inc (ASCIA) generic poster called *Action Plan for Anaphylaxis* in a key location at the service, for example, in the children’s room, the staff room or near the medication cabinet;
* Ensure that a child’s individual anaphylaxis medical management action plan is signed by a Registered Medical Practitioner and inserted into the enrolment record for each child. This will outline the allergies and describe the prescribed medication for that child and the circumstances in which the medication should be used;
* Ensure that all staff in a service know the location of the anaphylaxis medical management plan
* Ensure that the staff member accompanying children outside the service carries the anaphylaxis medication and a copy of the anaphylaxis medical management action plan with the auto-injection device kit.

**Nominated Supervisor/Director shall:**

* Ensure a copy of the child’s anaphylaxis medical management action plan is visible and known to staff in a service;
* Follow the child’s anaphylaxis medical management action plan in the event of an allergic reaction, which may progress to anaphylaxis;
* In the situation where a child who has not been diagnosed as allergic, but who appears to be having an anaphylactic reaction:
* Call an ambulance immediately by **dialling 000**
* Commence **first aid** measures
* Contact the parent/guardian
* Contact the person to be notified in the event of illness if the parent/guardian cannot be contacted
* Practice the administration procedures of the adrenaline auto-injection device using an auto-injection device trainer and “anaphylaxis scenarios” on a quarterly basis;
* Ensure that the auto-injection device kit is stored in a location that is known to all staff, including relief staff; easily accessible to adults (not locked away); inaccessible to children; and away from direct sources of heat;
* Ensure that the auto-injection device kit containing a copy of the anaphylaxis medical management action plan for each child at risk of anaphylaxis is carried by a staff member on all excursions;
* Regularly check the adrenaline auto-injection device expiry date. (The manufacturer will only guarantee the effectiveness of the adrenaline auto-injection device to the end of the nominated expiry month); and
* Provide information to the Preschool’s community about resources and support for managing allergies and anaphylaxis.

**Parents/guardians of children shall:**

* Inform staff at preschool either one enrolment or on diagnosis of their child’s allergies
* Develop an anaphylaxis risk minimization plan with service staff
* Provide staff with an anaphylaxis medical management action plan
* Provide staff with a complete auto injection device kit
* Regularly check the adrenaline auto injection device expiry date
* Notify the staff of any changes to their child’s allergy status and provide a new anaphylaxis action plan in accordance with these changes.
* Communicate all relevant information and concerns to staff eg the child’s health
* Comply with the Preschool‘s policy that no child who has been prescribed an adrenaline auto injection device is permitted to attend the service or its programs without that device.

Diabetes Management

Introduction

The management of a child’s diabetic condition is dependent upon coordination between our service, the child’s family and the child’s doctor. Our service recognises the need to facilitate effective care and health management of children who have diabetes, and the prevention and management of acute episodes of illness and medical emergencies.

Goals

This Diabetes Management Policy aims to:

* Raise awareness of diabetes management amongst those involved with the service;
* Provide the necessary strategies to ensure the health and safety of all children with diabetes enrolled at the service;
* Provide an environment in which children with diabetes can participate in all activities to the full extent of their capabilities; and

###  Provide a clear set of guidelines and expectations to be followed with regard to the management of diabetes.

## Strategies

## The Approved provider will:

all staff must have senior first aid training.

**The Nominated Supervisor will:**

* Provide staff with a copy of this policy and brief them on diabetes procedures upon their appointment;
* Ensure at least one staff member who has completed accredited senior first aid training is on duty whenever children are being cared for or educated;
* Ensure all enrolment forms contain the question: *“Has your child been diagnosed with diabetes?”*
* Identify children with diabetes during the enrolment process and inform staff;
* Provide families thus identified with a copy of this policy and
* Diabetes Action plan upon enrolment or diagnosis; (a *Diabetes Action Plan* template can be downloaded from www.chess.sa.edu. au/Pathways/diabcareplanjune2009.doc
* Ensure that each *Diabetes Action Plans* are received for each child with a diagnosis of diabetes that contain information for the child’s *Diabetic Management* and outline what do in relation to any *Diabetic*
* *Emergency* the child might face;
* Ensure families provide the services with the child’s testing kit and hypo pack if required
* Store Diabetes Action Plans in the child’s enrolment file and on the notice board next to the first aid kit in the kitchen
* Formalise and document the internal procedures for emergency Diabetes treatment
* Encourage open communication between families and staff regarding the status and impact of a child’s diabetes and
* Promptly communicate any concerns to families if the diabetes is limiting the child’s ability to participate.

**Staff will:**

* Ensure that they maintain current accreditation in first aid;
* Ensure that they are aware of the children in their care with diabetes;
* Ensure that they are familiar with the symptoms of signs and symptoms
* and the emergency treatment of a low blood glucose level;
* Call an ambulance if they feel emergency treatment is required;
* Ensure, in consultation with the family, the health and safety of each
* child through supervised management of the child’s diabetes;
* Where necessary, modify activities in accordance with a child’s needs
* and abilities;
* Ensure that a child’s Diabetes Action Plan is followed at all times;
* Promptly communicate, to management or parents/guardians, any
* concerns should it be considered that a child’s diabetes is limiting his/
* her ability to participate fully in all activities; and
* Ensure that children with diabetes are treated the same as all other
* children.

**Families will:**

* Inform staff, either upon enrolment or on initial diagnosis, that their child has diabetes;
* Provide all relevant information regarding their child’s diabetes via a written Diabetes Action Plan, which should be provided to the Preschool within seven (7) days of enrolment;
* Keep the child’s testing kit and hypo pack updated as required;
* Notify the Nominated Supervisor, in writing, of any changes to the Diabetes Action Plan during the year;
* Ensure that they comply with all requirements and procedures in relation to the Medications Record;
* Communicate all relevant information and concerns to educators as the need arises; and
* Ensure, in consultation with the staff, the health and safety of their child through supervised management of the child’s diabetes.

*SUNSAFETY:*

*RATIONALE:*

Forest hill Preschool recognises that Australia has the highest incidence of skin cancer in the world and that skin damage, Including skin cancer is the result of cumulative exposure to the sun with much of the damage occurring in the childhood years. We regard this as a serious but preventable issue and
therefore we actively encourage all members of the preschool community to practice effective skin protection measures.

*AIM:*

To promote an awareness of the harmful effects of the sun and ensure that
all children attending the preschool are protected from skin damage caused
by cumulative exposure to the sun.

To promote positive attitudes towards skin protection

*PROCEDURE:*

* We have a NO HAT NO PLAY POLICY We are a registered Sun smart centre
* Children are requested to bring their own hat to preschool and wear it
outdoors. Legionnaire or wide brimmed hats covering the face, neck and
ears are preferable.
* Parents are encouraged to apply sunscreen to their child/children on
arrival.
* The preschool will supply sunscreen (endorsed or approved by the cancer
council) and spare hats for use as necessary,
* Parents of children with eczema or allergies must inform staff if they do
not wish staff to apply the preschool's sunscreen.
* Staff are expected to model sun safe behaviour ie wearing hats and
applying sunscreen.
* Outdoor play activities will; be avoided between the hours of 11am - 3pm
in the summer months.
* Wherever possible outdoor activities will be set up under the covered/shaded areas during hot weather.
* The preschool will include skin and sun protection awareness in the
program.
* Parents/Staff are encouraged to practice and model skin protection behaviour.
* Hats and sunscreen are mandatory on excursions and where possible
excursions will take place in shaded areas during hotter weather.
Sunscreen will be taken in the first aid kit to reapply as necessary.

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*Quality Area 2: Children’s Health & Safety 2.3 reg: S165 & S167, R 168*

***Providing A Child Safe Environment***

Introduction

Forest Hill Community Preschool recognises the importance of providing a safe environment

for all children at our service.

All children have the right to experience quality education and care in an environment that

safeguards and promotes their health and safety.

Goals

Forest Hill Community Preschool will:

* Ensure that children are adequately supervised at all times;
* Organise rooms and environments to minimise risks to children;
* Monitor and minimise hazards and safety risks in the environment;
* Implement our Child Protection and our Incidents, Injury, Trauma, Illness Policies
* Take every reasonable precaution to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.

Strategies

Supervision

The Approved Provider will:

* Ensure that sufficient numbers of educators are employed to ensure adequate supervision of children at all times; and
* Adopt policies and procedures to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury.

The Nominated Supervisor will:

* Draw up rosters for breaks to ensure that adequate numbers of educators are on duty to meet ratio and qualification requirements and to ensure adequate supervision of children at all times
* Engage casual staff as appropriate;
* Ensure staff are aware of the need for adequate supervision of children at all times. This may include the development of supervision charts for outdoor or indoor areas; and
* Adopt policies designed to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury are implemented and that all staff are aware of these policies and procedures.

Educators will:

* Adequately supervise children within the indoor/outdoor environment at all times;
* Inform the Nominated Supervisor whenever supervision is inadequate to ensure the health and safety of all children.

Organisation of Rooms and Environments

The Approved Provider will:

* Make sufficient allowance within budgets to allow for the replacement of worn and damaged equipment and resources which may provide safety risk for children; and
* To the best of their ability make sufficient allowance within budgets to allow the adequate maintenance of all indoor and outdoor environments.

The Nominated Supervisor will:

* Organise rooms and groupings to enable adequate supervision of children and so to minimise the risk to children.
* Organise repairs and maintenance to equipment and environments in a timely manner.

Educators and staff will:

* Organise indoor and outdoor spaces to ensure risks to the health and safety are minimised;
* Inform the Director/Nominated Supervisor of repairs and maintenance needed within the service to ensure the health and safety of children.

**Risk Assessment**

The Nominated Supervisor will:

* Conduct a risk assessment of the service environment on a quarterly basis to determine any risks to children’s health and safety;
* Analyse and evaluate the risks associated with identified hazards;
* Determine appropriate ways to eliminate or control identified hazards; and
* Review risk assessments after any serious incident report is made to the Department of Education and Communities.

Educators and staff will:

* Report any risks or hazards within the service to the Director/ Nominated Supervisor as soon as possible.

Child Protection

The Approved Provider, Nominated Supervisor and Educators and Staff will comply with the requirements of the service’s child protection policy to ensure the minimisation of children’s risk to harm.

Evaluation

Children are healthy and safe at our service and the number of serious health and safety incidents is reduced over time.

QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY - Standard: 2.3.3

**Emergency and Evacuation**

**Introduction**

Emergency and evacuation situations may arise at Forest Hill Community Preschool in a number of circumstances and for a variety of reasons.

In the event of an emergency or evacuation situation, the safety and wellbeing of all staff, children, families and visitors to the Preschool are paramount and as such, Forest Hill Community preschool is committed to identifying risks and hazards of emergency and evacuation situations, and planning for their reduction or minimisation, and ongoing review of planned actions around handling these situations.

**Goals**

Forest Hill Community Preschool will:

* Conduct ongoing risk assessments1 and reviews of all potential emergency and evacuation situations, including medical emergency situations (see Medical Conditions Policy);
* Develop specific procedures around each potential emergency situation and ensure full awareness by all staff through the provision of professional development.
* Ensure regular rehearsal and evaluation of emergency and evacuation procedures.

Strategies

Risk management approach to emergency and evacuation situations

The Approved Provider and Nominated Supervisor will:

* Work together with staff to identify potential emergency and evacuation situations that may arise at this specific Preschool to identify all risks associated with such situations. This risk assessment will be attached to this policy and reviewed at least on an annual basis;
* Work together with staff to develop procedures to manage all risks associated with emergency and evacuation situations.
* Ensure the development of an emergency evacuation floor plan. This floor plan will be attached to this policy;
* Ensure educators and staff have ready access to an operating telephone or similar means of communication and that emergency telephone numbers are displayed near telephones;
* Ensure educators and staff have ready access to emergency equipment such as fire extinguishers and fire blankets, and that staff are adequately trained in their use;
* Ensure that emergency equipment is tested as recommended by recognised authorities;
* Ensure that up to date portable emergency contact lists are keep on the sign in desk and that evacuation procedures include the carrying of this list by the Responsible person to the point of evacuation.

**Educators will:**

* Assist the Nominated Supervisor in identifying risks and potential emergency situations;
* Assist the Nominated Supervisor in developing procedures to lessen the risks associated with emergency evacuations
* Ensure they are aware of the placement of operating communications equipment and emergency equipment, and are confident in their ability to operate them.

Communication and display of emergency and evacuation procedures

**The Approved Provider and Nominated Supervisor will:**

* Ensure the emergency evacuation procedures and floor plan are displayed in a prominent position near each exit and that all staff and educators are aware of these;
* Ensure that all staff are trained in the emergency evacuation procedures;
* Ensure that all staff are aware of emergency evacuation points;
* Ensure that families are aware of the emergency procedures in place at the service.

**Educators and staff will:**

* Contribute to the development of emergency and evacuation procedures;
* Ensure they are aware of the emergency evacuation procedures;
* Ensure the emergency evacuation procedures and floor plan are displayed.

Scheduled and spontaneous rehearsals of responses to emergency situations

**The Approved Provider and Nominated Supervisor will:**

* Provide staff and educators with specific procedures around all potential emergency situations;
* Ensure that the evacuation procedures are in accordance with the evacuation floor plan;
* Ensure that rehearsals of evacuation procedures are regularly scheduled, once a term, and that the schedule maximises the number of children and staff participating in the procedures;
* Ensure that staff are aware of when scheduled emergency evacuations drills are to take place;
* Ensure that spontaneous rehearsals also take place to ensure staff participate in the simulation of an unplanned, emergency evacuation events; and
* Ask staff for verbal evaluation/feedback after each scheduled and spontaneous rehearsal to assist in refining their risk management procedures around the safe evacuation of staff and children.

**Educators and staff will:**

* Be aware of upcoming scheduled emergency evacuations, and be ready in the event of a spontaneous simulated evacuation;
* Will provide children with learning opportunities about emergency evacuation procedures; and be alert to the immediate needs of all children throughout the scheduled and spontaneous evacuation drills.

Documentation and record keeping

**The Approved Provider and Nominated Supervisor will:**

* Ensure all scheduled, spontaneous and actual evacuations are documented and reviewed;
* Ensure all staff are asked for feedback after each evacuation;
* Ensure all emergency contact lists are updated as required.

**Policy availability**

The emergency and evacuation policy will be readily accessible to all staff, families and visitors, and ongoing feedback on this policy will be invited.

**Review**

Management and staff will monitor and review the effectiveness of the emergency and evacuation policy regularly. Updated information will be incorporated as needed.

Preparing Emergency Procedures

Emergency procedures must consider:

* an effective response to an emergency;
* evacuation procedures;
* notification of emergency services at the earliest opportunity;
* medical treatment and assistance; and
* effective communication between the Nominated Supervisor or responsible person on duty and all persons at the service.

The emergency procedures in the emergency plan must clearly explain how to respond in various types of emergency, including how to evacuate children, staff and families from the service in a controlled manner.

The procedures should be written clearly and simple to understand. Where

* relevant, the emergency procedures should address:
* allocation of roles and responsibilities for specific actions in an emergency to persons with appropriate skills
* clear lines of communication between the person authorised to co-ordinate the emergency response and all persons at the service;
* the activation of alarms and alerting staff, children and families;
* the safety of all the people who may be at the service in an emergency, including visitors and tradespeople and children who will require special assistance to evacuate;
* specific procedures for critical functions such as a power shut-off;
* identification of safe places;
* potential traffic restrictions;
* distribution and display of a site plan that illustrates the location of fire protection
* equipment, emergency exits and assembly points;
* the distribution of emergency phone numbers, including out-of-hours contact numbers
* access for emergency services (such as ambulances) and their ability to get close to the service;
* regular evacuation practice drills;
* the use and maintenance of equipment required to deal with specific
* types of emergencies (for example, spill kits, fire extinguishers, early warning systems such as fixed gas monitors or smoke detectors and automatic response systems such as sprinklers); and
* regular review of procedures and training.

Emergency procedures must be tested in accordance with the emergency plan in which they are contained.

All educators and staff must be instructed and trained in the procedures.

Safe Work Australia Managing the Work Environment and Facilities: Code of Practice (2011)

QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY

Education and Care Services National Regulations 2011: 168 Links to National Quality Standard: 2.1.1; 2.3.2; 7.3.5

Water Safety

Introduction

The safety and supervision of children in and around water is of the highest priority.

This relates to water play, excursions near water, hot water, drinking water and hygiene practices with water in the service environment. Children will be supervised at all times during water play experiences.

Goals

Children’s safety and wellbeing will:

* be protected in and around water through supervision and prevention; and
* be promoted through the availability of clean, hygienic water for play and for drinking.

Strategies

The Nominated Supervisor will:

1. Provide guidance and education to educators, staff and families on the importance of children’s safety in and around water.

2. Ensure work, health and safety practices incorporate approaches to safe storage of water and play.

Educators and staff will:

1. Ensure water troughs or containers for water play are filled to a safe level. These activities will be supervised at all times and containers or troughs will be emptied onto garden areas after use. Children will be discouraged from drinking from these water activities.

2. Teach children about staying safe in and around water.

3. Empty buckets used for cleaning immediately after use. No buckets are left in play areas or accessible to children.

4. Provide clean drinking water at all times. This water will be supervised to ensure that it is safe and hygienic for consuming.

Operational Safety

Hot water accessible to children will be maintained at the temperature of 43.5oC. Thermostatic valves to be tested and serviced annually by a plumber.

A risk assessment will be conducted prior to any excursion taking place. Particular attention will be focused upon water safety where the excursion is near a body of water.

Adults may carry and consume hot drinks only in a thermal cup or mug with a screw lid that prevents spilling.

Water for pets at the setting must be changed regularly and only be accessible to children when adults are present.

Evaluation

Supervision and access to water within the service is managed effectively by staff to ensure children remain safe and healthy.

QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY

Education and Care Services National Regulations 2011: 77, 78, 79, 80 . Links to National Quality Standard: 2.2.1, 2.2.2

Nutrition/Food/Beverages/Dietary Requirements

Introduction

Research has shown that one in five pre-schoolers are either overweight or obese.

By the time children in NSW reach kindergarten, almost 18% are either overweight or obese. The 2007 National Children’s Nutrition and Physical Activity Survey found that the dietary patterns of many Australian children are less than optimal with high consumption of salt and saturated fat, and low consumption of fruit and vegetables. Given that children are increasingly spending long periods of time in centre-based care, early childhood educators can role model healthy eating and encourage young children to make healthier food choices. This will contribute to the prevention of weight problems in children, allowing children to thrive physically, socially and intellectually, and in turn contribute to prevention of nutrition-related chronic diseases.

Goals

Forest Hill Community Preschool will:

* role model healthy eating and activity throughout the day to all children and families;
* promote the six key Munch and Move messages to promote healthy, active habits in children from a young age;
* support families in educating their children about healthy food choices.
* Provide a list of healthy suggestions for lunch boxes and discourage the parents from sending unhealthy food for their children’s lunch

Strategies

* Professional development of staff and educators
* When available educators will attend Munch and Move professional development training or receive similar training and information;

**The Approved Provider will**:

* Ensure that all children have access to safe drinking water at all times;
* Ensure that food and beverages provided are nutritious and adequate in quantity, and take each child’s individual dietary requirements, growth and development needs and any specific cultural, religious or health requirements;
* Communicate with parents about the above point
* Ensure that educators and staff are aware of the need to implement adequate health and hygiene practices and use safe practices for handling, and storing food to minimise risks to children being educated and cared for by the service.

**The Nominated Supervisor and Educators will ensure that:**

* All children will have access to safe drinking water at all times;
* All children are offered food and beverages appropriate to the needs of each child on a regular basis throughout the day through communication with parents
* Food and beverages provided are nutritious and adequate in quantity, in consideration of growth and development needs, any known food allergies and intolerances of specific children, and in line with recommended dietary guidelines, and will take into consideration each child’s individual dietary requirements, growth and development needs and any specific cultural, religious or health requirements;
* Children are supervised at meal times and encouraged to stay seated while eating.
* Educators and staff implement adequate health and hygiene practices storing food to minimize risks to children;
* Ensure that as per the Medical Conditions Policy the preschool shall remain a nut free centre and that all dietary requirements relating to medical conditions are adhered to.
* Children are discouraged from sharing food
* lunch boxes in the fridge are stored in the fridge
* Healthy eating is promoted through role modelling and eating with the children;
* Children are encouraged to make healthy food choices;
* All mealtimes are positive, relaxed and social;
* Children are positively involved in mealtimes;
* Staff will adhere to best practices around safe storage
* No food is to be heated for the children
* Staff are encouraged to eat their lunch with the children

Supporting families

Forest Hill Preschool will provide families with up to date information on dietary requirements of young children to ensure optimal growth and development, and provide families with opportunities to discuss ways to maximise the health and well-being of their child/ren.

The Preschool will provide families with information about their child’s intake of food and drinks throughout the day when requested.

Education and information

* Educators will engage children in learning experiences that are fun and enjoyable and incorporate key messages around healthy eating;
* Implemented learning experiences will be guided by the EYLF principles and incorporate the child’s identity;
* Families will be provided with current information about recommended guidelines around dietary requirements, screen time and physical activity.

Policy Availability

This nutrition/food/beverages policy will be readily accessible to all staff, families and visitors, and ongoing feedback on this policy will be invited.

Review Management and staff will monitor and review the effectiveness of the nutrition/food/beverages policy regularly. Updated information will be incorporated as needed.

Evaluation

Children at Forest Hill Preschool have appropriate and healthy food and beverages in their lunch boxes and meal times will be relaxed and model healthy eating to children.

*Harassment Free Workplace*

*Quality Area 6 Leadership and Management*

INTRODUCTION

Creating a workplace with a vision and meaningful direction, consistent values and ethics will foster a positive and productive work environment free from harassment or bullying. Further when professional standards guide educators’ practices, interactions and relationships, children’s learning and development, safety wellbeing will be effectively supported.

AIM

Forest Hill Community Preschool will foster an environment of mutual respect equity and recognition of educators’ skills and strengths. This will be facilitated through our philosophy and by adhering to the Early childhood code of ethics and the code of conduct policy. Forest Hill Community Preschool endeavors to define clear expectations and guidelines for educators through clear job descriptions, policies and procedures. Forest Hill Community Preschool encourages open communication to create understanding between educators and management.

STRATEGIES

Forest Hill community Preschools philosophy and policy and procedures will guide educator interactions and practices by providing a vision, a purpose and a meaningful direction regarding goals for children and families.

**THE APPROVED PROVIDER / NOMINATED SUPERVISOR WILL:**

* Carry out an orientation process for new employees at the commencement of employment. All staff are to read the staff handbook prior to starting employment. Appropriate behavior and expectations will be discussed and staff familiarized with code of ethics, policies and procedures, complaints and feedback and grievances.
* Encourage open communication and inform educators of inappropriate behaviours such as harassment and bullying and breeches to policies and procedures will not be tolerated.
* Encourage educators to report inappropriate behaviours using the complaints/grievances policies.
* Address all inappropriate behaviours
* Increase educators awareness of appropriate interactions through professional development and training.
* Encourage open discussions through staff meetings both informal and formal and through staff appraisals and self-reflection to clarify areas of improvement and professional growth
* Welcome constructive feedback and reflection on teaching practices. Educators are encouraged to express opinions and work collaboratively with the Nominated supervisor/Director and management. These points and effective team work contributes to the success of the Preschool and facilitates continual improvement.
* Regularly review communication practices within the Preschool to ensure all educators are supported, empowered and acknowledged for their contributions.
* Treat all educators and staff equitably

*Harassment Free Workplace cont…*

**EDUCATORS WILL:**

* Be involved in decision making with a clear understanding of their roles and responsibilities as defined in their job descriptions, duty lists and policies and procedures of the preschool
* Be valued for their contributions to the Preschools program and routines
* Be encouraged to embrace the uniqueness and diversity of their colleagues. Skills, strengths and opinions of team members will be respected and supported by all educators and staff to create team cohesion based on respect and professionalism

EVALUATION

Educators and Management conduct themselves in a professional manner according to the Early Childhood code of ethics, the code of conduct and legislative guidelines. Inappropriate behaviours including harassment and bullying will not be tolerated

Statutory Legislation & Considerations:

* Early Childhood Code of ethics
* Human rights and equal opportunities commission act 1986
* Fair work Act 2009
* NSW anti-discrimination act 1977[
* Guide to National quality standard (3) ACECQA (2011)
* Early Years Learning Framework for Australia Belonging Being becoming 2009

Sources

* Early Childhood Australia [www.earlychildhoodaustralia.org.au](http://www.earlychildhoodaustralia.org.au)
* Australasian legal information institute [www.austlii.edu.au](http://www.austlii.edu.au)
* Preventing and Managing Bullying at work. A guide for employers www.comcare.gov.au/forms
* Australian Government: Comcare- Bullying Risk Management Tool [www.comcare.gov.au](http://www.comcare.gov.au)

Links to other policies documents

* Complaints/feedback/grievance policy
* Code of ethics
* Education and Care Services National Regulations 2011: schedule 1
* National Quality Standards/elements:4.2, 4.2.1, 4.2.2, 4.2.3, 7.1, 7.1.2, 7.2, 7.3.4