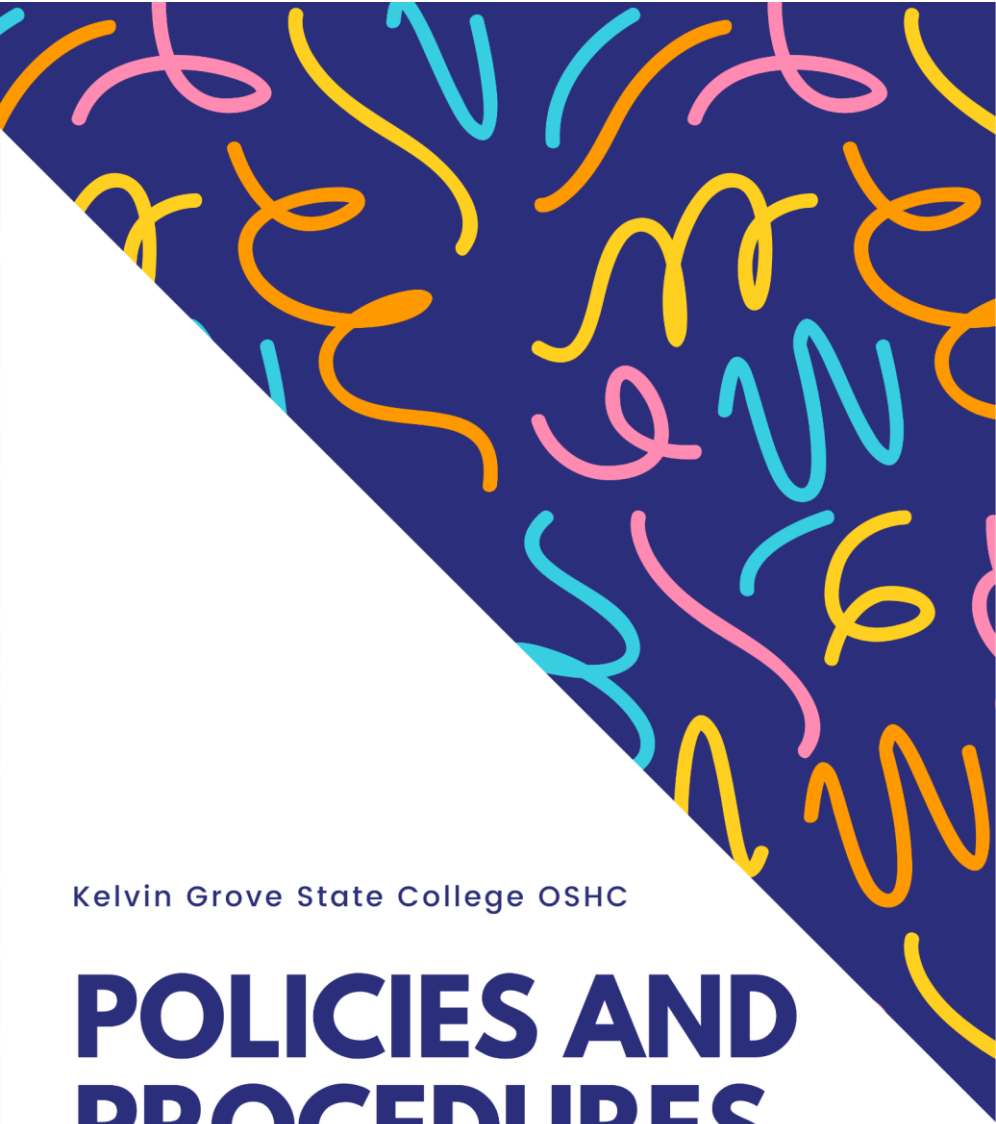




Kelvin Grove State College OSHC

POLICIES AND PROCEDURES MANUAL



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Taking 'Reasonable Steps' to Ensure Policy is Followed

[Education and Care Services National Regulation 170](#) sets out the expectation of approved providers to take *reasonable steps* to ensure nominated supervisors, staff members and volunteers at the service follow the required policies and procedures.

To operationalise the expectations of *reasonable steps*, the Regulatory Authority have developed [a six step, outcome-based, framework](#) for approved providers to adopt in—

- the development policies; and
- the discharging of their governance responsibilities.

These steps should be reflected in both the service's policies and management actions. Likewise, services should seek to capture and document evidence to demonstrate their compliance around this framework, should enquires into a services compliance need to be demonstrated. These are important aspects around the continued demonstration of *management capacity* (as aspect of being a [fit and proper person](#) for provider approval).

The six-step outcome-based framework contains—

Step	Theme	Requirements
1	Accessibility	Policies and procedures are readily available and are accessible to all staff as required.
2	Induction and ongoing training	Staff are provided adequate induction and ongoing training on the service's policies and procedures to ensure up-to-date knowledge and skills.
3	Quality assurance and governance	Policies and procedures are regularly reviewed and maintained.
4	Monitor and audit compliance	Implementation of policies and procedures is regularly monitored to ensure staff are following them correctly.
5	Reformative action	Non-compliance with policies and procedures is promptly addressed.
6	Resourcing and support	Adequate resources and time are allocated to enable staff to practically comply with the service's policies and procedures.



Scope of Roles and Responsibilities

To remove any doubt, these terms have the following meanings to roles within the service:

Approved Provider	The <i>Approved Provider</i> is the term used to refer to the Executive Committee of the P&C Association (i.e. the President, Treasurer, Secretary, and Vice President(s)). Collectively, these individuals hold the duties of management and control of the provider of the education and care service. The term has been chosen as it is consistent within the National Quality Framework, including the Education and Care Services National Law and Regulations. The Approved Provider is also the employer of all OSHC staff members. It is also the approved CCS Provider.
Nominated Supervisor	The Nominated Supervisor is the person(s) nominated by the Approved Provider to hold the role as described within the National Law and Regulations. The Nominated Supervisor will typically refer to the Nominated Supervisor position. Where the policy refers to the Nominated Supervisor, often in their absence the Responsible Person will assume these responsibilities, as so far it is relevant to day-to-day operations (refer policy 7.2 Determining the Responsible Person for further clarification).
Responsible Person	The Responsible Person is the employee nominated (with consent) to be placed in day-to-day charge of the service, in the absence of a Nominated Supervisor or the Approved Provider being on the premises. Their key role is to ensure the service operates consistently with the National Regulations. The role is referred to within the National Regulations as a 'person in day-to-day charge'.
Educational Leader	The appointed Educational Leader is responsible for the development and implementation of the service's program.
All Staff	The expectations, duties and responsibilities for all employees, volunteers or other relevant personnel are illustrated in the points connected to the all staff heading.
Families	The expectations and responsibilities for all families are illustrated in the points connected to the all families heading.

Definitions

- **Assessment and Rating** – process through which education and care services are assessed by the Regulatory Authority for compliance with national legislation and for the quality of practice against the National Quality Standard
- **Authorised Nominee** - means a person who has been given permission by a parent/guardian to collect the child from the education and care service.
- **Australian Children's Education and Care Quality Authority (ACECQA)** – the national administrative body that oversees the implementation of the National Quality Framework throughout Australia
- **[Workplace] Bullying** - is repeated oppression, psychological or physical harm. It may be manifested in many ways e.g. harassment verbal, sexual or psychological), victimisation, alienation, coercion, intimidation, exclusion, ostracism or discrimination.
- **Discrimination** - is treating an individual with a particular attribute less favourably than an individual without that attribute or with a different attribute under similar circumstances. It can also be seeking to impose a condition or requirement on a person with an attribute who does not or cannot comply while people without that attribute do or can comply.
- **Disciplinary action** - action taken by the organisation to deal with any actual, alleged or perceived breach of legislation, policies, codes or other standards of work performance and/or conduct.
- **Duty of Care** – obligation under common law and the rules of negligence for education and care services to protect children, families, staff and all visitors to the service from harm. Approved Providers, Nominated Supervisors, educators and staff need to understand their responsibilities under duty of care
- **Education and Care Service** – means the OSHC service operated by the P&C.
- **Employee Counselling** - The discussion and analysis of issues which affect an employee's conduct and/or work performance. Counselling is used as a management action to improve an employee's performance where their behaviour or performance doesn't meet required expectations.
- **Emergency** - an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at the education and care service (e.g. flood, fire, a situation requiring a lockdown)
- **Equal Employment Opportunity (EEO)** - is ensuring that all employees are given equal access to promotion, appointment or other employment related issues without regard to any factor not related to their competency and ability to perform their duties.
- **Excursion** – An approved activity organised by the service located outside of the premises (school site) – i.e. an outing. Children must be authorised to attend an excursion prior to leaving the premises.
- **Fit for Work** - an employee is fit for work if they: Have a blood alcohol level of 0.00 and test negative for drug use: and are physically able to carry out their duties, as per their job description.
- **Infectious Disease** - communicable diseases that requires a person with the disease to be excluded from the service. The service has a duty to ensure adequate mitigation efforts are implemented to protect from the diseases being spread by individual attending the service.
- **Incident** - any event resulting in or having potential for injury, illness, damage or other loss.
- **Misconduct** - When an employee breaches their obligations under their contract of employment. Examples of misconduct may include but are not limited to: breaches of policies, codes of conduct and other reasonable instructions; unauthorised absence from work.



- **My Time, Our Place: Framework for School Age Care in Australia** – The Approved Learning Framework for school age care in Australia. It outlines the principles and practices that support and promote learning outcomes for children over preschool age
- **National Quality Framework (NQF)** – a mosaic composition of regulatory and quality mechanisms that come together to drive quality education and care for children, families and services around Australia.
- **National Quality Standard (NQS)** – sets a national benchmark for quality in education and care services, including OSHC. The NQS is comprised of 7 Quality Areas, 15 Standards, and 40 Elements. It is the basis for an Assessment and Rating.
- **On duty** - An employee is on duty at any time they are undertaking the duties and responsibilities associated with their contract of employment.
- **Parent** – a legal guardian of the child and a person who has parental responsibility for the child under a decision or order of a court.
- **Premises** – site the OSHC service operates from.
- **Program** - In the school age care setting 'all the interactions, experiences, activities, routines and events, planned and unplanned, that occur in an environment designed to foster children's wellbeing, development and learning.'
- **Quality Improvement Plan (QIP)** – must be developed by each service as part of a collaborative process of self-assessment of the quality of practice against the NQS and the national legislation
- **Regulatory Authority** – responsible for approvals, monitoring and quality assessment for education and care services in their state or territory. In Queensland, this authority is the Department of Education and Training - Early Childhood Education and Care
- **Serious Incident** – an incident or class of incident prescribed by the National Regulations. Serious Incidents are reportable and specific management and reporting actions are required by the service.
- **Serious Misconduct** – employee behaviour and action that are wilful or deliberate and are fundamentally inconsistent with the continuation of the employment relationship. It is conduct that causes serious and imminent risk to the health and safety of a person or to the reputation, viability or profitability of the employer's business. Examples of serious misconduct include: theft, fraud, assault, intoxication at work and the refusal to carry out lawful and reasonable instructions
- **Standards** – sets the benchmark for quality practice and are aligned to the seven Quality Areas of the NQS
- **Trauma** - an event or incident that causes physical, emotional or psychological harm.
- **Underperformance** – where the employee's performance is below the reasonable expectation set out by the employer.



Policy Group 1 – Kelvin Grove OSHC's Overview

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



1.1 Service Philosophy

The Service's Philosophy has been developed as a foundational principle to the practices of our educators and the delivery of the service to our community. The Philosophy draws upon:

- Educational and Care Services National Law and Regulations
- National Quality Standards
- 'My Time, Our Place' Framework for School Age Care

"To provide a fun environment where children are accepted, respected and empowered."

Our aim is to provide high-quality care in a safe, secure, fun and friendly environment. Kelvin Grove State College OSHC is a place where children can play and learn, where staff are professional, and families and the community are valued and included. Embedded in our philosophy are our service values and goals.

Service Values

- **Community:** We work to be fully connected, engaged and aligned with the Kelvin Grove State College community. We work to manage and meet the broader expectations of the community in which we operate.
- **Diversity:** We respect, encourage and support diversity within our Centre and community, ensuring that everyone, irrespective of their racial, physical or personal beliefs and circumstances can attend our service.
- **Fun:** Our indoor environment is exciting; our outdoor areas are large; and our programs are varied, and child led. Our children and staff love being at the service, and there is lots of laughter.
- **Leadership:** Leading the service effectively, ensuring compliance and demonstrating effective management in accordance with our philosophy statement. When change and innovation is required for the benefit of the children, the service is equipped to adhere to these needs.
- **Respect:** We promote self-respect, and respect for all who are associated with the service. We will continue to earn the respect of the children, parents, school and broader community by always acting with integrity and treating others with humility.
- **Safety:** The safety of all stakeholders in our community is paramount. We constantly undertake risk assessments, adhere to legislative ratios and manage hazards in an appropriate and timely manner.
- **Support:** Our service understands that families encounter a variety of issues and as the situation arises, we will be compassionate, sympathetic and supportive. These circumstances will be held in the strictest of confidence.
- **Trust:** Children are safe, and the service gives parents confidence that their children are being looked after with their best interests as a priority. This is achieved with qualified educators who support and share the ideals of both the children and families at our service.

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



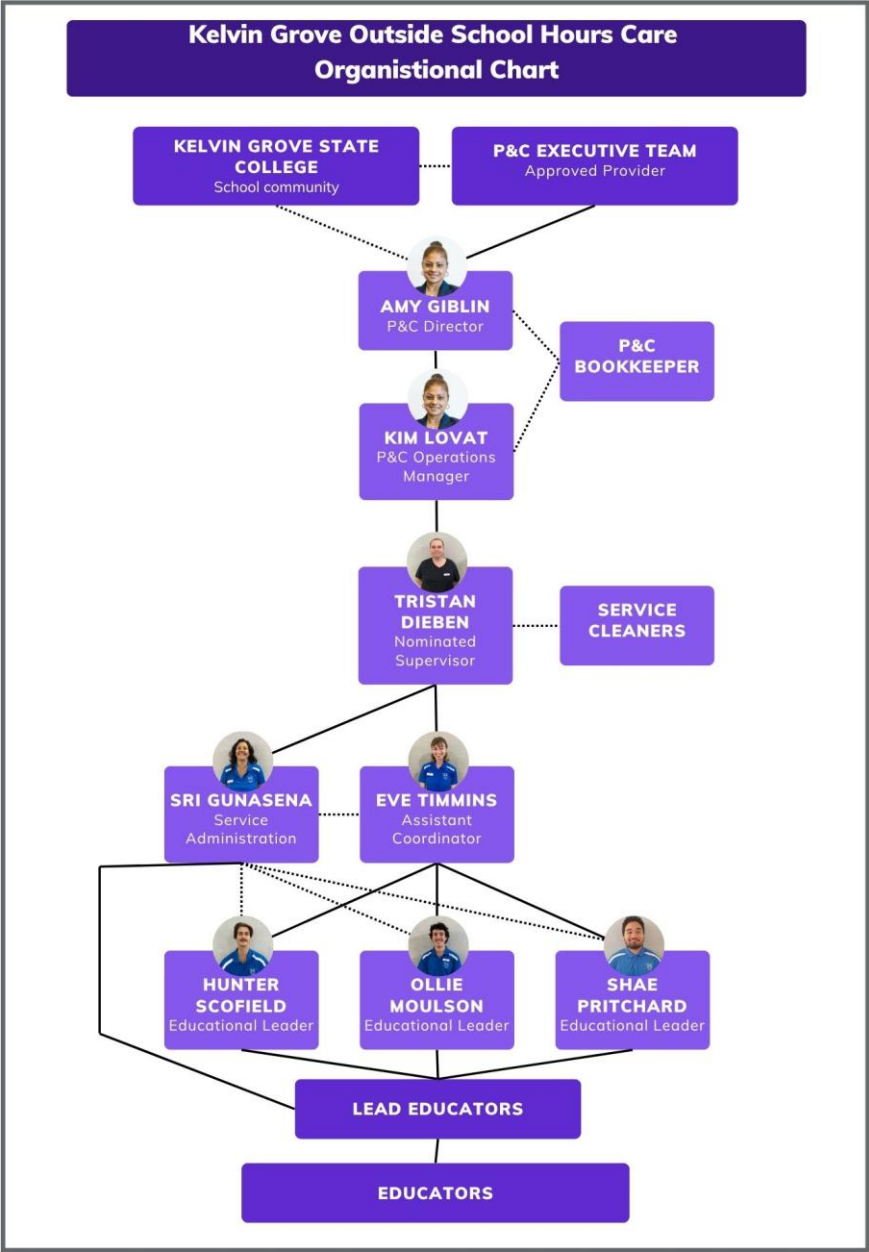
1.2 Goals

Kelvin Grove OSHC has several goals on which our service is based. These goals are based on the outcomes for children as outlined in the “My Time, Our Place” Framework for School Age Care. Our goals are to encourage children to:

- **Have a strong sense of identity** – The service aims for each child to feel safe, secure and supported, to develop their capacity for self-regulation, to succeed when they are faced with challenges, to respect others and to experience a strong sense of self-worth and belonging.
- **Be connected with and contribute to their world** – The service demonstrates awareness of connections, similarities and differences between people, and encourages children to express their opinions, listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – The service aims to support children to develop self-regulation, to manage their emotions in ways that show care, understanding and respect for the feelings and needs of others, and to take increasing responsibility for their own health and physical wellbeing.
- **Be confident and involved learners** – The service aims to support children to use reflective thinking to consider why things happen and what can be learnt from experiences, to communicate and make visible their ideas and theories, to collaborate with others, and to model reasoning, predicting and problem solving.
- **Be effective communicators** – The service aims to develop children’s abilities to convey and construct messages with purpose and confidence, resolve conflicts and follow directions by modelling, and encouraging children to express themselves effectively in a range of contexts and for a range of purposes.

1.3 Organisational Chart

The diagram below represents the key roles and management relationships for the effective operations and governance of Kelvin Grove OSHC.





1.4 Scope of Roles and Responsibilities

The policy and procedures contained within this manual cover the operational and governance duties for Kelvin Grove OSHC.

The Employer, Kelvin Grove P&C Association, expects all employees and volunteers will follow the instructions contained in this manual in the discharge of their duties.

Roles and Responsibilities

To remove any doubt, these terms have the following meanings to roles within the service:

Approved Provider	The <i>Approved Provider</i> is the term used to refer to the Executive Committee of the P&C Association (i.e., the President, Treasure, Secretary, Vice President etc). Collectively, these individuals hold the approval to provide the education and care service. The Approved Provider is also the employer of all OSHC staff members. The term has been chosen as it is consistent within the National Quality Framework, including the Education and Care Services National Law and Regulations.
Director	The Director is engaged by the Approved Provider to support the management practices of the P&C businesses’. The Director acts on / makes decisions on behalf of the Executive committee.
Operations Manager	The Operations Manager is employed by the Approved Provider to support the Director with the management of the P&C business’.
Nominated Supervisor	The Nominated Supervisor is the person(s) nominated by the Approved Provider to hold the role as described within the National Law and Regulations. The Nominated Supervisor will typically refer to the Nominated Supervisor position. Where the policy refers to the Nominated Supervisor, often in their absence, the Responsible Person will assume these responsibilities, as is relevant today-today operations (see 8.9 Determining the Responsible Person for further clarification).
Service Manager	The primary purpose of this position is to lead the overall strategic, financial, and operational management of very large (over 180 children) high-quality school age care service. The Manager holds responsibility of driving the service’s growth of quality, sustainability, and service delivery. The Manager is to ensure the practices established by the service facilitate a program consistent with the National Quality Standards and reflects the National Quality Framework. Manager is to supervise and guide of the service’s employees and volunteers



Assistant Coordinator	The Assistant Coordinator is responsible for supporting the management of the service and contribute to the delivery of quality education and care. The Assistant Coordinator will work closely with the Service Manager to manage and support day-to-day operations. The Assistant Coordinator will provide direction and supervision to Educators through planning and coordinating aspects of the service administration.
Administration Assistant	The Administration Assistant plays a crucial role in providing comprehensive administrative support for Kelvin Grove OSHC. They are responsible for ensuring exceptional customer service and assisting families with their accounts, statements, and general inquiries related to the service. Additionally, they support various administrative compliance requirements.
Educational Leader's	The Educational Leader has an influential role in inspiring, motivating, affirming, and challenging or extending the practice and Pedagogy of Educators. It is a joint endeavour involving inquiry and reflection, which can significantly impact on the important work educators do with children and families.
Responsible Person	The Responsible Person is the employee nominated (with consent) to be placed in day-to-day charge of the service, in the absence of a Nominated Supervisor or Approved Provider being on the premises. Their key role is to ensure the service operates consistently with the National Regulations. The role is referred to within the National Regulations as a 'person in day-to-day charge'.
Lead Educator	Our Educator Mentors provide support, guidance, and mentorship within the team whilst working on the floor directly with children. Educator Mentors help to mentor new staff at our Service and encourage and support existing staff to ensure high level practice regularly occurs.
Educators	An Educator is responsible for the education and care of a specific group of children within an education and care service. They are responsible for supporting the Lead Educator in charge, to provide the education and care of children within the Service environment.
Families	The expectations and responsibilities for all families are illustrated in the points connected to the families heading.

Kelvin Grove OSHC
 Cnr L 'Estrange Terrace and Tank Street (Gate 5)
 07 3553 7419 | kgoshc@gmail.com



Policy Group 2 – Safety and Care for Children

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



2.1 Interactions and Relationships with Children

Policy Statement

The service will ensure all educators build positive, supportive relationships with children that make them feel safe, secure, and included in the service's community. The service encourages interactions with children to be authentic and responsive and be based on fairness, equity, acceptance, empathy and respect for the child's culture, rights, and community. These values are reflected across the culture of the school and within the Service Philosophy.

The rights of the child will be paramount when interacting and building relationships. Children will be encouraged, where possible, to enhance their sense of agency through empowered decision-making. Children's dignity will always be upheld, to feel valued and supported.

Practices to support behaviour will be consistent with positive guidance, recognising the goal of self-regulation and pro-social behaviours. This is enhanced through learning, supportive environments, secure relationships, and positive self-regard.

The service, through its program and the practices of educators, provide experiences and opportunities for children to interact and immerse themselves in play with their peers. Through experiences and activities fostering group interaction, children will enhance their capacity to interact and develop respectful and positive relationships with each other.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 168 (2)(j)*, and 155-156.

Related Policies

- [2.2 Commitment to the Safety and Wellbeing of Children](#)
- [2.5 Positive Behaviour Support Practices](#)
- [2.6 Supporting Complex Behaviours](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [3.1 Educational Program Development and Implementation](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.6 Educator Professional Development and Learning](#)
- [9.3 Interactions and Communication with Families](#)

Roles and Responsibilities

Approved Provider	• Ensure the Service Philosophy establishes a framework to support the collective practices of the service. • Ensure staff are equipped and suitable to positively guide and support children who attend the service. • Support decision-making, program design and environment considerations that are consistent with empowering children and establishing nurturing relationships.
Nominated Supervisor	• Model and encourage positive interactions which lead to supportive, trusting, and respectful relationships. • Ensure children are provided with opportunities to participate in decision-making processes. • Ensure children's views are actively sought and discussed with their responses and perspectives planned into the program with respect and authenticity. • Address conduct and behaviours that are not consistent with policy and procedures. • Ensure parents and relevant others receive communication of the service's policy and procedures to support relationships. • Address behaviour that requires additional support with responsiveness and dignity.
Educational Leader	• Guide educator's professional development and practice to promote interactions with children that are positive and respectful. • Establish practice guidelines that ensure interactions with children are given priority and those interactions are authentic, just, and inclusive irrespective of difference.
All Staff	• Ensure child-initiated, shared-decision making happens across all aspects of the service. • Empower children to access and learn from their own life experiences as well as those of their peers and adults around them. • Be active listeners, observers, scribes, and advocates for children. • Respond to behaviour with positive guidance, re-direction, and encouragement. • Seek additional support from the Nominated Supervisor where children's behaviour continues to pose a risk of harm to safety or wellbeing.

Procedures

A positive atmosphere and the wellbeing of children attending the service is promoted through attentive and nurturing care and quality interactions between educators and children. Children's emotional development and social relationships are supported by role-modelling and enhanced by educators through conversation, discussion and promotion of children's language and effective communication.

Central to the interaction and engagement between children and educators is the delivery of the service's program.

The service's program will reflect ([3.1 Educational Program Development and Implementation](#)):

- opportunities for children to engage in diverse experiences
- exploring and engaging with culture, having regard to the community of families
- support for a range of ages, physical and intellectual developmental stages



- the choice, agency and decision making of children, including contributing to the aesthetics and physical environment

In designing the program and activities for the service, educators will consult children about how their input will be used and advised of the outcomes of the decisions made, ensuring children have a voice in their level of participation including:

- areas of interest they would like to explore
- where and how they would like to play, with others, or alone
- what they would like to use
- the adults with whom they feel comfortable and secure
- when and what they would like to eat
- how they prefer to sleep or rest

Resources and activities will be sourced as to encourage:

- expression and creativity
- participation and collaboration
- reflect and cater to a range of interests, abilities, and ages
- accessibility to children allowing for independence and development of mastery

Behaviour Support and Guidance

Educators will receive suitable instruction, support, and training to respond to various developmental stages of the differing ages of the children who attend the service. Educators will apply appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of the service.

Educators will involve the children as far as reasonably possible in developing behaviour expectations for the service. These behaviour expectations will be clear, child-focused, based on supporting the safety and wellbeing of children and others, easy to understand and will be on display throughout the service. This information is also provided in the *Parent Handbook* issued to all parents/guardians on enrolment.

Educators are required to:

- model appropriate behaviour, including the use of positive language, and tone of voice
- monitor children's play, pre-empting potential conflicts or challenging situations and directing children to consider alternative behaviours
- use positive guidance and encouragement towards acceptable behaviour when prompting the service behaviour expectations
- support children to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions
- consider how the environment is impacting on a child

Educators are not permitted at any time to use physical force/restraint or physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child.

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



Where exceptional support is required for children to behave in a manner that upholds the safety or wellbeing of themselves or others, the Nominated Supervisor will follow the procedures outlined in [2.6 Supporting Complex Behaviours](#).

Social Interactions

Educators will encourage children to promote their social skills and interactions with each other, including supporting children to develop self-regulation skills. Where there are instances of a child displaying a pattern of behaviour that impacts on the wellbeing or safety of others, the service will meet with parents/caregivers to gain better insight and work together to develop the best response to the behaviour of concern (see [2.6 Supporting Complex Behaviours](#)).

Cultural Inclusion

The service will collect information about the diversity of culture and linguistics of the family attending the service at enrolment. The Nominated Supervisor will follow up on any request for considerations and ensure these matters are actioned in the appropriate way.

The service’s program will celebrate a wide variety of cultures, paying particular attention to the cultures identified in the local community. The educators of the service will be supported to enhance their cultural competency through shared learning and a respectful workplace environment.

The service recognises the unique contribution Aboriginal and Torres Strait Islander people make to our Australian communities. The service is committed to acknowledging and respecting the rich history our first nations people give to our country. In doing so, the service looks to provide opportunities for children to experience and develop their understanding of the customs, traditions, and respect for the land Aboriginal and Torres Strait Islander culture upholds.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *National Quality Framework – My Time, Our Place*
- *United Nations Convention on the Rights of the Child*
- *National Quality Standard, Quality Area 1 – Educational program and practice; 5 - Relationships with children; and 6 - Collaborative partnerships with families and communities.*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(j), and 155-156.*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
Date implemented:	23/01/2024	Date families notified	9/01/2024
Version:	1.0 2023_2024	Date of review	10/01/2025

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



2.2 Commitment to the Health, Safety and Protection of Children

Policy Statement

The service is committed to providing a quality school age education and care service. The Approved Provider, Nominated Supervisors and educators are aligned in their actions and values to promote the safety and wellbeing of children and young people and uphold the protection of children from harm.

The Approved Provider will ensure the promotion of safety and wellbeing of children through establishing effective practices, outlining policies and procedures to maintain expected standards, and providing guidance and support to staff to meet expectations and display appropriate conduct. All staff are expected to model and encourage behaviour that upholds the dignity and safety of children.

The service recognises their duty to promote both physical and psychological safety of children and staff. The Approved Provider will foster an environment of fairness, dignity, and respect for all people. The practices endorsed will seek to be inclusive and free from discrimination. Safety and wellbeing will be supported by fostering and embedding sound practices, including hazard identification and risk management.

The service is committed to promoting the safety, wellbeing and protection of children. This commitment upholds the ethical and legal duty of care for children associated with the service whilst not in the care of their parents or other caregivers, notifying Child Safety of any reasonable suspicions of significant harm.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Law Act 2011*, *Education and Care Services National Regulations 168 (2)(h)*, *Work Health Safety Act 2011*, *Working with Children (Risk Management and Screening) Act 2000*, and *Child Protection Act 1999*.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.5 Positive Behaviour Support Practices](#)
- [2.6 Supporting Complex Behaviours](#)
- [2.7 Handling Disclosures and Reporting Suspicions of Harm \(Mandatory Reporting\)](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [2.11 Promoting Protective Behaviours](#)
- [2.12 Children's Toileting](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.3 Interactions and Communication with Families](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.6 Risk Management](#)
- [10.14 Appropriate Governance](#)



Roles and Responsibilities

Approved Provider	Establish policy and management systems to monitor and promote safety and protection of children.
Nominated Supervisor	- Will lead the service's culture and delivery of safety and wellbeing of children. - Will ensure suitable persons are recruited, inducted, and supported to care for and positively guide children. - Will respond to incidents with timeliness and professionalism.
All Staff	- Ensure conduct upholds the safety, wellbeing, and best interest of children. - Supervise and monitor the environment and children's interactions. - Identify and respond to the needs of children. - Follow the guidance and support of management.

Procedures

The Approved Provider, Nominated Supervisor and educators will demonstrate their commitment to providing an environment that is safe and promotes the wellbeing of all children at all times through:

- Demonstrating their commitment to act consistently with the service's codes of conduct ([8.4 Code of Conduct and Code of Interactions with Children and Young People](#)). Educators will be supervised to adhere to this standard at all times.
- Ensuring educator employment and training procedures support the recruitment and induction of suitable educators, including induction and orientation procedures that equip employees with relevant knowledge and skills to uphold their responsibilities (see [8.1 Recruitment and Employment of Educators](#), [8.3 Volunteers](#) and [8.9 Determining the Responsible Person](#)).
- Ensuring interactions and relationships with children are supportive and provide positive guidance. Children are to be cared for in an environment that demonstrates respect, upholds dignity and promotes a child's self-regard (see [2.1 Interactions and Relationships with Children](#), [2.5 Positive Behaviour Support Practices](#) and [2.6 Supporting Complex Behaviours](#)).
- Monitoring for hazards and risks in the physical environment, ensuring risks are managed in a reasonably practicable manner, free from identifiable hazards. Routines and practices are embedded by staff to encourage, role-model and support children's learning of protective behaviours (see [6.3 Workplace Health and Safety](#) and [10.6 Risk Management](#)).
- Children are actively supervised in all areas to ensure that they are protected from harm caused by (See [2.13 Supervision of Children & Providing a Child-Safe Environment](#)):
 - Physical injury; and/or
 - Harassment and other non-physical harm to the child, whether caused by other children, staff, parents of other children or any other person.
- Ensuring that staff are not alone at the service with a child, except in an emergency.
- Obtaining written parental permission for children to be photographed at the service. Photographs will be for service use only (see [9.2 Enrolment and Orientation](#) and [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)).
- Establishing guidelines and practices for children's safe access to facilities, such as toilets, and ensuring the Children's Toileting Policy (see [Policy 2.12](#)) is followed at all times.

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- Establishing ongoing procedures for the management, screening and monitoring of Blue Card (Working with Children Check) compliance for all relevant persons (see [8.2 Working With Children Check \(Blue Card\) Management](#) and [8.3 Volunteers](#)).
- Providing suitable training and instruction for staff on their duty as Mandatory Reporters to identify and respond to allegations or suspicion of harm and abuse (see [2.7 Handling Disclosures and Reporting Suspicions of Harm \(Mandatory Reporting\)](#)).
- Communicate relevant risk management plans and activities to parents, staff and the school community annually through either displays, newsletters, training and meetings ([9.3 Interactions and Communication with Families](#)).
- Develop, review and record risk-management assessments as outlined in [10.6 Risk Management and Minimisation](#), including the Approved Providers endorsement of excursions and their activities. Ensure identifiable hazards are identified and controlled and that parents have expressed written permission for their children’s participation ([3.4 Excursions](#)).
- Reporting incidents and relevant notifications to the Approved Provider and communicating this to the Regulatory Authority as outlined in [4.3 Incident, Illness, Injury or Trauma](#) notification and [10.15 Managing Notifications](#).

This policy and its procedures, outlining the service’s commitment to the safety and wellbeing of children and the protection of children from harm, will be reviewed **annually** or as required.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health and Safety Act 2011 and Regulations 2011*
- *Child Protection Act 1999*
- *Department of Education and Training Child Care Provider Handbook*
- *United Nations Convention on the Rights of the Child*
- *National Quality Standard, Quality Area 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(h), 12*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
Date implemented:	23/01/2024	Date families notified	9/01/2024
Version:	1.0 2023_2024	Date of review	10/01/2025

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2.3 Educator to Child Ratios

Policy Statement

Kelvin Grove OSHC will maintain its compliance with the *Education and Care Services National Laws and Regulations* in its operations and service delivery. In setting the roster for educators, the service will ensure ratios are maintained through sound planning, a commitment to quality and contingency planning for unexpected circumstances.

Additionally, in selecting ratios for special activities, consideration will be given to the nature of activities undertaken, the ages and abilities of the children, and any special needs that the children may have as well as the ongoing obligation to ensure effective supervision.

Related Policies

- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [3.4 Excursions](#)
- [6.3 Workplace Health and Safety](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.7 Employee Qualifications – Monitoring Progress](#)
- [8.8 Nominated Supervisor](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.6 Risk Management](#)

Roles and Responsibilities

Approved Provider	• Ensure practices and budgets reflect quality care and sufficient staffing arrangements to cater for the needs of children.
Nominated Supervisor	• Develop rosters and staffing plans to ensure regulations are maintained at all times. • Staffing arrangement reflect contingency planning to ensure ratios are consistent with Regulations and risk-assessments. • Lead the risk assessment planning to identify suitable staffing ratios for high-risk activities.
All Staff	• Will support the development of rostering through effective communication of absences and unavailability.

Procedures

In setting educator to child ratios, management will be guided by the Education and Care Services National Regulations 2011, which set out the following:

- A maximum of 15 school-age children to 1 educator (Regulation 123 (1)(d)).
- Educators must be working directly with children to be included in the ratios (Regulation 13 & 122)

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- At least one educator, with first aid qualifications, anaphylaxis management training, and emergency asthma management training will be in attendance and immediately available in an emergency (Regulation 136).

Children who may require additional support, assistance or attention are considered. This may include extra educators in accordance with funding and support arrangements for that child.

Composition of Qualified Staff

Minimum qualification requirements must be applied when calculating ratios (Regulation 299)

- One person with a 2-year qualification (Diploma level) will be present at all times that education and care is being provided. During vacation care, the 2-year qualified person needs to be present for a minimum of 7 hours and 15 minutes.
- Thereafter, for every 30 children in attendance, one educator with a 1-year qualification (Certificate III level) will be present.
- Aside from the above, educators in ratio under 18 years of age must be working towards an approved qualification.

Volunteers

Volunteer workers may be counted towards the educator to child ratios for the service; provided the qualification requirements are met. Volunteers under the age of 18 must be fully supervised. Risk assessments will be conducted, as necessary, when utilising volunteers.

Excursions and Special Activities

For excursions or activities that pose an additional risk, educator to child ratios will be determined once a full risk assessment of the activity has been conducted. When setting ratios consideration will be given to the level of risk and hazards identified, the nature of the activities, transportation, and any other relevant matters (Regulation 101(f)).

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 4 - Staffing arrangements; and 7 – Governance and leadership.*

E&CS Legislation Compliance

- *Education and Care Services National Regulations 13, 122, 123 (1)(d), 136 & 299.*

Policy Controls

Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
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2.4 Arrivals and Departures of Children

Policy Statement

The service recognises its responsibility to provide quality care for children, and this includes practices and procedures to ensure they are attending and supervised. Children’s arrival, departure and attendance are critical processes for the service. Clear communication and expectation of roles are essential elements to ensure children are cared and accounted for at all times. Where unexpected events occur, the service will have plans and procedures in place to respond in a timely and collaborative manner, upholding the paramount principle of the safety of children.

The service will ensure departure, including persons collecting children from the service, will be reflective of regulations and parental consent. Sound documentation and records will reflect the services practices.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 2011 168 (2)(f), 12, 99, 158 & 161.*

Related Policies

- [2.3 Educator to Child Ratios](#)
- [2.9 Children Who Arrive to OSHC Without a Booking](#)
- [9.4 Bookings and Cancellations](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [9.7 Acceptance and Refusal of Authorisations](#)
- [10.15 Managing Notifications](#)

Appendices and Forms

- [2.4.1 Arrival and Accountability Flowchart](#)
- [2.4.2 Self-Care/Sibling Care Arrangement Information.](#)
- [Self-Care/Sibling Care Arrangement Form](#)

Roles and Responsibilities

Approved Provider	• Will ensure employees are provided with procedures that will support the service to account for, care and respond to children’s attendance, collection and departure. • Ensure relevant notifications are provided to the Regulatory Authority, as relevant.
Nominated Supervisor/Responsible Person in Charge	• Will be responsible to ensure children are accounted for, collected and depart as parents have expressed in writing or in response to an emergency. • Ensure records are maintained that documents the details of persons dropping off and collecting children • Will collaborate with the school community to respond to children who are not accounted for in a timely manner. • Will respond and lead critical incidents, liaising with police as required.



All Staff	- Will provide quality supervision and support to children, responding to needs to ensure children feel secure to remain in attendance at the service. - Respond to critical incidents in a timely manner, providing clear and concise information to the Nominated Supervisor for response and management.
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Procedures

Hours of Operation

Before School Care	6:30am – 9:00am	After School Care	3:00pm – 6:00pm
Vacation Care	6:30am – 6:00pm	Pupil Free Days	6:30am – 6:00pm

Principle Guidance for children leaving the service (Regulation 99)

The child may only leave the relevant premises if the child:

- is given into the care of—
 - a parent of the child*; or
 - an authorised nominee named in the child’s enrolment record; or
 - a person authorised by a parent or authorised nominee named in the child’s enrolment record to collect the child from the premises; or
- leaves the premises in accordance with the written authorisation of the child’s parent or authorised nominee named in the child’s enrolment record; or
- is taken on an (approved) excursion, as outlined by policy
- is given into the care of a person or taken outside the premises—
 - because the child requires medical, hospital or ambulance care or treatment; or
 - because of another emergency.

Please note: a parent does not include a parent who is **prohibited by a court order from having contact with the child.*

Authorised nominees

- All authorised persons collecting children must be listed on the enrolment form and be set up to use Xplor Kiosk, or otherwise have written permission (*where the collection is not related to an emergency*). Evidence of the identity of the person collecting the child may be requested by the Service when the person is not known.
- All relevant authorisations are to be kept up to date in the online enrolment record ([Regulation 161](#)).
Note: Written authority (eg: an email) is required for authorisation to collect a child unless in an emergency.
- Where staff are unsure of the authorisation, they are to contact the parent/guardian to seek clarification and advice.
- If parents are not contactable, contact an authorised nominee (if enrolment permission allows) to seek advice and authority to release the child.
- If parent (or relevant authorised nominee) does not provide written authority, inform the unauthorised person that the service cannot release the child. Children may only leave the service in accordance with procedures contained within this policy.

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Absences

- Parents/guardians are to primarily notify of absences via Xplor Home App from their mobile device as this electronically records details of when, and by whom, the notification was made. They may also notify of absences via email where necessary.
- Parents/guardians will be prompted to confirm all absences when they next use the Xplor App.

Before School Care and Vacation Care

- Children who do not present for a pre-booked before school care or vacation care session are presumed absent for the session.

After School Care

- All absences must be recorded **prior to 2:00pm** by parents/guardians via their Xplor Home App on a mobile device, or email. Failure to notify the Service may result in a non-notification fee being charged to the family account per family.
- In the instance that a child does not arrive to sign in with the allocated educator, and the child's whereabouts cannot be confirmed, the following actions will be taken to locate the child:
 1. Checking immediate proximity and drop and go zone.
 2. Phoning all parents/emergency contacts.
 3. Communicating with the school office.
- Where a child cannot be located after reasonable effort to identify the whereabouts and where parents/emergency contacts cannot be contacted, the police will be notified. These steps and decision-making procedures are illustrated in the [Arrival and Accountability Flowchart](#).
- Correspondence with families is always respectful and gentle reminders are given to ensure notification of absences to OSHC will be made. The Nominated Supervisor will, if necessary, communicate persistent non-notification issues with the parent .

Arrivals

Before School Care and Vacation Care

- All children are to be signed in by a parent, guardian, or an authorised nominee no later than 8.30am. Anytime after this, the children attending Kelvin Grove State College OSHC will be in the process of getting ready to go to school.
- If your child arrives at Kelvin Grove State College OSHC after 8:30am, they will be marked as absent by our Office Administration and sent straight to school.
- If a child is not signed in, and educators can confirm their attendance, an educator will sign the child in, and parents/guardians will be notified they were not signed in.
- All children not signed in at the end of the session will be marked as absent.

After School Care

- An assigned educator will collect the prep children from their respective classrooms at 2:50pm each day and walk them to the service, where they will be signed in. Over the year, the Nominated Supervisor will support educators to equip children with skills for independently making their way to OSHC. An independent transition will be implemented in Term 4, when competency is demonstrated.

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- The Year 1 to Year 7 children will be signed in through lining up and being greeted by an educator who will sign them in individually in three (3) locations using digital sign in on the service tablet or phone via Xplor Playground App, parents get a notification when their child is signed in and out.
- Children will put away their bags in the allocated area and transition to afternoon tea.
- The Nominated Supervisor (or delegate) will check the roll, noting any missing children or children at extra-curricular activities.
- Children will be signed in from 3:00pm by Kelvin Grove State College OSHC staff only. Under no circumstances are parents to sign children in to After School Care.
- Children will be unable to be signed out of Kelvin Grove State College OSHC before 3:20pm. If you are picking your child up early (before 3:20pm), you will need to mark your child absent from Kelvin Grove State College OSHC before 2:00pm via the XPLOR Home app. Children must be signed out by an authorised contact upon collection.

Departures

Before School Care

- Children who have permission to participate in any extra-curricular activities and those whose parent has granted written permission for early release on the Parent Communication document, may be signed out early at the time indicated.
- The Nominated Supervisor (or delegate) will sign the Year 5 – Year 7 children out at **8:30am** via the Xplor playground App.
- The Year 1 to Year 4 children will be signed out through lining up and being farewelled by an educator who will sign them out individually in two (2) locations using Xplor playground app at **8:40am**. Any absences will be reported by the Educator to the Nominated Supervisor (or delegate).
- The Prep children will be transitioned to their relevant classrooms by an Educator at **8:45am** and signed out on the Xplor playground app by an educator.

After School Care and Vacation Care

- All parents/guardians, siblings and authorised nominees must sign their children out via the iPads located in the OSHC office. All visitors and non-authorised persons are requested to report directly to the OSHC office to check ID and collection requirements.
- If a child is not signed out, and educators can confirm their departure, an educator will sign the child out, and parents/guardians will be charged accordingly. In the event that an educator cannot confirm a child's departure, parents/guardians will be contacted to confirm collection.
- All persons signing a child out must be registered with signed authority to collect the child (except in an emergency). These persons include:
 - A parent (*unless parent is prohibited by a court order*)
 - An authorised nominee (*as recorded on enrolment form*); or
 - Where the parent has provided written authorisation, and the departure is in accordance with the parent authorisation
- Where the departure relates to an emergency, a record of the departure will be recorded in an incident report and attached to the child's enrolment form (by the Responsible Person in charge) outlining the details.

Departures due to emergency (Regulation 99(4)(d))

- A child may leave the premises where they have been given into care of a person because:

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- i. The child requires medical, hospital or ambulance treatment
 - ii. Another emergency
- The Service will record and report the details of any instances where a child has left the premises due to an emergency. Notification to the Regulatory Authority will be required as per procedures outlined in [Incident, Illness, Injury or Trauma](#) and [Managing Notifications](#).

Late departures

- The Responsible Person on duty will contact parents if the child has not been collected by 6:00pm. A late fee will be added to the account as per procedures outlined in [Fee Schedule](#).
- In the event a child has not been collected a half hour after closing time (6:30pm) and there is no response from a parent, authorised nominee or emergency contact, advice will be sought from the police and an incident report will be completed. Procedures outlined in [Incident, Injury, Illness or Trauma](#) and [Managing Notifications](#) will be followed.

Child leaving without permission

- If a child leaves the service without permission or without the authority described above (including being collected by an unauthorised person), the staff will assess the situation immediately and will call the police and a parent as soon as reasonably possible.
- Staff will not leave the service to follow a child if:
 - It will or may leave the other children in the service with insufficient supervision
 - It will or may expose the staff member to an unacceptable risk of personal harm
- Where both possible and practical, a staff member will document relevant details such as details of any person collecting the child and/or their vehicle.
- As soon as practical, the Approved Provider will be notified of the incident.
- A notification will be made to the Regulatory Authority of the incident.
- Following the incident, consultation with the parents, the Approved Provider (or delegate) and the Nominated Supervisor will direct the plan of action moving forward. Temporary suspension from the Service may be considered where there is a risk to safety.

Child unaccounted for during the program

- In the event that a child is unaccounted for during the operating hours of the program, the Nominated Supervisor (or delegate) will be notified immediately by the educator as soon as the disappearance is discovered/identified.
- A emergency evacuation will be called and a roll call will be facilitated to document the children in attendance and confirm the absence of the missing child.
- The Nominated Supervisor (or delegate) will undertake a rapid and comprehensive search of the surrounding proximity to locate the child.
- If the child cannot be located, the Nominated Supervisor (or delegate) will assess the situation immediately and will call the police and a parent as soon as reasonably possible.
- An incident report will be completed and include information such as when the child was last accounted for, circumstances surrounding their disappearance, details, and any distinguishing features of the child.
- As soon as practical, the Approved Provider will be notified of the incident.
- A notification will be made to the Regulatory Authority of the incident.

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- Following the incident, consultation with the parents, the Approved Provider (or delegate) and the Nominated Supervisor will direct the plan of action moving forward. Temporary suspension from the Service may be considered where there is a risk to safety.

Report details of incident to Regulatory Authority through the procedures outlines in [10.15 Managing Notifications](#)

Departures of Children with Self-Care or Sibling Care Arrangements Policy

The service will apply the following procedure for children who are permitted to leave the premises by way of written instruction from their legal parent/guardian either on their own or with a sibling:

1. If parents ask about self-care and sibling arrangements, the service will support families in decision-making by providing relevant information and guidance. Kelvin Grove has developed a resource to support this correspondence and decision-making [Self-Care/Sibling Care Arrangement Information](#).
2. The service will ask that families use this information as a basis for determining the capacity of their child/ren to be left in self-care arrangements.
3. The service will require the parent to provide the following information along with the written consent to depart notification:
 - o date/s and times of departure.
 - o child's destination and expected length of journey.
 - o mode of transport i.e., on foot or bicycle; and
 - o name and date of birth of older sibling collecting the child (if applicable)
4. The child will be signed out by an educator upon leaving the premises.
5. The service acknowledges that families may use their discretion in determining the capacity of their own children to enter into self-care arrangements.
6. The service will communicate with parents and authorised nominees (where relevant) if there are concerns regarding the safety and protection of children departing from the service in this manner. The Nominated Supervisor (or alternative delegate) will not allow the departure of a child if there is a reasonable concern about the safety of wellbeing of the child in doing so.

The Queensland Criminal Code 1899 (Section 364A) states:

- A person who, having the lawful care or charge of a child under 12 years, leaves the child for an unreasonable time without making reasonable provision for the supervision and care of the child during that time commits a misdemeanour.
- Whether the time is unreasonable depends on all the relevant circumstances.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health and Safety Act 2011 and Regulations 2011*
- *Child Protection Act 1999*
- *Department of Education and Training Child Care Provider Handbook*
- *The Queensland Criminal Code 1899*
- *National Quality Standard, Quality Area 2 – Children's health and safety; 4 - Staffing arrangements; 5 - Relationships with children; and 6 - Collaborative partnerships with families and communities.*

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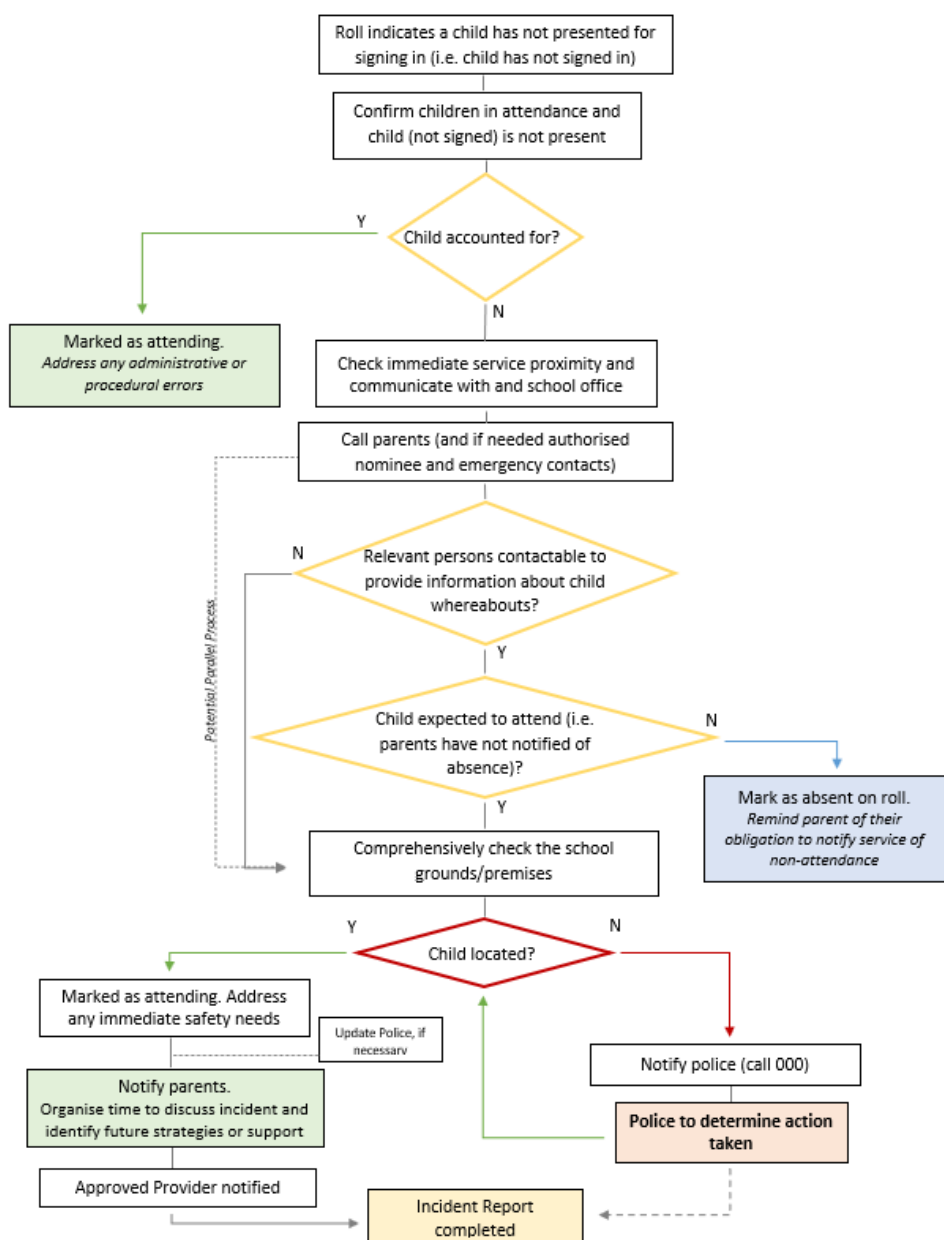
E&CS Legislative Compliance

- Education and Care Services National Regulations 168 (2)(f), 12, 99, 158 & 161.

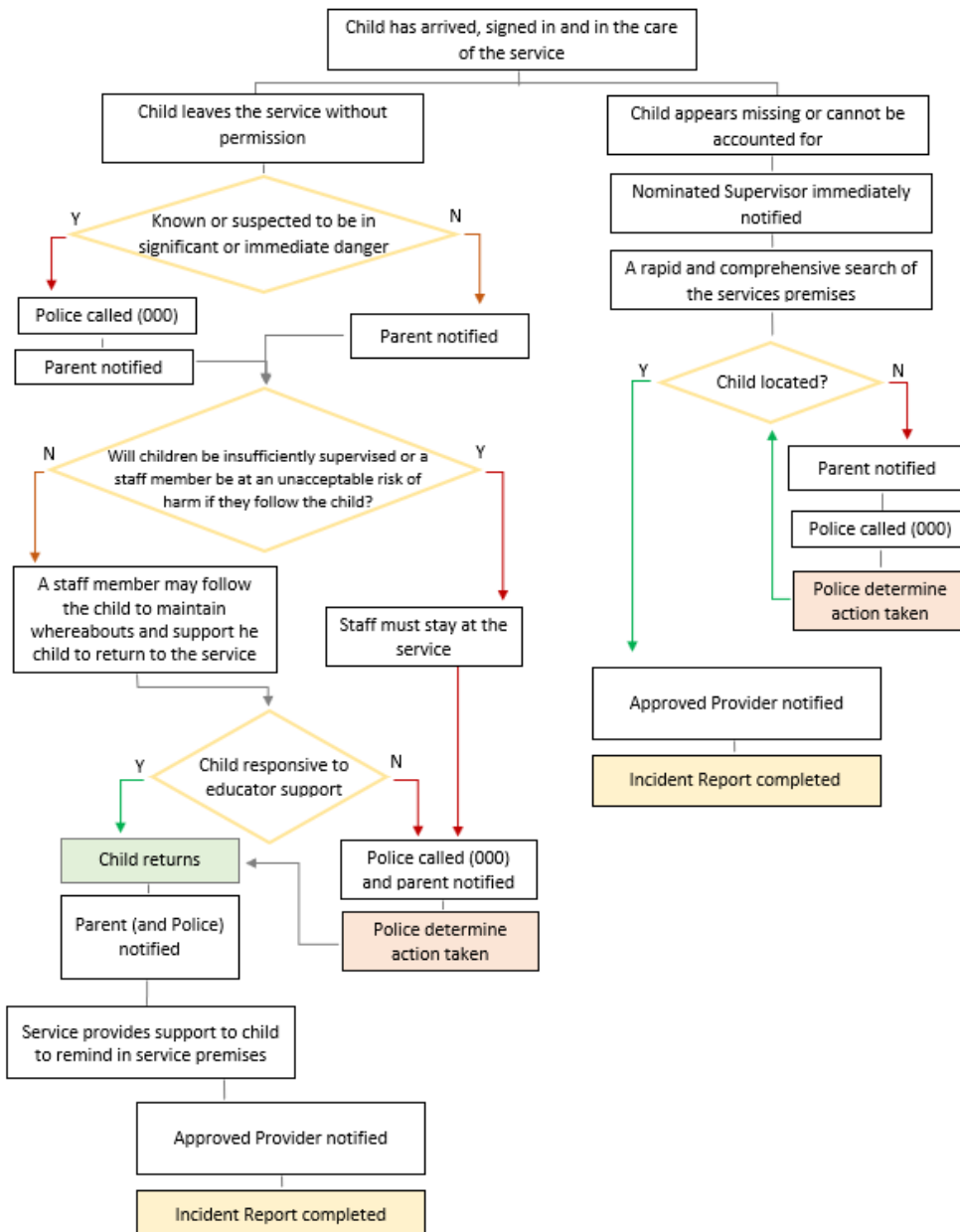
Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
Date implemented:	20/03/2024	Date families notified	6/03/2024
Version:	1.1 2023_2024	Date of review	10/01/2025

2.4.1 Arrival and Accountability Flowchart

ASC – Non-Arriving Child



Child Unaccounted For or Leaving without Permission



Commented [KM1]: "support the child to return to the service"



2.4.2 Self-Care/Sibling Care Arrangement Information

Kelvin Grove OSHC recognises that parents/caregivers may seek arrangements where a child’s departure from OSHC is into the care of a sibling or may require the child to transition themselves to another care arrangement.

This information package contains the following documents:

Self or Sibling Care Arrangement Written Permission Form	
Australia Institute of Family Studies guidance on self-care arrangements of children	 Adobe Acrobat Document <i>Guidance on self-care arrangements of children</i>
Home Alone Factsheet	 Adobe Acrobat Document <i>Home Alone Factsheet</i>



2.5 Positive Behaviour Support Practices

Policy Statement

Kelvin Grove OSHC is committed to ensuring all educators’ practice and skills are consistent with positive guidance and encouragement towards acceptable behaviour when interacting and supporting children. The service will ensure educators are supported to respond to behaviour with strategies and techniques that promote secure, reciprocal relationships, build a strong sense of wellbeing, and upholds a child’s dignity and rights.

The service recognises social and self-regulation (emotional) skills are learned. Learning takes place when children have warm confiding relationships with adults who care for them, children understand which behaviours are acceptable, feedback and positive reinforcement for acceptable behaviour is consistent, and children are immersed in engaging learning activities.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Law section 166 & Education and Care Services National Regulations 155-156*.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.6 Supporting Complex Behaviours](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.2 Sharing the Program and Children’s Progress with Families](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.3 Interactions and Communication with Families](#)

Roles and Responsibilities

Approved Provider	• Ensure that the principles and expectations for responding to and supporting children’s behaviour are established and communicated effectively. • Ensure the established practices are consistent with legislation and regulations. • Provide opportunities to support the practices and capacity of educators to respond to children’s behaviours.
Nominated Supervisor	• Provide supervision and direct support to educators. • Liaise with families to address concerns and relay incidents. • Role-model and guide effective positive behaviour support practices. • Ensure the program is achieving the identified aims and is effective in supporting the behaviour of children.
All Staff	• Ensure their practices are consistent with the principles of the service’s policies and code of conduct in responding to children’s behaviour. • Access learning and developmental opportunities to enhance the care and support provided to children.



- | | |
|--|---|
| | <ul style="list-style-type: none">• Communicate with the Nominated Supervisor or Approved Provider where additional support for children is emerging as a need.• Collaborate in delivering and developing the service's program to meet the needs of children. |
|--|---|

Procedures

Educators will receive suitable instruction, support and training to understand how they are best to respond to support children's development and individual needs. In responding to children's behaviour and needs, educator's interactions, behaviour support and guidance practices will be consistent with the Philosophy Statement, the service's Code of Conduct, and Education and Care Services legislation at all times (see [2.1 Interactions and Relationships with Children](#)).

Educators will also support children's behaviour by referring to the following behaviour expectations:

- *Be Safe – Hands, feet, and objects to yourself.*
- *Be Responsible – Show care for the environment, staff, other students and OSHC property.*
- *Be Respectful – Respect the rights and feelings of others.*

Program

The service recognises the relationship between the design of, and engagement in, the service's program and the behaviour of children in the program. The service is committed to developing a quality and considered program to meet the needs of children and families. All children will be provided with opportunities to guide the development of the program and the Educational Leader will work collaboratively to ensure it aims to meet the needs of all children attending the service.

The service's program will support children's behaviour through:

- promoting routines that are relaxed and comfortable; children should not be rushed to transition abruptly or wait for unreasonable timeframes
- designing for flexibility in routines to maximise choices and child-initiated experiences
- being engaging, diverse, challenging and stimulating to cater for the wide developmental needs of children, including:
 - social (group) and independent (solitary) play
 - robust and quiet play

Positive Guidance Strategies

The relationship and interaction between educators and children are critical to effectively supporting and guiding behaviour. The following principles will be used by educators to establish an environment and culture in which the behaviour of children is best supported:

- role model behaviour that demonstrates the service's expectations to children
- build secure, reciprocal relationships with children through listening with warmth and being available and responsive to needs
- communicate with the child to enable them to express their needs and help you to talk about the service's expectations

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- use positive reinforcement and praise to communicate to children when they are behaving in ways that meet expectations
- create a calm, fun and safe environment to reduce anxiety and stress for children and educators

Educators will respond to children’s behaviour with support, care, and teaching. Educators should use positive guidance strategies that include but are not limited to:

Caring gesture/ hurdle help	• Encouragement, support, and/or assistance offered by an educator to prevent a child from becoming frustrated or disengaged with a task or activity. The help can take many forms such as– asking for other children to support, supplying additional materials or information, providing alternative equipment, or assisting with completing some of the initial tasks. • A caring gesture could also include warm attention to help a child coping with a stressful or difficult situation. Strategic use can help a child whose own self-control is deteriorating to support in gaining composure. • A caring gesture may include using humour to reduce immediate tension and allow a child to avoid a power struggle.
Changing the environment and proximity	• Educators should identify the impact of the environmental factors on children’s behaviours (space, noise, routines, level of engagement, social influence). • Identify the factors and issues that could prevent, reduce, or modify the situation, to help reduce problematic behaviour. • Likewise, the physical distance between an educator and children can impact on behaviour. Controlling the distance between educators and children can be an inconspicuous influence. An educator might approach a child when they are using inappropriate behaviour with the aim of prompting a child to use more appropriate behaviour.
Prompting	• Reminding a child of the service’s expectations or encouraging the child to use a skill or certain behaviour. • Prompting is effective when a child is having difficulty with responding to an instruction or cue. • Prompts can be verbal (directions or suggestions), visual (pictures or photos), a gesture (pointing to objects or a direction), modelling (teaching the skill).
Emotional validation	• Engaging the child in conversation to support them in understanding their behaviour and communication. • The educator should be present and engaged with the child. Central to emotional validation is an accurate reflection, e.g.: ○ “...it looks [or seems] like you are (insert emotion) because I can see (trigger/rationale/observation)”. ○ “I hear what you are saying, you seem angry because... let’s see what we can do to help.” • Recognising the child’s emotions are normal in the circumstances - that they are understood, can drain off emotions to allow constructive dialogue to be facilitated.

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	The conversation may explore the trigger, problem or concern for the child identifying the motivation and drive (interpret events).
Redirection	- Redirection can involve distracting a child when a trigger or behaviour occurs. Its intention is to guide a child's behaviour from inappropriate to appropriate. - An easy way to alleviate a child's inappropriate behaviour is to provide something else to engage them with. The substitution could be anything from a learning resource, a toy, a pen and paper for drawing, or it could be an educator's attention until the child is ready to transition to something independently.
Behaviour specific praise (reinforcing desired behaviour)	- Appealing to cognitive behaviour influences on space, thoughts, feeling and behaviours. - Social reinforcement (authentic praise) is a powerful reward. Aligning this feedback to include the specific positive aspects of the behaviour increases the effectiveness e.g. "(child's name), I really like the way you are sitting quietly and waiting." "That was great you helped pack up without being asked, (child's name)" - Identify those behaviours you wish to promote, prepare children with information about this, identify children displaying the behaviour, describe behaviour in the form of praise

Conflict Resolution

The service recognises the significant opportunity group activities play in encouraging learning and the development of social skills. The service's program will seek to include many opportunities for shared experiences that promote cooperation and collaboration between children. The service recognises that children will, at times, require support to navigate collaborative play. The role of the service's educators is to mediate, role-model and guide children to understand the meaning of their interaction in learning life-long skills for positive social interaction.

Supporting Positive Interactions and Relationships

Mediate	- Facilitate shared understanding by supporting children to express their perspectives. - Create an environment where children can communicate constructively.
Role-model	- Demonstrate social interactions that are warm, respectful, secure and reciprocal. - Interactions with children and colleagues demonstrates active listening, self-regulation and collaborative partnerships.



Guide	• Prompt children to support their understanding and salience of the service’s expectations and their own coping strategies in managing conflict. • Proactively support children by teaching using intentionality to support the development of interpersonal skills.
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Additional Support

Where a child’s behaviour poses a significant risk to safety of themselves or others *and* every reasonable attempt to deescalate has been ineffective, the child’s parents or emergency contact will be called to collect the child from the service. Procedures outlined in [2.6 Supporting Complex Behaviours](#) will then be followed.

Educators will complete recording and reporting procedures outlined in [4.3 Incident, Illness, Injury or Trauma](#) when a child has been prematurely collected from the service due to their behaviour.

Prohibited Actions

Educators are not permitted at any time to use physical force/restraint or physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child. Discipline must be reasonable in the circumstances. Additionally, corporal punishment must never be used as a disciplinary measure.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *United Nations Convention on the Rights of the Child*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 4 - Staffing arrangements; 5 - Relationships with children; and 6 - Collaborative partnerships with families and communities*

E&CS Legislation Compliance

- *Education and Care Services National Law section 166*
- *Education and Care Services National Regulations 155-156*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
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2.6 Supporting Complex Behaviours

Policy Statement

The service is committed to ensuring children receive positive behaviour support as they learn and develop. Kelvin Grove OSHC recognises, at times, children display behaviour that is unsuitable for the setting. The behaviours of serious concern are those that risk the safety or wellbeing of the child or others. On these occasions, the service is committed to plan, support and reflect on opportunities for individual consideration for the best outcomes for children and families.

In responding to behaviours that the service recognises as complex; parents will be invited to collaborate with the Nominated Supervisor (or delegate) to identify strategies to ensure the safety and wellbeing of everyone. Planning will focus on actions to support the child to learn new behaviours (e.g., appropriate communication, social skills and emotional regulation) and reduce the risk of further incidents.

Where opportunities to support the child have been exhausted or where the risks to safety are too extreme, the service may exclude the child from attending either temporarily, or in some cases, permanently.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.5 Positive Behaviour Support Practices](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [9.3 Interactions and Communication with Families](#)
- [8.8 Nominated Supervisor](#)
- [10.15 Managing Notifications](#)

Appendices and Forms

- [Positive Behaviour Support Plan](#)

Roles and Responsibilities

Approved Provider	• Establishing processes to ensure children are provided with an opportunity to be supported to learn and enhance behaviours and skills that support them to meet the service's expectations. • Ensure educator's practices support each child's wellbeing and rights in responding to their behaviour. • Provide mechanisms for constructive and collaborative partnerships to identify effective strategies for supporting children's behaviour. • Ensure the safety and wellbeing of all children accessing the service.
Nominated Supervisor	• Facilitate a collaborative planning process to understand a child's behaviours and identify suitable strategies and responses to support learning and wellbeing. • Monitor the effectiveness of the developed support plans and communicate areas for further support.



	• Coordinate plans, including relevant resources and training with the service's educators. • Provide open and supportive ongoing communication with parents/caregivers. • Consult with the Approved Provider where planning and support is not addressing the behaviour needs of the service.
All Staff	• Support the preparation, implementation and delivery of positive behaviour support plans. • Follow the developed strategies and communicate relevant information on the effectiveness.

Procedures

Following a significant incident, or where it has been identified a child's experience will be improved through intentional behaviour support planning, the Nominated Supervisor (or delegate) will invite the parent/s (or caregivers) of the child to meet to discuss strategies for supporting the child. Depending on the level of risk, the Nominated Supervisor may suspend a child attendance until a positive behaviour support plan is developed.

Initial Intensive Behaviour Support

Depending on the level of support required and the significance of behaviour, the Nominated Supervisor may choose to coordinate some initial intentional support strategies to effectively support a child before requiring escalation to a fully developed positive behaviour support plan. Monitoring the support provided to children will inform collaboration with parents/caregivers and determine whether formal Positive Behaviour Support Planning is required.

Initial support planning may be a range of options chosen by the Nominated Supervisor and could include:

- an informal discussion to prompt educators to be intentional in how they respond to a child's needs
- development of specific strategies to engage the child and positively impact behaviour
- an internal meeting with key staff members to draft an initial plan to support a child's behaviour

The Nominated Supervisor will communicate the intentions and actions with parents and caregivers, ensuring transparent and collaborative communication in supporting children to meet the service's expectations. Any plans developed to support a child will be an extension of the services positive behaviour support practices ([policy 2.6](#)).

Positive Behaviour Support Planning

Positive behaviour support plans have three main components: understanding the child/behaviour, a plan to support the child, steps to assist with implementation.

Understanding the child/behaviour

1. The Nominated Supervisor will invite the parent/s or caregiver/s of the child to meet to discuss the child's behaviour and strategies to support the child
2. The intention of the support plan is to focus on developing the child's skills and learning. Identifying the child's strengths and interests will frame how the service can best support the child's development.
3. Any relevant information about diagnoses, history, health or environmental impacts should be identified.

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4. Central to developing strategies that respond to behaviour is understanding the drive and function of any behaviours of concern. The Nominated Supervisor, educators and parents/caregivers should identify any indications to what might trigger behaviours of concern.

Support strategies

5. The service's planned actions are developed to promote and encourage acceptable behaviours. Proactive strategies are those that can set the environment up for success.
6. Response strategies are actions educators will use to de-escalate a child's behaviour in a crisis/incident. There will be an emphasis on early de-escalation.

Implementation

7. Any additional resources, support, or training that the effectiveness of the plan is contingent on will be identified and assigned responsibly.
8. Parent/s or caregivers are encouraged to collaborate throughout the planning and implementation of positive behaviour support plans. There will be continual monitoring of the effectiveness and any identified concerns will prompt a re-evaluation of the content and additional supports.

Exclusion

1. Where the Nominated Supervisor reasonably believes:
 - the risk to safety or the impact on the wellbeing of a child(ren) exceeds the capacity (or potential capacity) of the service; and
 - where the opportunity to support a child's behaviour has been exhausted,
2. Either temporary or permanent exclusion can be considered in consultation with the Approved Provider.
3. The Nominated Supervisor will review relevant reports and plans with the Approved Provider and explore an action plan up to, and including, the possibility of suspending a child's attendance.
4. Any decision to exclude a child will be communicated to the parent/s in writing and will outline the conditions for re-enrolment, where relevant.

Exclusion from school

- Unless explicitly stated by the school, any child suspended or excluded from the school will not automatically be suspended or excluded from the service. However, the service will not operate in a manner incompatible with school instruction/direction.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children's health and safety; and 5 - Relationships with children; 6 - Collaborative partnerships with families and communities.*

E&CS Legislation Compliance

- *Education and Care Services National Regulations 155-156.*

Policy Controls			
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07 3553 7419 | kgoshc@gmail.com



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2.7 Handling Disclosures and Reporting Suspicions of Harm (Mandatory Reporting)

Policy Statement

In addition to the service providing all children with a safe and suitable environment, it has an obligation to report reasonable suspicion of significant harm or at risk of significant harm. The service recognises that early childhood education and care professionals are in a unique position to identify concerns about a child's safety and wellbeing.

The *Child Protection Act 1999* outlines Education and Care professional and mandatory reporters. In the event that an educator (or the Approved Provider) forms a reasonable suspicion either through observations or disclosed information the service is required to respond and ensure that this information is managed appropriately and that all suspicions of significant harm are reported.

Children are identified in needing protection where they have suffered, are suffering or are at an unacceptable risk of suffering from significant harm. Under the *Child Protection Act 1999* significant harm is identified as any detrimental effect of a significant nature on the child's **physical, psychological or emotional wellbeing**. Harm occurs as a result of abuse and neglect. Types of abuse and neglect include:

- **Physical abuse** – non accidental injury including beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication.
- **Emotional abuse** – hostile parenting, constant yelling, insults, swearing, criticism, bullying, scapegoating, exposure to domestic violence
- **Neglect** – failure to provide basic needs including food, clothing, enough sleep, hygiene, medical care, and supervision
- **Sexual abuse** - exploitation, penetration, sexual touching, sexual talk/conversations and/or exposing children to pornography.

The Approved Provider also recognises their duty to comply with *Child Protection Act 1999*, *Education and Care Services National Regulations 12, 84, 85-86, 168 (2)(b), 175 (2)(d) &(e)* and *Working with Children (Risk Management and Screening) Act 2000*.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.6 Supporting Complex Behaviours](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [8.1 Recruitment and Employment of Educators](#)
- [8.6 Educator Professional Development and Learning](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [9.3 Interactions and Communication with Families](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [8.8 Nominated Supervisor](#)



- [8.9 Determining the Responsible Person](#)
- [10.15 Managing Notifications](#)

Appendices and Forms

- [Information Sheet for Mandatory Reporting by Education and Care Service Professionals](#)

Roles and Responsibilities

Approved Provider	• Ensure staff receive appropriate training and induction to be able to identify and respond to indicators of significant harm. • Consult, support and plan appropriate courses of action when suspicions of abuse and harm arise. • Seek advice, guidance and resources to support decision-making.
Nominated Supervisor	• Respond to concerns and issues raised by staff. • Direct serious concerns and possible suspicions to an appointed officer of the Approved Provider for consideration. • Document concerns and ensure these records are handled with privacy. • Where appropriate, collaborate with parents to identify preventative supports.
All Staff	• Be equipped to respond to indicators of harm and disclosures. • Listen and observe children with sensitivity and empathic understanding. • Share your concern with the Nominated Supervisor, or where relevant, other professionals.

Procedures

Protection of Children While Being Cared For By The Service

1. The service is committed to ensuring the safety and wellbeing of children, all educators will be expected to follow the instruction and procedures to ensure the safety and protection of children being cared for by the service.
2. Where the respondent of an allegation of abuse is an educator (where an educator or staff member is suspected to have harmed a child/ren), any educator being aware or holding suspicion will immediately report to the Nominated Supervisor (or responsible person), who will notify the Operations Manager.
3. The educator (responded) will be immediately relieved of their duty and relevant workplace investigations and (if relevant) appropriate disciplinary actions will occur ([8.15 Employee Underperformance, Misconduct and Disciplinary Actions](#)), including notification to the police for criminal charges, where relevant.
4. The procedures outlined in the [Incident, Illness, Injury or Trauma](#) and this policy will be followed. Notification to the Regulatory Authority will occur as per [Managing Notifications](#) policy.

Child Protection Act 1999 (13E)

Outlines that **early childhood education and care professionals** including **approved providers, nominated supervisors and educators** of approved education and care services (under the Education and Care Services National Law (Queensland) are **mandatory reporters**. Requires **reportable suspicions** of significant harm to a child are reported to Child Safety.

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Mandatory Reporting Requirement (Child in Need of Protection)

1. The Approved Provider will ensure the Nominated Supervisor provides instruction for each educator to understand either responsibilities of notifying of reasonable suspicion of harm and, where possible, periodic training so all educators are equipped with relevant skills and knowledge to fulfil their duty of the *Child Protection Act 1999* (Regulation 84).
2. On initial employment all educators (and other relevant staff will be provided with a copy of the [information sheet on Mandatory Reporting](#) as a minimum. Additional training, support and resources will coordinate as assessed by the Approved Provider.
3. The Nominated Supervisor will ensure that educators are aware they will be supported (and where possible guided) on how to handle situations where information is disclosed to them by a child, by a member of the child's family, or other persons.
4. At all times educators will have access to the service's policies and procedures manual to refer to in instances where they are uncertain of their responsibilities or required actions. Additionally, staff are supported to discuss child protection concerns with their management.
All staff are to monitor children's presentation, behaviour, play, interactions and any other indication they may be exposed to harm or potential harm.

Responding to Disclosures

5. Where a child discusses information relating to their experience of trauma and harm with an educator (a disclosure); educators are guided to:
 - a. **Listen** – try to be in a suitable environment, be calm and patient, let the child use their own words and avoid quizzing. Don't be afraid of saying the 'wrong thing'. Listening supportively is more important than the words you use.
 - b. **Reassure** – address the concern about the child's safety and reassure the child it's okay that they have told you what's been happening. Reassure the child it is not their fault for any distress.
 - c. **Respect** – the child may only reveal some details. Acknowledge bravery and strength. Explain in order to keep them safe you'll have to tell someone and avoid making promises you can't keep.

Developing a Reasonable Suspicion

6. An educator, Nominated Supervisor, or relevant other staff member may develop concern about a child's wellbeing and safety from a variety of sources – observations, discussions, the child's presentation, behaviour, or interactions with the parents etc.
7. A reasonable suspicion might not develop from one single event but rather a number of indicators combining to result in a concern developing about a child's safety and wellbeing.

Allegations of Staff Member Abuse

8. Where the respondent of an allegation of abuse is an educator (where an educator or staff member is suspected to have perpetrated the act of abuse), any educator being aware or holding a suspicion will immediately report to the Nominated Supervisor (or responsible person), who will notify the Approved Provider.
9. The educator (responded) will be immediately relieved of their duty and relevant workplace investigations and (if relevant) appropriate disciplinary actions will occur ([8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)).



10. The procedures outlined in the [Incident, Illness, Injury or Trauma](#) and this policy will be followed. Notification to the Regulatory Authority will occur as per [Managing Notifications](#) policy.

A **reportable suspicion** about a child is a reasonable suspicion that the child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm caused by physical or sexual abuse; and may not have a parent able and willing to protect the child from the harm.

Mandatory reporters should also report to Child Safety a reasonable suspicion that a child is in need of protection caused by any other form of abuse or neglect.

Consultation and Decision-Making

11. Indications of significant harm are not always clear. All staff should be prepared to discuss their suspicions openly to ensure a child is supported and reporting obligations are met.
12. Educators (or all other staff) will promptly advise the Nominated Supervisor of any concerns relating to a child's safety or wellbeing.

All staff including the Approved Provider, Nominated Supervisor and educators are free from liability or breaching Privacy Principles when sharing confidential information, if they are acting honestly and if their actions in doing so are consistent with the purpose of information sharing under the *Child Protection Act 1999*.

13. The Nominated Supervisor, in either being told of or themselves developing concerns relating to a child's safety or wellbeing are to advise the Approved Provider.
14. The Nominated Supervisor and Approved Provider will consult on a plan of action, which could include:
 - a. discussing concerns with parent/s
 - b. seeking further advice and support from:
 - i. Child Safety.
 - ii. Family and Child Connect.
 - iii. Child Protection Guide [online tool]
<https://secure.communities.qld.gov.au/cpguide/engine.aspx>; or
 - iv. the school Principal/relevant other professional
 - c. directly report notification to Child Safety.
15. Please note: Education and Care professionals cannot disclose personal information to Child and Family Connect without the parent's permission.

Documenting the Decision-Making

16. The Nominated Supervisor is to ensure that the reports and documentation of a disclosure/suspicion is written and recorded by the staff/educator involved as soon as practical. The report should include:
 - a. any relevant background information
 - b. a factual description of the events/observation/incident
 - c. statements of the child (or others)
 - d. educator/service response to events

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- e. any parent involvement or discussion
 - f. any other matters considered relevant
17. These reports or other documentation will be stored by the Nominated Supervisor in a password-protected file on the service's computer (consistent with [10.4 Information Handling \(Privacy and Confidentiality\)](#))

Non-Reportable Suspicion

18. Where advice has been received that the suspicion does not meet a threshold for reporting to Child Safety, the relevant person should follow and document any recommendations (e.g., talking to parents about access to support services)
19. However, the following matters should also be considered and if necessary actioned:
- a. Could the events be considered a [Regulatory Authority] reportable incident; has the allegation of harm occurred while a child has been educated and cared for ([4.3 Incident, Illness, Injury or Trauma](#))?
 - b. What action could or should be provided to support the child/ren ([2.6 Supporting Complex Behaviours](#))?
 - c. Have or how should parents be notified ([9.3 Interactions and Communication with Families](#))? Can additional support be offered to parents?

Reporting Reasonable Suspicions

20. Where report to Child Safety has been decided, the most appropriate methods can be selected:
- If the child is in immediate Danger – **QLD Police Service** – 000
 - During business hours – **Child Safety Regional Intake Service Brisbane** - 1300 682 254
 - After Hours – **Child Safety After Hours** – 1800 177 135
 - Online Reporting Form (<https://secure.communities.qld.gov.au/cbir/ChildSafety#>)
21. Mandatory Reporters are required to make a written report. If the initial notification is made via phone, the corresponding report can be guided by Child Safety.

Documentation and Records

22. Any record relating to suspicions of significant harm are to be kept separate from general incident reports. Child protection concerns will be filed within the password protected folder on the service's computer.
23. In circumstances where it is consistent with protecting a child from significant harm, relevant information can be shared with the school Principal. The preference is the Approved Provider will inform this decision-making, however, in extenuating circumstances the Nominated Supervisor will have delegation to decide.
24. All persons involved in a case of suspected child abuse will be treated with sensitivity and respect, and all information to the case will remain confidential unless required to protect a child from harm [see Policy [10.4 Information Handling \(Privacy and Confidentiality\)](#)].
25. For matters also relating to [4.3 Incident, Illness, Injury or Trauma](#) notification will also be required to be reported to the Regulatory Authority via the procedures in [10.15 Managing Notifications](#).

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Protection Act 1999*
- *Working with Children (Risk Management and Screening) Act 2000*

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- National Quality Standard, Quality Areas: 2 – Children’s health and safety; 4 - Staffing arrangements; 5 - Relationships with children; and 6 - Collaborative partnerships with families and communities.

E&CS Legislative Compliance

- Education and Care Services National Regulations 12, 84, 85-86, 168 (2)(b), 175 (2)(d) &(e)

Policy Controls			
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2.8 Supporting Additional Needs with Inclusive Practices

Policy Statement

Kelvin Grove OSHC recognises that additional support may be required for some children depending on their individual needs. The service is committed to ensuring children are able to be supported in accessing the service regardless of their ability or needs. When required, the service will partner with the relevant Inclusion Agency to address any barriers of a child’s participation within the program.

The service is committed to building the capacity to be inclusive of children with additional needs. The service recognises the value of having children with additional needs participating and belonging to Kelvin Grove OSHC, and the impact for families of the school community in being able to access quality education and care services for their children.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [3.1 Educational Program Development and Implementation](#)
- [4.5 Children with Medical Conditions](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)

Roles and Responsibilities

Approved Provider	• Support the development of inclusive practices and the capacity of educators to meet the needs of children.
Nominated Supervisor	• Liaise with the Approved Provider and families to ensure appropriate planning, support and service are delivered to meet the needs of children accessing (or seeking to access) the service. • Engage and coordinate with the Inclusion Agency to access resources and funding to support the service to meet the needs of children.
All Staff	• Ensure practices support the inclusion, participation and belonging of all children, regardless of individual needs and ability. • Engage in relevant professional development and/or access to professional resources to support the capacity of the service to meet the needs of individual children.

Procedures

Enrolment

The service’s enrolment practices will elicit opportunities for parents and/or caregivers to identify any additional needs of the child. An opportunity to collaborate on how the service will cater for any individual needs of the child, will then be presented.

Where the service recognises further capacity building would be beneficial for a child’s participation in the program or additional needs have been identified, the service will request to communicate with the parents/caregivers to discuss inclusion support opportunities. The service shall appropriately assess their capacity to include the child within the

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program through conducting a risk management process if necessary. The service may request additional documentation such as a letter of diagnosis. The service will also maintain the right to make a decision regarding the suitable placement of children with additional needs in the service based on the information, support and advice available.

Inclusion Support Practices

Inclusion is a practice where environments and programs are planned and delivered to ensure meaningful participation for all children. Inclusive practices are about actively seeking solutions and strategies to address barriers to children's participation and engagement. Barriers that can impact children include the physical environment, the educators' beliefs and skills, design and structure of the program, and a family's engagement, understanding and expectation of the service. Appropriate training and support will be provided for all educators to ensure continuity of care and commitment to inclusion.

An essential component of inclusive practices is the relationship building with stakeholders, including children, families and the wider community. Inclusive practices are about the participation and connection with all children who access and use (or potentially use) the service.

Inclusive practices:

- foster independence and agency
- provide a voice to children and an opportunity to be heard
- are respectful and responsive
- build collaboration and provide teamwork responses
- are meaningful, build on strengths and are enhanced by reflective practice

Inclusion Agency Engagement

The service will seek to address any barriers for a child's participation through capacity building. Where the service requires access to additional resources, support or training they will contact the relevant Inclusion Agency (Inclusion Support Queensland) for professional support.

Inclusion Support QLD (KU Children's Services) Contact Details

1800 811 039

inclusionsupportqld@ku.com.au

www.inclusionsupportqld.org.au

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *Disability Discrimination Act 1992 (Cth)*
- *Anti-Discrimination Act 1991 (Qld)*
- *Inclusion Support Programme Guidelines (2016-2017 to 2018-2019)*

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07 3553 7419 | kgoshc@gmail.com



- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

Policy Controls			
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2.9 Children Who Arrive to OSHC Without a Booking

Policy Statement

The service recognises that on occasion, children may arrive at or be brought to the service when they are:

- Enrolled in the service but have not been booked in for a session; or
- Not enrolled at the service and have not been collected by their parent/guardian/caregiver.

Regardless of the reason for attendance without a booking, OSHC employees will always be required to respond in a manner that upholds the safety and protection of children. The service will observe their duty of care and statutory obligations to support children.

Children arriving at the service without a booking will not engage with the program or participate in the service unless appropriately enrolled. However, every effort will be made to locate parents/caregivers or escalate the response to the appropriate authority.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.4 Arrivals and Departures of Children](#)
- [2.7 Handling Disclosures and Reporting Suspicions of Harm \(Mandatory Reporting\)](#)

Roles and Responsibilities

Approved Provider	• Establish suitable procedures for responding to children arriving without a booking. • Monitor incidents for additional support and consultation.
Nominated Supervisor	• Respond to incidents of arriving children without a booking with due care, respect and diligence. • Provide communication to relevant parties as appropriate.
All Staff	• Ensure all children in the school community are appropriately supported.

Procedures

A child(ren) is known to the service

1. Where a child(ren) presents to the service without a booking and is known to the service (i.e., enrolled), the service will contact the parent/s in the first instance and inform/resolve the absence of care and supervision.
2. At no time is an OSHC employee to send a child away in instances where the whereabouts of the parent/caregiver is unknown, and a child is seeking assistance.
3. When contact is made with a parent and there has been confusion about attendance and if it is possible to include a child (being mindful of ratios and capacity) and at the parent's request, then the child may be signed in and participate in the service's program.

A child(ren) is not known to the service

1. Where a child(ren) is not known to the service, the Nominated Supervisor or Responsible Person will make communication with the school.
2. Where the school cannot be contacted, the service will then attempt to contact the parent/caregiver directly.

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3. Where the school office is unattended or parents uncontactable, the child will be asked to sit in the OSHC office. The service will ensure the child(ren) are safe, secure, and comfortable but are not participating in the activities or program of the service.

Parents/caregivers are unable to be contacted

1. Where no contact can be made with a parent/caregiver in a reasonable time, then the service must call the police for support and guidance.
2. The service will complete an incident report and communicate details with the school for additional management.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Protection Act 1999*
- *Duty of Care*
- *National Quality Standard, Quality Areas: 2 – Children’s health and safety*

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2.10 Children’s Property and Belonging

Policy Statement

The service acknowledges that children will bring to the service, or carry with them, certain items of personal belongings. This policy details the types of belongings that children may bring with them on a regular basis and the level of responsibility associated with bringing those belongings.

Related Policies

- [4.7 Sun Safety](#)
- [6.3 Workplace Health and Safety](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [9.7 Acceptance and Refusal of Authorisations](#)
- [10.9 social media and ICT Usage](#)

Roles and Responsibilities

Approved Provider	• Establish effective policies to manage the expectations of belongings.
Nominated Supervisor	• Provide clear communication to families on the expectations for personal belongings.
All Staff	• Follow the service’s policies to guide children’s’ management and care for personal items.

Procedures

Children’s Required Belongings

The family will be responsible for providing the child with appropriate belongings and property required for active participation in the service. Such property may include (but is not limited to):

- footwear
- clothing
- hats (and sun safety equipment)
- bags, lunch boxes and water bottles

Parents/caregiver will be asked that all personal property and belongings should be clearly named/labelled.

Additional/Special Items

The service will inform parents/caregivers through relevant communication of any additional appropriate personal belongings required at the service for special events etc. Additionally, the service will provide clear communication on any items that might interfere with the program and will provide families with guidance for these items to remain at home.

Throughout special program times, i.e., Vacation Care or Pupil Free Days, the children will be able to bring with them personal belongings other than typical items (e.g., games and toys). This will be done solely at the discretion and



responsibility of the family. No responsibility will be taken whatsoever for any items brought to the service which become lost or damaged as a result.

Inappropriate Items

- Any items that are inappropriate for a school environment will be taken from the child and placed in the OSHC Office until their parent/guardian collects them. At this time, the Responsible Person on Duty will request that the parent/ guardian ensure the item is not brought back to the Service.
- Inappropriate items may include:
 - potentially dangerous items (e.g.: sharp items, medication, etc.)
 - toy guns
 - explicit material (e.g.: “M”, “MA” or “R” rated electronic games, books, magazines etc.)
 - other items deemed not appropriate by the Service or KGSC Junior School.
 - Toys from home

Electronic Devices (Homework)

- In the event that children are required to complete online homework at the Service, the parent/guardian may provide the child with a device. This device can only be used during the allocated homework time and cannot be used for any other reason.
- The Service assumes no responsibility for damage or loss to electronic devices. The storage of devices will be at Service discretion.
- *Please review our Homework and Children Accessing the Internet policies for more information.*

Electronic Devices (Vacation Care Only)

- During the Vacation Care period, the Service provides children with the opportunity to bring electronic devices for use in specific times displayed on the Educational Program. Educators will monitor the usage of children’s personal devices during these times.
- Children are not to use mobile devices that have Wi-Fi or mobile data capabilities. These options must be removed or switched off prior to the child attending the Service.
- Children are not permitted to take photos of staff members, areas of the Service or other children on personal devices while attending the Service.
- Inappropriate/unacceptable behaviour will result in immediate termination of device usage, the device will be confiscated, and the parents/guardians will be informed upon collection.
- The Services assumes no responsibility for damage or loss to electronic devices.

Care for Belongings

The service will not take responsibility for any of the children’s personal property or belongings but will endeavour to:

- Actively encourage children to care for their belongings.
- Remind children when belongings need to be placed in storage, e.g., lunch box into bag.
- Provide suitable storage to keep safe (at parent/family or child request) any item of personal belonging which is either special, expensive or at risk of being damaged.
- Ensure that participation in service activities and experiences does not wilfully damage belongings.
- Provide protective equipment such as painting smocks for relevant activities.

Families will be asked to label all their child’s belongings clearly and consider leaving excessive or non-essential belongings at home.

Lost Property

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- Un-named items will be placed in a central location for families to check and take items that belong to their child.
- Lost property unclaimed after three months will be used by the service as spare clothing or given to charity.
- Parents/guardians are asked to let staff/educators know if an item belonging to their child is missing or return items that do not belong to their child.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; and 2 – Children’s health and safety*

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2.11 Promoting Protective Behaviours

Policy Statement

The service considers its role in the protection of children of paramount importance. Therefore, a proactive approach is taken in supporting families and children. This is achieved through promoting protective behaviours that ensure children’s ongoing safety, wellbeing, and protection.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.7 Handling Disclosures and Reporting Suspicions of Harm \(Mandatory Reporting\)](#)
- [3.4 Excursions](#)
- [2.12 Children’s Toileting](#)
- [9.3 Interactions and Communication with Families](#)
- [10.9 social media and ICT Usage](#)

Roles and Responsibilities

Approved Provider	• Establish effective policies to promote the protective behaviours of children.
Nominated Supervisor	• Provide clear communication to families on opportunities to engage with culturally competent protective behaviour strategies
All Staff	• Follow the service’s policies to promote children’s development of protective behaviours.

Procedures

Foundations of Protective Practices

Opportunities to incorporate protective behaviour messages will occur both formally within the program and incidentally as the occasion arises.

On induction, educators will be instructed on the key messages and skills communicated to children to support their ability to act protectively. Central to all promotion is:

- children understanding the concept of safety and the practicalities of being safe
- children understand what to do (and who they can go to) when they do not feel safe

Behaviours Promoted at the Service

The Nominated Supervisor and educators will reinforce the protective behaviours of children through the following principles and messages:

- We all have the right to feel safe all of the time.
- Nothing is so awful that we can’t talk to someone about it.
- Encouraging children to interact and/or physically touch other children in a safe and non-threatening way.
- Building on children’s problem solving, reasoning and communication skills (e.g., brainstorming safe strategies for unsafe situations).



The Nominated Supervisor and educators actively encourage opportunities to build children’s personal safety behaviours/strategies, including:

- while they are playing and interacting in their environment
- accessing their community
- understanding privacy and personal boundaries
- understanding who to go to for help when feeling unsafe

The Nominated Supervisor and educators will collaborate with families to support children’s learning about personal safety while upholding a culturally competent approach. Collaboration will include the service liaising with school administration to maintain an awareness of additional protective behaviour programs provided within the school setting.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *Child Protection Act 1999*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 5 - Relationships with children; and 6 - Collaborative partnerships with families and communities.*

Policy Controls			
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2.12 Children’s Toileting

Policy Statement

The service recognises the need to uphold the safety and dignity of all children whilst accessing toilet facilities. The service manages this with the acknowledgment that from time to time it may be developmentally appropriate that children may require additional support and assistance. The service’s leadership seeks to ensure that the personal health, hygiene, safety and dignity of children and educators are supported.

Related Policies

- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [2.11 Promoting Protective Behaviours](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [6.1 Space and Facilities Requirements Requirements](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)

Appendices and Forms

- Follow chart display – Bathroom procedures

Roles and Responsibilities

Approved Provider	• Ensure appropriate facilities and practices are established.
Nominated Supervisor	• Collaborate with the Approved Provider to address any additional requirements to support the needs of children. • Monitor practices to ensure the safety, protection and dignity of children is maintained. • Ensure educators are supported to understand the practices and duties in support and supervising children’s toileting practices and hygiene needs.
All Staff	• Ensure practices are consistent with established procedures. • Respond to the needs of children to support hygiene and uphold each child’s dignity and safety. • Ensure facilities are safe and hygienic through adequate cleaning and the sanitary storage of solid items.

Procedures

Educators will check the toilet facilities for safety and hygiene prior to the commencement of each session including before school, after school and vacation care. Educators will ensure the facilities are hygienic, functional, and free from any identifiable hazards ([Outdoor Safety Checklist](#)).

- Educators shall check the toilet facilities for safety prior to the commencement of the daily program/s including before school, after school and vacation care.



- Should the primary facilities become unavailable, then other toilets may be accessed. If these toilets are out of sight, children will be escorted to the toilet by and educator.
- Educators shall be required to support the personal hygiene of children with toileting when it becomes known to them that a child needs assistance.
- A toileting kit will be available, to assist educators with toileting issues, including gloves, wipes, hand sanitiser, and appropriate bags for soiled materials.
- Children who are frequently troubled with personal hygiene and toileting needs shall be requested to provide spare clothes and pull ups if necessary.
- If a child is involved in a personal hygiene incident, at the Responsible Person's discretion, the parent/guardian may be notified and shall have the opportunity to collect the child.

Access

- Children are able to access their designated toilets at any time during operating hours.

General Supervision and Transitioning to Toilets

- The design of the school site and OSHC building allows reasonable visual supervision of the toilet blocks.
- Supervision is increased by only allowing access through the OSHC office, ensuring the doors are locked from the outside.
- Educators will monitor and communicate the transition of children to and from the toilet block.

Supporting Children

- Educators may be required to support the personal hygiene of children with toileting when it becomes known to them that a child is in need of assistance.
- Educators will notify the Nominated Supervisor (or Responsible Person) when they become aware a child has a personal hygiene incident (i.e., has soiled themselves). In the first instance the parent/caregiver will be notified via phone and will have the opportunity to collect the child.
- There are suitable shower and cleaning facilities available when required. Children will be encouraged to be independent in self-care. However, where a personal hygiene incident necessitates assistance and, where possible, a second educator will be called to be present during the toileting support.
- Educators will ensure a child's dignity, wellbeing and safety are supported when managing personal hygiene incidents. Communication and conduct will be reflective of respect and discretion. Gender and developmental consideration should be given to the situation to ensure the most appropriate educator manages the situation.
- Any soiled clothing will be placed in a plastic bag and stored with the child's belongings.
- Families may be requested to provide spare clothes or other product if routinely necessary to support a child's hygiene.

Toileting on excursions

- For the purposes of excursions, the following procedures shall be implemented to ensure the health and safety of children while using the toilet:
 - a risk assessment will be conducted prior to the excursion with all educators required to read and sign off
 - on arrival at the venue, the toilet cubicles shall be checked for safety by an educator before being used by the children

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- a minimum of two educators shall be present, when possible, to supervise children’s use of the toilets

Additional Support Needs

Educators should understand their role and have suitable skills to support children and uphold their safety and dignity. Staff will be provided with training in the support of children with toileting issues, particularly in the case of children with high support needs. Training and instruction can be delivered through written communications, direct training and/or meetings. Educators should discuss any concerns or requests for additional training with the Nominated Supervisor.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *National Quality Standard, Quality Areas: 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; and 6 - Collaborative partnerships with families and communities.*

E&CS Regulation Compliance

- *Education and Care Services National Regulations 109, 115.*

Policy Controls			
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Flowchart: Bathroom Changing Procedure

1. Child Requests or Needs a Change



If Child Refuses:

- Ask the child to sit in the office.
- **Responsible Person (RP)** to call parent/guardian for immediate pickup.



2. Notify Another Staff Member (Buddy System)

- Ensure another educator is present if you are assisting.
- Maintain supervision ratios in other areas.



3. Help Child to Disabled Bathroom

- Best practice is to use the Disabled bathroom for changing.
- Respect the child's dignity and privacy at all times.



4. Toileting Kit

- Use the **designated toileting kit** located in the Disabled bathroom.
- Ensure all required hygiene items are included (gloves, wipes, bags, spare clothes if needed).



5. Assist as Needed

- Put on gloves before assisting.
- Encourage the child to be as independent as possible.

If educator must enter the bathroom to support the child:

- Keep the door open just a sliver.

- Second staff member must be positioned directly outside to hear and monitor the interaction.
- Communicate clearly and respectfully throughout.
- If necessary, use available **shower or additional cleaning facilities** to support the child's hygiene and comfort.



6. Handle Soiled Items Appropriately

- Place soiled items in a plastic bag and store in the child's school bag.
- If items cannot be stored, RP must call parent/guardian to arrange immediate pickup.



7. Sanitize Area & Wash Hands

- Ensure the child and staff member both wash hands thoroughly.
- Wipe down and sanitize any surfaces used.



8. Document the Incident & Notify RP

- Inform the **Responsible Person (RP)** of the hygiene incident.
- Complete incident form or toileting record if required.
- Include time, staff involved, and any unusual behaviours or needs.



9. Inform Parent/Carer at Pickup

- Be factual, respectful, and discreet.
- Note any refusal, soiling, or escalation if it occurred.



2.13 Supervision of Children & Providing a Child-Safe Environment

Policy Statement

Supervision is a fundamental practice to ensure the safety and support of children. It is paramount all educators take a proactive approach to ensure the adequate and appropriate observation of children participating in the service’s program. For the service to uphold its commitment to effective supervision it is crucial that the activity and whereabouts of each child in care is known and accounted for. The proximity of educators to children at all times must ensure that immediate intervention is possible to safeguard a child from risk of harm.

The Approved Provider recognises its obligations for effective supervision to uphold its obligations under *Education and Care Services National Regulations* 83, 99-101, 115, and 123.

Related Policies

- [2.3 Educator to Child Ratios](#)
- [2.5 Positive Behaviour Support Practices](#)
- [2.6 Supporting Complex Behaviours](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.2 Sharing the Program and Children’s Progress with Families](#)
- [3.4 Excursions](#)
- [2.12 Children’s Toileting](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.2 Educational Leader](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [8.14 Fit for Work](#)

Roles and Responsibilities

Approved Provider	• Establish and ensure effective practices and expectations to support the supervision of children. • Monitor the service’s incident reporting to ensure practices and procedures are meeting the service’s obligations.
Nominated Supervisor	• Monitor and support the practices and capacity of educators to adequately supervise children. • Ensure educators have been adequately instructed, trained and supervised to meet the needs of children. • Support the response to incidents and children’s behaviour, including debriefing and supporting the ongoing learning of the supervising skills of educators
All Staff	• Implement the service’s recommended skills and practices to meet the requirements of the supervision expectations. • Communicate concerns to the Nominated Supervisor, Responsible Person, or another relevant delegate.



Procedures

Supervision Expectations

- Ensuring child-to-educator ratios are maintained at all times. The educators counted in the ratios are directly working with children.
- There will be at least two educators at all times on the premises whilst children are in care, one of whom will be a responsible person in the day-to-day charge of the service.
- The planning of activities will reflect supervision requirements. The Nominated Supervisor (or delegate) will ensure consideration is given to the design and arrangement of the environment, the nature, and coordination of activities to ensure they are supported by adequate supervision from educators.
- The number of supervising educators for activities will be determined through consideration of:
 - the type of activity (e.g., excursion, swimming)
 - the age and capabilities of the children undertaking the activity
 - the area in which the activity will be conducted
 - the skill and capacity of educators
- Personal mobile phones are not to be used by educators when supervising children. However, in extenuating circumstances and with the prior consent of the Nominated Supervisor, personal mobile phone usage may be permitted.
- During excursions, children will not be left unsupervised with any other persons (including bus drivers etc.); educator ratios for the service will continue to apply throughout excursions.
- Children will be adequately supervised and supported during access to toilets through educators following the procedures outlined in [2.12 Children's Toileting](#).

Effective Supervision Skills

- **Scanning** – regularly looking around (and beyond the immediate area) to observe all the children in the vicinity.
- **Positioning and Proximity** – being strategically positioned in order to best observe and/or interact with children.
- **Listening** – assists in using additional sensory skills to respond to signals children may require added support or attention.
- **Being diligent and engaged** – being aware of children, their traits, moods, and characteristics to anticipate and promptly respond to children's needs, skills and capabilities.

Educators Supervision Practices

Kelvin Grove OSHC adopts the use of a 'run sheet' that Educators are to check at the commencement of each shift to determine where they are allocated to. The 'run sheet' ensures that the daily plan is stipulated for effective supervision practices. In addition to the run sheet educators will be:

- Given guidance and instruction when setting up the environment and/or activities.
- Given guidance and instruction at daily huddle meetings
- Instructed on the use of various staff communication methods (e.g., use of walkie talkie).
- Aware of the procedures for children accessing the toilet.
- Made aware of children's individual health and or medical needs and any relevant emergency management plans.
- Made aware of any identified hazards and/or risks to children and the control measures in place.

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- Made aware of the children in care, the group dynamics and behaviour strategies that may be useful.
- Made aware of any children in care with special/additional needs.

Educators will be required to do regular headcounts and use educator communication methods when supervising indoor or outdoor activities. Where there is a discrepancy or incident with a child’s whereabouts the procedures outlined in [2.4 Arrivals and Departures of Children](#) and/or [4.3 Incident, Illness, Injury or Trauma](#) will be followed.

The Nominated Supervisor will be made aware of children involved in behaviour incidents who may require further support, consistent with [2.5 Positive Behaviour Support Practices](#) and/or [4.3 Incident, Illness, Injury or Trauma](#).

Educators (or volunteers) under eighteen years of age who are supervising children will be adequately supervised by a qualified educator who is eighteen years or over.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

E&CS Legislation Compliance

- *Education and Care Services National Regulations 83; 99-101; 115; 123*

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2.14 Non-Smoking, Illicit Substance and Alcohol-free Environment

Policy Statement

To maintain the ongoing health and wellbeing of children, families, educators and community members, the service actively encourages and provides a smoke, drug and alcohol-free environment. This policy reflects the service's commitment to the health and wellbeing of all who persons who use or access the service.

The Approved Provider recognises its obligation to uphold *Education and Care Services National Regulation 82* in providing a tobacco, illicit substance and alcohol-free environment.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [6.1 Space and Facilities Requirements Requirements](#)
- [6.3 Workplace Health and Safety](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [8.14 Fit for Work](#)
- [10.1 Managing Legal and Operational Compliance](#)

Roles and Responsibilities

Approved Provider	• Ensure the service's environment meets the regulatory standard for the environment provided to children accessing the service.
Nominated Supervisor or Responsible Person	• Will provide day-to-monitoring of compliance and respond to any instances of policy breaches.

Procedures

Service information for stakeholders (i.e., welcome information and handbooks) will include information regarding the service's *Non-Smoking, Illicit Substance and Alcohol-free Environment* requirements.

Appropriate no smoking and alcohol signage will be displayed in prominent locations around the school site to promote the expectation and law. As needed, visitors to the service will be informed about service's *Non-Smoking, Illicit Substance and Alcohol-free Environment* policy.

To remove any doubt, no persons will be allowed to smoke on the school site. Likewise, all person's interaction with children will be free from the effects of any substances (illicit or otherwise).

Any educator suspicious of the influence of any persons should report this information to the Nominated Supervisor immediately.

Any staff member alleged to have breached this policy will follow the procedures outlined in [Fit for Work](#) and [Employee Underperformance, Misconduct and Disciplinary Actions](#).

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Relevant Laws and Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- National Quality Standard, Quality Areas: 2 – Children’s health and safety; and 3 – Physical environment

E&CS Legislative Compliance

- Education and Care Services National Regulation 82

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2.15 Extra-Curricular Activities

Policy Statement

The service understands extra-curricular activities may be provided within, or close to, the school grounds and that some families may wish to access these for their children who are attending OSHC. The service is supportive of implementing practices which support the needs of children and families without compromising the capacity to provide quality care for all children attending the service. Where possible, the service will work with families to support access to these activities.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.4 Arrivals and Departures of Children](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [9.3 Interactions and Communication with Families](#)
- [9.5 Community Communication and Participation](#)
- [9.7 Acceptance and Refusal of Authorisations](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)

Roles and Responsibilities

Approved Provider	• Establish policies to support the service’s capacity to facilitate access to extra-curricular activities. • Ensure policies and practices meet the legislative requirements for OSHC operations.
Nominated Supervisor	• Liaise with parents on the expectations and capacity to support access to extra-curricular activities. • Ensure all relevant documentation is completed before allowing a child to depart from the service.
All Staff	• Ensure all children’s departures are consistent with parent’s written instructions.

Procedures

- Parent/guardians shall be responsible for informing the Service of any extra-curricular activities that the child/ren may be involved in whilst enrolled and registered to attend the Service. This must be done by completing the *Extra Curricular Activity Permission* form online or in hard copy format.

Note: The Service **does not** accept responsibility for the child from the time they are signed out of the Service and while they are attending the extra-curricular activity. Responsibility of the child only resumes once the child returns to the Service and is signed back in.

- Children will not be released to an activity without a **current and accurate** (including correct start and finish times) permission form **received prior to the day** of the activity.

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- Parents/guardians are responsible for renewing the form online or in hard copy format immediately if permanent changes are made to the child's timetable. Any one-off changes can be emailed to the Service.
- The Service will ensure that all children return from these extra-curricular activities promptly. Should a child not return from an activity, procedures outlined in Arrivals and Departures of Children will be followed.
- Parents/guardians are required to inform the Service if they are collecting their child directly from the activity or if the child did not attend due to absence.

Note: Failure to notify the Service prior to the end of the activity may result in the non-notification fee being charged.

Escorting children to activities

- The Nominated Supervisor shall discuss with the parent/guardian the impact that this may have on the Service. Such discussion shall include whether the child will be signed out of care by Outside School Hours Care personnel, or the activity provider, and who shall be responsible for collecting the child and/or returning them to the Service when the activity is over.
- The Service will not escort children to activities that are not on the Kelvin Grove State College school grounds.
- Suitable negotiations and arrangements shall be made to decide whether or not the Service will be able to provide additional assistance to the parent/guardian in having their request met if they are asking for their child/ren to be dropped off or collected from the activity.
- In making an appropriate decision, the Nominated Supervisor shall be required to consider:
 - the accessibility and availability of educators to fulfil such functions
 - legislative implications for the Service such as maintaining ratios
 - any financial implications or impacts on the Service
 - any negative impacts on other children attending the Service who are not directly involved in the extra-curricular activity
 - manageability
- The Nominated Supervisor shall maintain the right to make an appropriate decision regarding possible arrangements.
- The parent/guardian shall maintain the right to appeal the decision of the Nominated Supervisor through the Service's grievance procedure. This should be directed to the Nominated Supervisor following the procedures set out in the Service Issues of Concern policy.
- The service is not able to facilitate escorting children to and from extra-curricular activities on a Friday afternoon, where there is only one child to pick up/drop off or after 5:30pm daily as well as during Vacation Care.

Swimming

- Educators are not responsible for assisting children to get changed, or to supervise children inside the pool gates or during lessons.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- My Time, Our Place - Framework for School Age Care in Australia
- Work Health Safety Act 2011

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



- National Quality Standard, Quality Areas: 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.

E&CS Legislative Compliance

- Education and Care Services National Regulations 99

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	2/04/2025
Date implemented:	10/04/2025	Date families notified	10/04/2025
Version:	1.0 2023_2024	Date of review	1/01/2026



Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



2.16 Sleep and Rest

Policy Statement

The purpose of the *Sleep and rest for children policy* is to ensure the safety, health and wellbeing of children attending our service and appropriate opportunities are provided to meet each child's need for sleep, rest, and relaxation.

Background

The *Education and Care Services National Regulations* requires approved providers to ensure their services have policies and procedures in place for children's sleep and rest. Our *Sleep and rest policy* provides our educators, management, other staff, families, and the community with the information they need to support children's needs for sleep and rest while attending the service. There is now much research available to inform decisions about safe sleeping environments, including research that identifies poor sleep procedures and inadequate supervision as risk factors, which can result in, or contribute to, serious harm to young children. All children need rest and sleep for their wellbeing and health, and this is an area of service policy and procedure that our service very carefully considers, monitors, and actively reviews to ensure risks are appropriately addressed at all times. We value feedback from families and ensure that our policies, procedures, practices, and decisions are based on the most up to date advice from recognised authorities, such as Red Nose Australia.

Related Policies

- [-2.1 Interactions and Relationships with children](#)
- [-2.2 Commitment to the health, safety, and protection of children](#)
- [-2.13 Supervision of Children & Providing Child-Safe Environment](#)
- [-4.4 Administration of first aid](#)
- [-7.2 Emergency Evacuation, Lockdown and Drills](#)
- [-9.2 Enrolment and Orientation](#)

Procedures

Kelvin Grove OSHC aims to meet every child's specific needs for rest and relaxation, which is done in a safe and respectful way that considers the preferences and daily routines of each child. We understand that adequate rest and relaxation (and sleep as necessary) are important elements to ensure that a child feels safe and comfortable in our care. We define 'rest' as a period of inactivity, solitude, calmness, or tranquillity and is different to a child being in a state of sleep. This is because this policy is specifically designed for school aged children.

Even though the majority of children do not need to sleep at our Service, and may never need it during this time, our Educators are still able to accommodate for the rest needs of all the children who attend our Service, regardless of their age, if they need rest. Examples of when this may be necessary are when children are feeling unwell if they are tired from an excursion or if they have additional needs and their rest requirements are greater than their peers.

Our Service will always ensure the needs for sleep and rest of all children are met in accordance with their ages, developmental stages, and their individual needs. This is maintained in accordance with the Education and Care Services National Law and Regulations. Our Sleep and Rest Policy has its foundations from evidence-based practices detailed on the ACECQA and Department of Education websites.

Implementation:

Protection from risks during sleep:

- All children rest with their face uncovered.

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07 3553 7419 | kgoshc@gmail.com



- The rest environment, equipment and materials will be safe and free from hazards e.g. away from shelves, wall hangings, drawers, and high foot traffic areas
- Educators monitor resting children at regular intervals and actively supervise the rest environment.

Sleep/rest needs of school aged children:

- As needed, we will consult with families about their child's individual needs relating to sleep and rest, and we will be aware of different values, parenting, and cultural beliefs that are associated with rest.
- When a school aged child requests a rest, an Educator will ensure that there is a designated area for the child to be inactive and calm, that is positioned away from the main group of children.
- The designated rest area may be a cushion, mat, or seat in a quiet section of the centre.
- Calm and quiet play experiences are available for children who require this.
- Educators will be aware of the children's comfort and will avoid overcrowding when children need of rest/sleep.
- The Service will provide both active and calm activities throughout the program and will support children's participation and preferences when choosing these activities.

Child who is unwell:

- Educators will encourage the child to rest in a quiet, comfortable, and safe space.
- Educators will encourage the child to lie down and make themselves comfortable when they show signs of being unwell.
- Children will rest with their face uncovered.
- Children who are unwell will be highly prioritised with supervision and monitoring. They will be monitored constantly if they have a high temperature, have vomited, or received major trauma to their head.
- Parents will then be contacted as soon as possible to make arrangements for the child's collection.

Rest/sleep environment and equipment:

- Staff will read the sleep policy and risk assessment during the orientation process.
- The service will ensure a rest or sleep space is available constantly, or will be made available to children at all times when needed, e.g. a quiet area on a mat with cushions, a reading corner with beanbags and blankets, a lounge with blankets etc.
- The area and the equipment will be checked regularly as part of the safety check for the Service. Hazards will be removed.
- Hygiene standards will be maintained when children use the rest/sleep area and equipment, e.g. regularly washing pillowcases and blankets, especially when an unwell child has used them.
- The Service Educators will ensure that the room temperature, airflow, lighting, and noise is altered and remains adequate when sleep and rest is necessary.

Roles and Responsibilities

Approved Provider	• Undertake a risk assessment to ensure adequate supervision and monitoring of children during periods of sleep and rest is conducted and documented, including the method and frequency of checking children's safety, health, and wellbeing • Ensure that obligations under the Education and Care Services National Law and National Regulations are met • Ensure educators (including casual/relief staff) receive information and induction training to fulfil their roles effectively, including being made aware
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07 3553 7419 | kgoshc@gmail.com

	of the sleep and rest policies, their responsibilities in implementing these, and any changes that are made over time • Take reasonable steps to ensure that nominated supervisors, educators, staff, and volunteers follow the policy and procedures • Ensure the needs for sleep and rest of children being educated and cared for by the service are met, having regard to the ages, developmental stages, and individual needs of the children • Ensure the premises, furniture and equipment are safe, clean and in good repair, including ensuring all equipment used meets any relevant Australian Standards and other product safety standards, such as Australian Competition and Consumer Commission (ACCC) guidelines. • Ensure that bassinets are not on the education and care services premises (including centre-based care and family day care) at any time that children are being educated and cared for by the service • Ensure that each child has access to sufficient furniture, materials, and developmentally appropriate equipment suitable for the education and care of that child • Ensure that the indoor spaces used by children are well ventilated; have adequate natural light; and are maintained at a temperature that ensures the safety and wellbeing of children • Ensure sleep and rest environments are free from cigarette or tobacco smoke • Ensure that the premises are designed to facilitate supervision • Ensure children are supervised during periods of sleep and rest. • Ensure copies of the policy and procedures are readily accessible to nominated supervisors, educators, staff, and volunteers, and available for inspection • Notify families at least 14 days before changing the policy or procedures if the changes will: »affect the fees charged or the way they are collected or »significantly impact the service's education and care of children or »significantly impact the family's ability to utilise the service.
Nominated Supervisor	• Ensure the needs for sleep and rest of children being educated and cared for by the service are met, having regard to the ages, developmental stages, and individual needs of the children • Ensure sleeping spaces have sufficient light to allow supervision • Ensure sleep practices, environments and equipment continue to be safe and in line with best practice guidelines • Ensure that bassinets are not on the education and care service premises (including centre-based care and family day care) at any time that children are being educated and cared for by the service • Ensure educators understand and follow the service's policies and procedures • Ensure educators understand their legal roles in the implementation of the policies and procedures • Ensures children are supervised during periods of sleep and rest. This should include ensuring clear procedures are in place for checks of children and documenting of all checks at the time

	they occur.
Educators	• Ensure procedures are relevant to their particular service type and venue. If not, discuss this with the nominated supervisor/family day care coordinator • Have a good understanding of the service's policy and procedures, and embed practices that support safe sleep into everyday practice • Identify and suggest any potential improvements to service procedures and practice • Identify and remove potential hazards from sleep environments • Ensure that bassinets are not on the education and care service premises (including centre-based care and family day care) at any time that children are being educated and cared for by the service • Document children's sleep and rest needs and provide information to families about their child's sleep and rest patterns • Consult families to gather information about individual children's needs and preferences • Model and promote safe sleep practices and make information available to families • Ensure the needs for sleep and rest of the children being educated and cared for by the service are met, considering the ages, developmental stages, and individual needs of the children • Maintain supervision of sleeping and resting children including regular physical bedside checks including visual inspection of the child's: » Sleeping position » Skin and lip colour » Breathing » Body temperature » Head position » Airway » Head and face, ensuring they remain uncovered • Ensure sleeping spaces have adequate light to allow supervision • Ensure children's clothing is appropriate during sleep times and does not have any items that are loose and could get tangled and restrict breathing (including but not limited to bibs and jewellery) • Report issues with day-to-day sleep practice, environment and equipment to the nominated supervisor or provider
Families	• Regularly update the service on their child's sleeping routines and patterns • Dress child appropriately for the weather conditions and provide additional clothing • Review the service's policies and procedures relating to sleep and rest.

Relevant Laws and Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



- My Time, Our Place - Framework for School Age Care in Australia

E&CS Legislative Compliance

- Section 165 Offence to inadequately supervise children
- Section 167 Offence relating to protection of children from harm and hazards
- Regulation 82 Tobacco, drug, and alcohol-free environment
- Regulation 84A Sleep and rest
- Regulation 84B Sleep and rest policies and procedures
- Regulation 84C Risk assessment for purposes of sleep and rest policies and procedures
- Regulation 84D Prohibition of bassinets
- Regulation 87 Incident, injury, trauma, and illness record
- Regulation 103 Premises, furniture, and equipment to be safe, clean and in good repair
- Regulation 105 Furniture, materials, and equipment
- Regulation 106 Laundry and hygiene facilities
- Regulation 107 Space requirements – indoor space
- Regulation 110 Ventilation and natural light
- Regulation 115 Premises designed to facilitate supervision
- Regulation 168 Education and care service must have policies and procedures
- Regulation 169 Additional policies and procedures – family day care
- Regulation 170 Policies and procedures to be followed
- Regulation 171 Policies and procedures to be kept available
- Regulation 172 Notification of change to policies or procedures

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	2/09/2024
Date implemented:	19/09/2024	Date families notified	4/09/2024
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Policy Group 3 – Educational Program

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



3.1 Educational Program Development and Implementation

Policy Statement

Kelvin Grove OSHC recognises My Time, Our Place as the approved learning framework for school-age care under the National Quality Framework. In doing so, throughout the service's program, we ensure that the interactions, experiences, activities, routines and events, planned and unplanned, occur in an environment designed to foster children's wellbeing, development and learning.

Kelvin Grove OSHC recognises the importance of building a quality program as the foundation of the learning, development, and support of a child's wellbeing. Kelvin Grove OSHC is committed to ensuring our program encourages self-directed play, relationship building, collaborative decision making and respect for diversity.

The appointed Educational Leader, in collaboration with educators, children and families, will lead the development and implementation of the educational program and assessment and planning cycle. Through this collaboration, the service's program will be developed and implemented to contribute to the following outcomes for each child—

- the child will have a strong sense of identity
- the child will be connected with and contribute to his or her world
- the child will have a strong sense of wellbeing
- the child will be a confident and involved learner
- the child will be an effective communicator

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.5 Positive Behaviour Support Practices](#)
- [2.6 Supporting Complex Behaviours](#)
- [2.11 Promoting Protective Behaviours](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [3.3 Homework](#)
- [3.4 Excursions](#)
- [3.6 Physical Activity](#)
- [3.7 Children's Media Viewing](#)
- [3.8 Statement of Intent for Children's Play](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [5.2 Food and Nutrition](#)
- [6.3 Workplace Health and Safety](#)
- [8.2 Educational Leader](#)
- [8.6 Educator Professional Development and Learning](#)
- [8.8 Nominated Supervisor](#)
- [8.9 Determining the Responsible Person](#)
- [9.3 Interactions and Communication with Families](#)

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



- [9.5 Community Communication and Participation](#)
- [9.6 Feedback and Complaints Handling](#)
- [10.1.1 Managing Compliance With The National Quality Framework \(NQF\)](#)
- [10.6 Risk Management](#)

Roles and Responsibilities

Approved Provider	• Must ensure that a program is delivered to all children being educated and cared for by the service that— ○ is based on an approved learning framework ○ is delivered in a manner that accords with the approved learning framework ○ is based on the developmental needs, interests, and experiences of each child ○ is designed to consider the individual differences of each child
Nominated Supervisor	• Will provide support and guidance to the delivery and development of the program. • Ensure the development and implementation of the program is compliant with agreed procedures and legislative frameworks. • Support the pedagogy and development of educators to assist with program delivery. • Ensure appropriate administration time is allocated to support risk assessments and appropriate planning is done to support the team • Support the management team in the creation and maintenance of risk assessments. • Ensure equitable access to the program and activities is provided to support children with additional needs.
Assistant Coordinator & Educational Leader	• Provide coordination and leadership of the services program through a collaborative planning cycle. • Engage with the stakeholder group to gather ideas, wishes and feedback to inform program development. • Ensure relevant activity risk assessments are conducted to identify potential hazards, assess the risks and minimise any risks that could potentially cause harm or injury to children. • Ensure a risk assessment is conducted for any incursions and is available for families to view upon request • Ensure families are notified about any incursion and if permission is required for participation, a permission form is provided for parent/guardian consent for their child to participate.
All Staff	• Collaborate in critical reflection, observation, documentation, planning, and program implementation. • Facilitate programmed activities or experiences to support the outcomes of the program.

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 07 3553 7419 | kgoshc@gmail.com

	• Actively support and promote play opportunities, including the planning and design of these experiences. • Include children's voices in the development of the physical environment to provide opportunities for physical activity, risky play and creativity • Encourage children to be accepting and understanding of the different interests and abilities of other children • Encourage children to engage in physical activity and challenge themselves
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Procedures

Foundations of the Program

The Educational Leader is responsible, in consultation with educators, to continually recreate and adapt the indoor and outdoor environments to:

- Meet the needs and interests of all children, including their need for rest or sleep,
- Facilitate the inclusion of children with special needs,
- Respond to the developing abilities and interests of all children,
- Ensure that all children in a multi-age group have positive experiences.

The principle of equal opportunity will be applied in this Service's program. Children, regardless of gender, cultural, racial, religious or other background, will be encouraged to participate in a wide range of activities.

The development and delivery of the Service program will be:

- formed from an ongoing cycle of planning, implementing, documenting, and critically reflecting.
- based on the *Principles, Practices and Learning Outcomes of My Time, Our Place*.
- displayed in a prominent location, to be accessible for promotion and input of children and families.
- Reflective of the developmental needs, interests and individual expression of children who access the service.
- where possible, the program will be designed to encourage children to complete projects and/or extend on ideas over a number of sessions.
- organised so activities, events and resources are chosen to maximise the facilitation of learning through play and leisure, contribute to the outcomes of the program, and to support children's social, emotional and spiritual wellbeing and development; and
- is flexible in delivery incorporating children's current knowledge strengths, ideas, culture, abilities and interests throughout design and implementation.
- built around routines, i.e., arrival, hand washing, eating etc. and include a variety of activities and experiences that promote effective hygiene practices, good nutrition, and healthy lifestyles.
- Inclusive of activities which would normally be a part of the life of children during hours outside of school (this is particularly relevant during Vacation Care where excursions become an important part of the program)
- Designed and facilitated to ensure children are able to move freely between relevant play spaces, both inside and outside.
- Considered for risk and hazards so children have intentionally designed and managed opportunities for play aimed to develop children's risk awareness.

Planning Cycle

The service's Education Leader is responsible for coordinating the design and implementation of the service's program and ongoing development of educator practices. Their role is central to the service's planning cycle and delivery of the service's program.



The Educational Leader, with additional support from the service's leaders, will engage educators to collaborate in the planning and implementation of the program. Tasks used to support the development of the program and learning cycle include, but are not limited to:

Critical Reflection	• Applying an understanding of research, literature and theory, with a particular focus on child development, and play-based learning to enhance the planning and practice of the program. • Question and evaluate what has already been learned or expressed to understand further possibilities. • Consider holistic approaches support multiple aspects of a child's wellbeing and development – including physical, cognitive, social, emotional, cultural and spiritual learning or expression. • Provide appropriate opportunities for children to broaden their understanding of the world in which they live by reflecting the broad multicultural and multilingual nature of the community. • Demonstrating a positive approach towards diversity and Australia's Aboriginal and Torres Strait Islander heritage being integrated into the program. • Activities, experiences, environment and resources are a representation of the intentionality of educators and the service to provide diverse, developmentally focused and individually considered learning opportunities.
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	• Opportunities to critically reflect are enhanced through individual and collective opportunities to understand children's learning and development.
Planning	• Program plans are displayed for children and families to understand and to meaningfully contribute to. • Program plans are developed in collaboration with educators, children and families. The Educational Leader is responsible for coordinating these ideas and intentions. • The program should support, allow and encourage children to complete long-term projects and build upon experiences. • Planning demonstrates flexibility for program delivery by indicating where children's ideas, culture and interests have been included. • The service identifies a variety of indoor and outdoor experiences, open-ended resources, natural elements and materials suited to the age, developmental ranges and diversity of all children attending the service. • Activities and experiences that present as high-risk will be risk-assessed and suitably managed to uphold the safety of children and staff.
Implementation	• Provides appropriate opportunities for children as individuals and small groups to follow and extend their interests as they choose. • Appropriate opportunities for children to express themselves through creative and imaginative play, including elements of music, dance, drama etc. are enhanced through educator practices. • Educators positively guide and support appropriate opportunities for children to develop a range of life skills such as establishing and maintaining meaningful relationships, working collaboratively with others and self-regulating their own behaviour. • The safety of activities will be supported through appropriate risk-assessment planning. Educators will be responsible for following control measures as identified and responding to any hazards that present. • The Educational Leader is responsible, in consultation with educators, to continually recreate and adapt the indoor and outdoor environments to: ○ Meet the needs and interests of all children, including their need for rest or sleep. ○ Facilitate the inclusion of children with additional needs; and ○ Ensure that all children in a multi-age group have positive experiences.
Observation and Documentation	• Educators record observations of the children's experiences, learning and participation. This information is recorded in a manner that demonstrates a deeper understanding of the journey of learning and outcomes. • The service facilitates regular group discussions among staff to extend individual observations and encourage deeper discussion and collective understanding. • Documentation reflects a holistic view of children's learning. • Encourages and provides appropriate opportunities for families to participate in shared decision making and give feedback about the program and their child's learning. • Documents the developing and emerging abilities and interests of all children.
Analysing Learning	• What does the information tell me about what and how the child is learning?



- Where can this be found in my documentation?
- Do I address the 'what', 'why' and 'how' children are learning it?
- How does this link to the Approved Learning Frameworks?

Leading the Planning Cycle

Every week the Educational Leader will collate, review and consider the written evaluations (documentation) of educators, and evaluate the planned and spontaneous experiences to ensure the identified goals and learning outcomes were achieved. These evaluations will inform future programming decisions in collaboration with all educators, children and families in the creation of future planned activities and experiences for children. This evaluation will be made available to families (in [3.2 Sharing the Program and Children’s Progress with Families](#)).

The Nominated Supervisor, Educational Leader and educators will meet regularly to review the service’s achievements and practices, evaluating the quality of the program and service delivery. These evaluations will guide the Quality Improvement Planning for Quality Area 1 and develop actions to enhance the program for children and families.

Taking into account all feedback received through these procedures (and those identified in [3.2 Sharing the Program and Children’s Progress with Families](#)), the Nominated Supervisor and Educational Leader will develop a monthly report for the Approved Provider on the evaluation of the effectiveness of the service programs and areas of continued development.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011.*
- *My Time, Our Place - Framework for School Age Care in Australia.*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 4 - Staffing arrangements; 5 - Relationships with children; and 6 - Collaborative partnerships with families and communities.*

E&CS Legislative Compliance

- *Education and Care Services National Law Section 168.*
- *Education and Care Services National Regulations 73-76 & 298A.*

Policy Controls			
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Date implemented:	23/01/2024	Date families notified	9/01/2024
Version:	1.0 2023_2024	Date of review	10/01/2025



3.2 Sharing the Program and Children's Progress with Families

Policy Statement

Adjacent to the development and implementation of the service's program is the collaboration and communication with parents, children and families. Engagement and participation from the service's stakeholders to guide the evaluation of the program is a critical element in both quality improvement and compliance of the national quality standards.

The service's documentation, critical reflection and planning will be created and maintained in a manner that is accessible to, and displayed for, families to understand the learning that Kelvin Grove OSHC is creating for their child/ren. Kelvin Grove OSHC is committed to providing meaningful opportunities to collaborate with families to extend on the learning activities and experiences for children accessing the service.

The service utilises Xplor Playground online documentation tool for learning stories, children are linked to these stories and are available for their parents and guardians to view and interact with.

Every Friday the service Week in Review is written by a staff member outlining the highlights of the week. This is available in the office foyer and is posted on Xplor comms centre to families along with the menu and program for the following week.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.5 Positive Behaviour Support Practices](#)
- [2.6 Supporting Complex Behaviours](#)
- [2.11 Promoting Protective Behaviours](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [3.3 Homework](#)
- [3.4 Excursions](#)
- [3.6 Physical Activity](#)
- [3.7 Children's Media Viewing](#)
- [3.8 Statement of Intent for Children's Play](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [5.2 Food and Nutrition](#)
- [6.3 Workplace Health and Safety](#)
- [8.2 Educational Leader](#)
- [8.6 Educator Professional Development and Learning](#)
- [8.8 Nominated Supervisor](#)
- [8.9 Determining the Responsible Person](#)
- [9.3 Interactions and Communication with Families](#)
- [9.5 Community Communication and Participation](#)

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



- [9.6 Feedback and Complaints Handling](#)
- [10.1.1 Managing Compliance With The National Quality Framework \(NQF\)](#)
- [10.6 Risk Management](#)

Roles and Responsibilities

Approved Provider	• Ensure the program is made available to families. • Support the service in sharing the learning and progress of children with the parents and families of the service.
Nominated Supervisor	• Monitor and support the implementation of the service program and the planning cycle. • Lead the communication and collaboration with parents and families. • Ensure the quality and consistency of communication is meeting the service's aims.
Educational Leader	• Drive the evaluation and communication processes for information sharing with families. • Support educators to participate in critical reflection and partnerships with families. • Ensure the standard of documentation being developed meets the needs of children, families and the service.
All Staff	• Collaborate in documenting, reflecting and planning in partnership with children and families. • Ensure the views, thoughts, wishes, progress and learning of children is captured in documentation and informs the planning of future programming.

Procedures

Collaboration and Communication with Children

Educators will regularly seek feedback and perspectives from children. These ideas, evaluations and wishes will be recorded in the program's documentation. Documentation completed by educators will facilitate opportunities for critical reflection and prompt opportunities for the Education Leader to collaborate in coordinating activities and experiences that build upon these learning extensions.

Additionally, children's comments, suggestions and feedback are collected through conversation, observations, and the children's ideas book. Children are welcome to add their thoughts and comments to the children's ideas book anytime.

Educators complete personal, critical and activity reflections which capture observations of children's experiences. These are collated by the Education Leader each week and their use in the program's planning and implementation is recorded and documented.

Communicating Children's Learning and Development

Kelvin Grove OSHC prepares learning stories and reflections for relevant experiences with the children. These are documented and uploaded onto Xplor playground. The service provides a 'Week in Review' that includes both the planned and spontaneous activities that children have engaged in throughout the week. This will be made available to

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07 3553 7419 | kgoshc@gmail.com



families on display in the parent area and sent out via Xplor. The communication to families contains a variety of evaluations including, critical reflection of learning/outcomes, as well as the progress of children and their experiences at Kelvin Grove OSHC.

Information Sharing and Partnerships with Families

The invitation for families to contribute their thoughts, perspectives and wishes to inform the program is outlined in the enrolment information and can be made through:

- conversations with educators
- e-mail correspondence and feedback
- surveys and feedback prompts
- contribution to the comments and suggestions/communication board

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- My Time, Our Place - Framework for School Age Care in Australia
- Privacy Act 1988 (Cth)
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 4 - Staffing arrangements; 5 - Relationships with children; and 6 - Collaborative partnerships with families and communities.*

E&CS Legislation Compliance

- *Education and Care Services National Regulations 73-76 & 298A.*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
Date implemented:	23/01/2024	Date families notified	9/01/2024
Version:	1.0 2023_2024	Date of review	10/01/2025



3.3 Homework

Policy Statement

To support families and children, the service will endeavour to provide adequate time, quiet space and supervision to enable children to do their homework as necessary, with the express understanding that time in school-age care may not be the optimal opportunity for homework completion.

Related Policies

- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [3.8 Statement of Intent for Children's Play](#)
- [3.1 Educational Program Development and Implementation](#)
- [8.2 Educational Leader](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)

Roles and Responsibilities

Approved Provider	• Establish policy to outline the expectation for homework for the service.
Nominated Supervisor	• Support the delivery of the service's homework policy
All Staff	• Support children using OSHC time to access suitable space and resources to support their learning.

Procedures

- The Service will attempt to provide a quiet, safe space for the children to undertake supervised homework tasks between 5.00pm and 5.30pm. Children may undertake homework outside of these times; however, this is the responsibility of the child.
- The Service will create and keep a homework list with the names of children who are to do homework each day, as requested by parents/guardians.
- Educators will assist children with projects and homework to the extent possible, taking into consideration supervision and duty of care issues to the other children in care.
- Educators will not be responsible for monitoring and signing off on homework. This is the responsibility of the parent/guardian and child.
- Where a child wishes to leave the programmed homework time and has not finished their homework, Educators will allow them to do so, and partake in the normal activities for the session.
- In cases where a parent/guardian has requested their child to complete their homework and the child becomes visibly distressed or anxious at needing to do so, the Educators will not be expected to force the child to do their homework. The parent will be informed on collection.

Online Homework

- The Service requests, where possible, that the parent/guardian requests offline homework options from the child's classroom teacher.

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- In the event that children are required to do homework online, the Service will endeavour to accommodate this where possible.
- The parent/guardian may provide the child with a device; however, this can only be used during the allocated homework time.
- If the parent/guardian provides a device, it is the responsibility of the child, and the Service is not liable for any loss or damage. The storage of devices will be at Service discretion. *Please review our Child's Property and Belongings policy for more information.*
- The use of the device will be subject to appropriate use. Inappropriate/unacceptable behaviour will result in immediate termination of online usage, and parents/guardians will be informed.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; and 6 - Collaborative partnerships with families and communities*

Policy Controls			
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3.4 Excursions, Incursions and Regular Outings

Policy Statement

Excursions, incursions and/or regular outings are included in the Service program as a valuable part of children's learning and leisure. Excursions, incursions and regular outings aim to provide children with enjoyment, stimulation, challenge, new experiences and a meeting point between the Service and the wider community. Parents and stakeholders are encouraged to contribute ideas and perspectives to the planning of excursions and their activities. The Service will evaluate each excursion to ensure outcomes are meeting intended aims and needs of children and families.

The Service understands the inherent risk and matters of compliance associated with excursions. Therefore, the following steps will be taken by the service before any child will be permitted to leave the premises:

- Risk assessments will be completed for each excursion, identifying all identifiable hazards, and ensuring these are appropriately managed/controlled.
- The Approved Provider is to confirm the approval of risk-assessments and activities with significant risk prior to the undertaking of any excursions; and
- Written authorisation from a parent (or relevant authorised nominee) will be obtained by the Service following the preparation and approval of the risk assessment.

Approved risk assessments developed for excursion will be made available to parents (or relevant authorised nominee). The Service recognises the Regulatory requirements for the conducting of risk assessments. All risk assessment will use documentation that satisfies all the legislated requirements, including the specific elements regarding travel. The Service is committed to ensuring the safety and protection of children is maintained.

Parent (or authorised nominee) authorisation will be obtained via the vacation care booking forms. These documents will outline excursion details, including all matters set out in the *Regulations*. All authorisations will be stored in a manner consistent with the Service's record keeping policy.

All travel for excursions will uphold high standards of safety and protection. Travel procedures contained in this policy only apply to excursion-related travel. To remove any doubt, Educators will not be permitted to transport children in their own private vehicle for excursions or otherwise.

Definitions

Excursion: means an outing organised by an education and care service, but does not include an outing organised by an education and care service provided on a school site if—

- (a) the child or children leave the education and care service premises in the company of an educator; and
- (b) the child or children do not leave the school site.

Incursion: means an activity organised by an education and care service, whereby an outside body is employed or engaged to visit the service to run an educational program.

Regular Outing: Regular Outing: means a walk, drive or trip to and from a destination –

- a) That the service visits regularly as part of its educational program; and
- b) Where the circumstances relevant to the risk assessment are substantially the same on each outing.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 168 (2)(g), 99, 100-102*.

Wherever 'excursion' is mentioned within this policy and procedure it is taken to be inclusive of a 'regular outing', unless specifically mentioned otherwise.

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07 3553 7419 | kgoshc@gmail.com



Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.3 Educator to Child Ratios](#)
- [2.4 Arrivals and Departures of Children](#)
- [3.1 Educational Program Development and Implementation](#)
- [7.1 Emergency and Safety Equipment](#)
- [4.7 Sun Safety](#)
- [2.12 Children's Toileting](#)
- [4.5 Children with Medical Conditions](#)
- [4.4 Administration of First Aid](#)
- [9.2 Enrolment and Orientation](#)
- [9.5 Community Communication and Participation](#)
- [9.7 Acceptance and Refusal of Authorisations](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.6 Risk Management](#)

Appendices and Forms

- [Excursion Permission Form](#)
- [Excursion Risk Management Plan](#)
- [Excursion Checklist Template](#)
- [Swimming Ability Form](#)

Roles and Responsibilities

Approved Provider	• Ensure risk-assessments address and manage all identifiable risks and are conducted prior to the approval of excursions. • Ensure the service is supported to understand their obligations for risk-assessment and parent consent to support compliance with regulations.
Nominated Supervisor	• Ensure procedures are followed so that risk-assessments and written parent consent is obtained before children are taken off-site. • Undertake a sound risk-assessment process that is collaborative in seeking the input of other educators. • Prepare and plan - having contingencies for unplanned events.
All Staff	• Support a safe and enjoyable activity with children. • Follow instructions and risk-assessment plans. • Demonstrate responsiveness through positive support to children's behaviours as required.

Procedures

Planning

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Children's age, interests and abilities will be taken into consideration when planning excursions. Comments, suggestions and feedback from children and families will also be considered. When planning excursions, venue and transport costs will be considered, to ensure that excursions are financially viable and accessible to families. Alternative arrangements (contingency plans) will be planned in case of changed weather conditions or other unforeseen circumstances.

The Nominated Supervisor or delegate is responsible to consult, plan and investigate potential excursion activities prior to the development and approval from the Approved Provider. No excursion is permitted to be facilitated without the endorsement of the Approved Provider.

Each excursion will have a checklist completed (see [Excursion Checklist](#)) to record the steps taken to manage all the elements of planning and facilitating the excursion. Please note - aspects of the checklist template should be amended to suit the context of each excursion.

The Service will regularly schedule incursions as part of the educational program if we feel it will benefit the children and offer a valuable experience. Risk assessment and planning will be conducted in accordance with the National Regulations and service policies and procedures to ensure an experience that is enjoyable for children.

Staffing Arrangements

The Nominated Supervisor will ensure that adequate supervision is provided for children and the educator to child ratio determined for the excursion is always maintained.

Staffing for excursions and regular outings will consider:

- the number, age and ability of children
- the activity being undertaken
- risks related to the mode of transport (for example: walking)
- the experience and skill of each educator

Additional educators/staff will be engaged to provide care and support to children with additional needs where necessary.

Educators will be aware of their responsibility to provide supervision to other responsible adults or volunteers assisting on the excursion/regular outing.

Parent/guardian and Volunteer Participation

The Nominated Supervisor will ensure parents/guardians and volunteers are encouraged/invited to participate in excursions and regular outings when possible.

Parents/guardians and volunteers cannot be counted as part of the educator to child ratio or be left alone with any child or group of children and must be supervised by an educator at all times (unless they are properly engaged as a paid or unpaid educator).

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Prior to participating in an excursion or regular outing, parents/guardians and volunteers will be briefed about the risk assessment, emergency procedures, supervision, privacy and confidentiality in relation to photographs and the use of mobile phones.

Parents/guardians and volunteers will be made aware:

- That smoking and/or vaping is not permitted,
- Of the need to wear appropriate clothing and footwear,
- That Working with Children Checks and Clearances will be verified, prior to participating in any excursions.

Excursions Risk Assessments

Both the Approved Provider and Nominated Supervisor are to ensure a comprehensive risk assessment has been documented and endorsed prior to families having the opportunity to book and authorise their child/ren to attend the excursion. Likewise, the Approved Provider and Nominated Supervisor will ensure all children have written authorisation (as expressed below) before they will be permitted to leave the Service's premises.

The Nominated Supervisor or delegate will be responsible for facilitating the initial risk assessment for approval. Where possible, the risk assessment should be developed in collaboration with Educators to ensure all identifiable hazards are identified and adequately controlled. All risk assessments will be prepared on a standardised form to ensure all required details are addressed.

Depending on the level of risk and previous experience, it may be necessary to visit the intended excursion site when conducting the risk assessment. Permission from the Approved Provider will need to be sought before staff are permitted to travel to a possible excursion location during work time.

Exceptions for Regular Outings

A newly developed risk assessment is not required for an excursion if—

- the excursion is a **regular outing**; and
- a risk assessment has already been conducted for the excursion; and
- that risk assessment has been conducted not more than 12 months before the excursion is to occur

All excursion risk assessments will follow the Service's risk assessment policy ([10.6 Risk Management](#)).

The risk assessment will:

1. identify and assess risks that the excursion may pose to the safety, health or wellbeing of any child being taken on the excursion; and
2. specify how the identified risks will be managed and minimised

And consider:

3. the proposed route and destination for the excursion
4. any water hazards
5. any risks associated with water-based activities
6. the transport to and from the proposed destination for the excursion, including:
 - a. the means of transportation

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- b. any requirements for seatbelts or safety restrains under Queensland law
 - c. the process for entering and exiting
 - i. the Service's premises; and
 - ii. the pick location and/or destination
 - d. procedures for embarking and disembarking the means of transport, including how each child is to be accounted for on embarking/disembarking
7. the number of adults and children involved in the excursion
 8. given the risks posed by the excursion, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialised skills are required (e.g., lifesaving)
 9. the proposed activities
 10. the proposed duration of the excursion
 11. the items that should be taken on the excursion (e.g., mobile phone, emergency contacts)

All risk assessment for excursions will be completed by using the service's *Excursion Risk Assessment Template*.

Excursion Ratios

For all excursions there will be a maximum of 8 school-age children to 1 educator. Where swimming related activities will be 5 children to 1 educator. This may vary with a lower maximum of school-age children to 1 educator, depending on the nature of the excursion, and at the discretion of the Nominated Supervisor.

For swimming activities, the service will require parents to complete a swimming competency form to inform educators who will need further support or variance of what spaces students should be using during the activity.

Before the excursion is due to commence, the Nominated Supervisor will roster on adequate numbers of staff accordingly, and place children into designated groups of the identified number for the type of excursion and as per the risk assessment. Each group is assigned an Educator/s who will then be primarily responsible for regularly conducting headcounts and maintaining supervision of those children.

Endorsement of Risk Assessments

Risk assessments will be required to be endorsed by the Nominated Supervisor. Any risk assessments prepared for Vacation Care programs are to be available for the Approved Provider (P&C Executive) & P&C Director no later than one meeting prior to the holiday period (e.g., risk assessments would be tabled at March P&C meeting for an April holiday period).

Authorisation for Each Child's Participation

Written authorisation from a parent (or other persons named with authorisation on the enrolment form), will be held by the Service before the child is to be taken off-site. The Service's booking forms (typically the Vacation Care booking form) will be created in a manner to provide and collect all relevant details from the parent or authorised nominee.

The written authorisation for an excursion must contain:

1. the child's name
2. the reason the child is to be taken outside the premises
3. the date the child is to be taken on the excursion (unless the authorisation is for a regular outing)

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4. a description of the proposed destination for the excursion
5. the method of transport to be used for the excursion
6. the proposed activities to be undertaken by the child during the excursion
7. the period the child will be away from the premises
8. the anticipated number of children likely to be attending the excursion
9. the anticipated ratio of educators attending the excursion to the anticipated number of children attending the excursion
10. the anticipated number of staff members and any other adults who will accompany and supervise the children on the excursion
11. a risk assessment has been prepared and is available at the service

Carrying Out the Excursion

Contingency plans will be created for all planned excursions. Communication with impacted families will occur at the earliest possible convenience. Any complaints and feedback can be handled as per the relevant policy.

Children attending the excursion will be required to wear a hi-vis vest / service shirt with the service name and phone number.

Viability of Excursion

Limited bookings impacting viability may result in the excursion being cancelled. Contingency plans should be created for all planned excursions. Communication with impacted families will occur at the earliest possible convenience. Any complaints and feedback can be handled as per the relevant policy.

Tasks Prior to Departure

1. The Vacation Care Coordinator will ensure the excursion checklist has been reviewed at least one day prior to the excursion.
2. All educators attending the excursion must read and sign off on the relevant and specific excursion risk assessment/s, prior to attending on the day.
3. Any resources required for the excursion (first aid kits, medication, rolls etc.) will be organised and collated at least the day prior to departure.
4. The Vacation Care Coordinator will ensure all elements of the excursion checklist have been actioned/addressed prior to departing for the excursion. They will also inform the Nominated Supervisor of any issues or concerns.

During the Excursion

There will be no changes to the notified itinerary except in an emergency and as would ensure the wellbeing and safety of the children.

Educator practices will reflect the actions outlined in the risk assessment, including plans to manage transportation safety.

The following items will be taken on all excursions and be readily accessible to educators at all times:

- First aid kit, medications and forms, medical management plans and medical devices as required,
- Attendance record/roll and staff roster,

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- Emergency contact details and numbers for children and staff; and
- A telephone or access to one,
- Approved equipment for taking photographs etc to record and document children's experiences,
- Resources to support health and wellbeing such as sunscreen, drinking water and hats etc.

Supervision

Unless otherwise specified in the risk assessment the following procedures will be practiced on excursions:

- Head/face counts will be made at regular intervals and when moving from one area to another.
- educators will provide active supervision, ensuring the appropriate educator to child ratios are maintained at all times.
- toilets and change rooms - where no male (or female) educator is available to supervise the boy's toilets (or girls toilets), female (or male) educators must satisfy themselves that it is safe for the child/ren to access the toilets and will remain in suitable proximity to the toilet area until all child/ren have returned.
- educators will satisfy themselves that all environments are safe for use before allowing the children access to it.
- children will not be left in the sole care and custody of bus drivers (unless the driver of the bus is a paid employee/educator of the service) or any other persons during excursions.

In the event of injury occurring during an excursion, procedures as set out in 2.4 Incident, Injury, Trauma and Illness policy will be followed.

Excursion Evaluation and Reflection

Educators will inform the assessment of the evaluation of the excursion. Typical observations and documentation addressing the children's learning and wellbeing outcomes will be recorded. Additionally, at the next team meeting, the excursion and risk management plans will be evaluated collectively. Where improvements have been identified, these ideas will be recorded and implemented in future plans for excursions.

Transportation/Travel

The following transportation and travel procedures only relate to travel occurring as part of an excursion. Any other travel related matters are contained in the policy *Transport for Children Other Than Excursions*.

Selecting Transportation

The Service will ensure any transportation of children upholds all relevant legislation and guidelines, including:

- Any vehicles used must be registered for the purpose and in suitable (roadworthy) condition.
- Drivers are to be suitably licensed to carry the required number of passengers.

Seatbelts and Restraints

In the case of children being transported in a bus (or car), the following legislative guidelines will be followed:

- Bus transport with 13 or more seats does not need to be fitted with seatbelts and child restraints are not required, however, where possible the Service will select buses/coaches with seatbelts as a preference.

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- Australian Standard (AS/NZS 1754) child restraints are required for four- to seven-year-old when traveling in a car (other than taxi) or a van/bus with 12 or less seats. In these circumstances all passengers have to wear seatbelts.
- Public transport - child restraints are not required on buses, trains, or personalised transport services such as taxi, limousine and ride-booking services.

Transitioning Between Transport, Premises and Destinations

- The risk assessment prepared for the excursion will illustrate the specific steps for children:
 - entering and exiting the service's premises, pick-up location and destination
 - embarking and disembarking the means of transport, including how children will be accounted for
- Generally, the service will be a head count or roll to account for children periodically throughout the excursion and for critical points such as transitioning between locations. Specific steps will be developed as per the context of the excursion.
- Locations for travel embarking and disembarkation will consider the relevant risks, where possible the safest location will be selected for transitioning.
- The responsible person will carry out a head count logged through the Xplor app accounting for children as they transition between the means of transport and relevant locations.

Vehicle Breakdown/Accident

- In the event of an incident occurring during an excursion, procedures as set out in the *Incident, Illness, Injury or Trauma* Policy be followed.
- In the event of a vehicle breakdown, while waiting for replacement transport/repairs, children will be kept safe, comfortable and occupied with suitable activities. The Nominated Supervisor or delegate will communicate the situation and remedies to families via relevant communication channels.
- In the event of a late return to the Service, every effort will be made to notify parents e.g., to arrange for a notice to be displayed at the Service or to contact parents individually.

Emergency Situation

- "C" Class vehicles \ private vehicles will not be used to transport children except in an emergency situation.
- Educators generally will not be permitted to transport children, but if permitted in any circumstances, the following requirements will apply in relation to that educator and the transport used:
 - All vehicles used must be registered in Queensland,
 - Drivers are to be licensed to carry the required number of passengers for the purpose.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health Safety Act 2011*
- *National Quality Standard, Quality Area 2 – Children's health and safety; 4 - Staffing arrangements; 5 - Relationships with children; and 6 - Collaborative partnerships with families and communities.*

E&CS Legislative Compliance

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- Education and Care Services 168 (2)(g), 99, 100-102, 168, 170, 171

Policy Controls			
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3.5 Water Safety

Policy Statement

The service acknowledges that water activities are a significant part of both our Queensland culture and typical leisure activities for children. Therefore, to facilitate experiences for children that positively contribute to their wellbeing with fun and safety the Approved Provider has developed the following procedures. The service recognises that the safety and supervision of children in and around water is of the highest priority. Children will be closely supervised at all times during water play experiences.

The scope of this policy includes swimming activities, water play and excursions near water.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 168 (2)(a)(iii), 100-102*

Related Policies

- [2.3 Educator to Child Ratios](#)
- [2.2 Commitment to the Safety and Wellbeing of Children](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.4 Excursions](#)
- [3.6 Physical Activity](#)
- [4.7 Sun Safety](#)
- [9.3 Interactions and Communication with Families](#)
- [10.6 Risk Management](#)

Appendices and Forms

[Swimming Ability Form](#)

Roles and Responsibilities

Approved Provider	• Ensure policy and procedures support the safety and wellbeing of children. • Ensure risk-assessment identify and manage identifiable hazards.
Nominated Supervisor	• Provide information and guidance to educators and families on the importance of children’s safety in and around water. • Conduct a comprehensive risk assessment prior to any water activities taking place. The risk assessment will identify the educator to child ratios required to ensure children’s safety. • Ensure parents are informed of the swimming details and risks involved. Parents will provide written consent for the activity. • Ensure all parents have indicated the swimming ability of their children before participating in the excursion

All Staff	- Encourage children to play in or near water safely, giving appropriate instructions and guidance. - Understand and be willing to act in accordance with the relevant risk-assessment.
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Procedures

All bodies of water present a significant risk to children therefore the service will ensure the following procedures are implemented:

- Bodies of water that are in the approved learning environment or easily accessed will be considered a risk and a risk assessment will be created and observed.
- Educators will manage unexpected water hazards such as spilt water; natural elements or buckets of water used for playing as potential risks and adopt a supervision plan and remove risks if necessary and able.
- A comprehensive risk assessment of the venue and activity will be conducted to determine the required educator to child ratio, including a plan for supervision in and out of the water.
- Consideration will also be given to the capacity of educators to rescue children from water.
- Consideration will be given to any specialist skills (e.g., lifesaving) that may be required or beneficial.
- The choice of swimming location will be influenced by capacity to cater for the service's swimming activity safely.
- Parents/guardians must complete a 'Swimming Ability Form' (3.13.2) for each child attending the activity. Information gained through this form will identify children's swimming competence and assist educators to manage their safety while in the water:
 - The swimming ability form will direct the supervision, support and water depth of the children will access throughout the activity.
 - These items will be outlined and communicated to parents with excursion details.
- During the swimming activity educators will be positioned both in and out of the water to allow them to directly and actively supervise any child accessing the water.
- Risk assessments and the service's procedures ensure the service fulfils the *Regulations* for first-aid qualification and CPR qualification, anaphylaxis management and emergency asthma management training at all times.
- The service will ensure children requiring any additional support are considered. The service will collaborate with parents to address specific support plans, where relevant.
- Ensure [4.7 Sun Safety](#) Policy is upheld during the activity and role-modelled by staff.

Relevant Laws and Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011*
- Child Protection Act 1999*
- National Quality Standard, Quality Area 2 – Children's health and safety*

E&CS Legislative Compliance

- Education and Care Services National Regulations 168 (2)(j), and 155-156.*

Policy Controls

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



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07 3553 7419 | kgoshc@gmail.com



3.6 Physical Activity

Policy Statement

The service aims to provide all children with appropriate, frequent, and varied physical activity opportunities, focusing on enjoyment and participation. The service is committed to uphold the Australia Movement Guidelines for Children and Young People. Kelvin Grove OSHC values their role in establishing life-long healthy habits and behaviours for children. The service also recognises their opportunity in promoting gross and fine motor skill development as part of the services program.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.10 Children’s Property and Belongings](#)
- [3.1 Educational Program Development and Implementation](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [4.7 Sun Safety](#)
- [4.4 Administration of First Aid](#)
- [9.3 Interactions and Communication with Families](#)
- [10.6 Risk Management](#)

Roles and Responsibilities

Approved Provider	• Establish policy to support the service’s high-quality care and health promotion.
Nominated Supervisor	• Ensuring planning and service delivery meet the expectation outlined in the service’s policies.
All Staff	• Facilitate play and experiences that promote physical activity. • Support children to navigate their needs to access physical activity suitable to their individual capacity. • Role-model health promotion through engagement in physical activity experiences.

Procedures

Physical Activity in the Program

Children’s physical development will be considered and planned as part of the services program (See *3.1 Educational Program Development and Implementation*). Physical activity will be promoted through games and experiences and will reflect individual children’s needs, interests, ages, and capabilities.

Educators will set up the environment to:

- promote safe physical play for children of different age groups and capabilities
- stimulate children’s interest and curiosity by being creative in their use of equipment and materials
- offer a range of challenges and experiences, inviting children to explore, discover and experiment
- facilitate the inclusion of children with additional needs
- support children to create their own games and experiences

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Educators will encourage children to help plan and set up physical play activities and equipment. Additionally, they will encourage and provide appropriate support to children to participate in new or unfamiliar physical experiences. Educators will act as positive role models by becoming involved in and enjoying children’s physical activities.

Movement Guidelines

The program offered will contribute to the recommended daily physical activity in accordance with the Australia Movement Guidelines for Children and Young People. Programming will be developed to reflect the service’s commitment with these guidelines. Educators promote conversations and discussion with children to identify healthy physical activity behaviours and habits.

Safe and Supportive Environments

- Playgrounds, indoor and outdoor environments are checked regularly to ensure they are safe and address identifiable hazards.
- [4.7 Sun Safety](#) policy will be followed at all relevant times physical activity is organised outdoors.
- Drinking water will be readily available with educators encouraging children to access it.
- A well-maintained first aid kit is on hand at each activity session.

Equipment

- A wide range of safe, adequate, and appropriate equipment for physical activity is available for children to access, and there are a variety of facilities available for children to use.
- All play equipment is regularly maintained and cleaned, with broken items identified and removed.
- Flexible arrangements are provided that allow children to move resources and equipment inside and/or outside to extend their learning opportunities.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- My Time, Our Place - Framework for School Age Care in Australia
- Work Health Safety Act 2011
- Australian 24-Hour Movement Guidelines for Children and Young People (5-17 years)
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; and 3 – Physical environment*

Policy Controls			
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3.7 Children’s Media Viewing

Policy Statement

The service recognises and acknowledges that technology and media viewing form part of a varied and balanced program, relevant to the needs and interests of children. Therefore, this policy aims to establish guidelines for children’s media viewing while at their OSHC service.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.10 Children’s Property and Belongings](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.6 Physical Activity](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [9.3 Interactions and Communication with Families](#)
- [10.8 Intellectual Property and Copyright](#)

Roles and Responsibilities

Approved Provider	• Establish policies to reflect the standard of care expected for the service.
Nominated Supervisor	• Ensure the program and delivery of service meets the expectation of the policy, relevant guidelines and family wishes.
All Staff	• Ensure any media viewed or accessed by children is consistent with the services standards for rating/classification.

Procedures

Service Responsibilities

The service will ensure that children’s media viewing is incorporated as part of a varied and balanced program designed to enhance children’s learning and experiences while in care.

The service will collaborate with families and children in setting guidelines for media viewing within the program. Strategies implemented may include designated times for media and/or technology viewing.

The service will ensure that all material viewed by children as part of the educational program is age-appropriate and consistent with the Australian Film and Literature Classifications:

- (G) - The content is **very mild** in impact and is for general viewing. However, some G-classified films or computer games may contain content that is not of interest to children; or
- (PG) – The content is **mild** in impact; however, films and computer games may contain content that a parent or caregiver might need to explain to younger children as it may be confusing or upsetting to them.

Educator Responsibilities



Educators will ensure that all material viewed by children, whether provided as part of the service program or bought from a child’s home, is age-appropriate and consistent with the Australian Film and Literature Classifications (G) or (PG). The service will request that children only bring videos, DVDs, games, or music that are suitable for viewing.

Family Responsibilities

Parents/guardians will ensure that all videos, DVDs, games, or music bought to the service by their children are consistent with this policy - are G or PG-rated.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- Australian 24-Hour Movement Guidelines for Children and Young People (5-17 years)
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; and 6 - Collaborative partnerships with families and communities*

Policy Controls			
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3.8 Statement of Intent for Children’s Play

Policy Statement

The service acknowledges and recognises the importance of play for children’s physical development and social and emotional wellbeing. The benefit of allowing children of all ages and abilities to experience challenging opportunities in a variety of environments is also acknowledged. The service understands and accepts that children will often be exposed to play environments which, whilst well-managed, carry a degree of risk and sometimes potential danger. Proactive collaboration with all stakeholders will be undertaken to minimise those risks.

“Play is a freely chosen, personally directed, intrinsically motivated behaviour, normally associated with recreational pleasure and enjoyment.”

Play Principles for the Service

- The service will ensure there are a variety of play spaces, inside and outside where children can play, either in groups or alone.
- The service program will be designed and facilitated to ensure children are able to move freely between relevant play spaces, both inside and outside.
- Equipment, resources, and materials that can be used for a variety of purposes will be provided to encourage children to guide their own play.
- Activities offered as part of the service program will be carefully considered for risk and hazards. So, children have intentionally designed and managed opportunities for play aimed to develop children’s risk awareness.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.5 Positive Behaviour Support Practices](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.2 Sharing the Program and Children’s Progress with Families](#)
- [8.2 Educational Leader](#)
- [10.13 Self-Assessment and Quality Improvement](#)

Roles and Responsibilities

Approved Provider	• Establish policies to enhance children’s development through varied and diverse play experiences.
Nominated Supervisor	• Ensure planning and practices provide high-quality experiences for children to learn and develop.
All Staff	• Actively participating in play opportunities, including the planning and design of these experiences.



Procedures

Educator Responsibilities

Educators will ensure that materials, resources, and equipment are set up in such a way as to create an environment which will stimulate children’s play and maximise their opportunities for a wide range of play experiences. Educators will design and develop the program in order to ensure children have the opportunity to be involved in a variety of types of play including socio-dramatic, creative, exploratory, imaginative, physical, and rough and tumble.

When planning play opportunities for children, educators will:

- Be thoughtful and deliberate in their planning ensuring the interests, needs and abilities of the children are known and catered for.
- Empower children to make decisions about their play and leisure-time experiences.
- Ensure all children have equal opportunity for inclusion in play.
- Provide opportunities for both indoor and outdoor play experiences that will include both ‘built’ and ‘natural’ elements.
- Provide resources that are accessible, varied, age and ability appropriate, culturally diverse, open-ended, and sufficient in number.
- Collaborate with the children and be open to change and spontaneity.
- Encourage children to make decisions and to take responsibility for their own needs.
- Empower children to be creative and seek out possibilities and solutions.
- Encourage children to try and experience new things; and
- Play with the children, picking up on cues, seizing ‘teachable’ moments and identifying ways to scaffold children’s learning.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *United Nations Convention on the Rights of the Child*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; and 5 - Relationships with children.*

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Policy Group 4 – Supporting Health and Wellbeing

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



4.1 Infectious Diseases – Prevention and Response

Policy Statement

The service addresses risks to the health and spread of infectious disease to children and families by adopting appropriate procedures to manage exposure proactively. The service believes children and educators who are unwell should stay at home.

Accordingly, all people (including children, educators, and parents) with or potentially exposed to an infectious disease will be excluded from the service as itemised in the NHMRC ‘*Staying Healthy in Childcare*’ resource and/or the Queensland Health’s ‘*Time Out: keeping your child and other kids healthy*’.

The day-to-day practices of the service will also uphold high standards of hygiene to reduce the likelihood of transmission and additional infection. Where there has been an instance of infectious disease present at the service, the Approved Provider is committed to ensuring parents (and other authorised persons where relevant) are notified of the occurrence as soon as practicable.

The service acknowledges the need for a coordinated approach to dealing with situations of infectious diseases in the community. The service may implement a response strategy as per government health guidelines for Infectious Disease Pandemic.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations*, 12, 85, 88, 168 (2)(c) & 172(f)(g)(i).

Related Policies

- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [6.3 Work Health and Safety](#)
- [8.14 Fit for Work](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)

Appendices and Forms

[Incident, Injury, Illness or Trauma Report](#)

Roles and Responsibilities

Approved Provider	• Ensure the service is guided by sound preventative and reactive measures to control infectious disease. • Support relevant reporting as required.
Nominated Supervisor	• Consult with families and the Approved Provider for cases of infectious disease.

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07 3553 7419 | kgoshc@gmail.com



	• Report relevant information to Queensland Health as required. • Establish a culture of good hygiene practices, instructing staff on techniques to reduce the possible spread of infection.
All Staff	• Inform the Nominated Supervisor of relevant illness (or infectious disease in the immediate household). • Model and supervise good hygiene practices. • Monitor children for symptom of infectious disease, report as required.

Procedures

Monitoring

The Nominated Supervisor will ensure they keep up to date with information on infectious diseases within the community through accessing the Commonwealth Government Department of Health (see www.health.gov.au) and Queensland Health (www.health.qld.gov.au). Where specific requirements and practices are advised, the service will review their adoption as part of the quality improvement planning.

The current NHMRC resource '[Staying Healthy in Childcare](#)' will be referred to when making decisions in regard to infectious (communicable) diseases and/or exclusion periods. Fact sheets may also be accessed through the Queensland Health website. Only reputable sources of information will be used for decision-making and communication with families.

Should there be any other conditions not addressed in the NHMRC resource, the service will consult with Queensland Health's [Public Health Unit](#) and/or information contained on their [website](#)

Symptomatic While At OSHC

When a child becomes ill while being educated and care for, the procedures outlined in *4.5 Incident, Illness, Injury and Trauma* will be followed. Children becoming ill will be isolated from other children and be cared for in an area which promotes rest and comfort. Educators will continue to monitor their condition until parents arrive.

Records of infectious disease will be managed by Nominated Supervisor, ensuring information is recorded in the appropriate form ([Incident, Injury, Illness or Trauma report](#)). These records will include:

- the child's name
- age
- symptoms
- date and time when educators first noticed the illness
- date and time the record was written
- what action was taken
- details of notification to parents

This record will be stored confidentially (see *Policy 10.4 Information Handling (Privacy and Confidentiality)*).

Parents Notifying the Service of Infectious Disease

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07 3553 7419 | kgoshc@gmail.com



It is the responsibility of parents/caregivers to notify the Nominated Supervisor of any infectious disease that their child, or other immediate family members may be suffering. It is the responsibility of educators to inform the Nominated Supervisor of any infectious disease that the staff member, or their other immediate family members, may be suffering. The Nominated Supervisor, Approved Provider and staff member will consult on risk and suitable management plans (including exclusion, if necessary).

Parents/guardians are advised through the enrolment process and the Family Handbook that children who are ill cannot attend the service. Children presenting with sickness symptoms will be asked to be collected from the service.

Reporting of Occurrences

Where an infectious disease itemised in the NHMRC resource has been reported to the service, the Nominated Supervisor will email the Approved Provider to inform of the occurrence. The Nominated Supervisor will also provide details of the service's response, including relevant guidelines to prevent the spread of the infectious disease. The Approved Provider will express any additional action to be undertaken to ensure all reasonable steps have been followed. Should further information or guidance be required, the service will contact Queensland Health's [Public Health Unit](#) as a first point of contact.

Notification to Parents

Where the service has been informed of an instance of infectious disease being potentially exposed to children attending the service, a notice stating this occurrence will be displayed at the service in a prominent location. Additionally, the Nominated Supervisor will send an email directly to all families that may have been exposed. ***No private, confidential, or identifying information will be contained in any notice.***

Exclusion

All people, including children and educators, who are suffering from any infectious diseases need to be excluded from the service to prevent others from being introduced to the infection. When any such person is found to be showing signs of any infectious disease:

- If relevant, the Nominated Supervisor (or Responsible Person) will review all children's medical records to identify any child not immunised for the particular infection.
- For children, their parents/guardians will be asked to immediately collect their child and seek medical advice.
- For educators and staff, they will immediately be released from work for the period of the infectious disease and in order to seek immediate medical attention.
- For parents or other adults, they will be required to leave the premises of the service immediately and not re-enter the premises until they are no longer suffering from the infectious disease.

Where a person displays relevant symptoms or where a medical practitioner diagnoses an infectious disease, the child/educator may be excluded for the recommended period as per NHMRC guidelines. For diseases which are published as requiring a doctor's certificate clearing the child/educator, the doctor's certificate will be provided before the child/educator is re-admitted to the service.

Immunisation

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



Immunisation is a reliable way to prevent some infections. All children must meet the Australian Federal Government's immunisation requirements or have a valid exemption for the family to be eligible for the Childcare Subsidy (CCS). Parents will be asked to verify their child's immunisation status on enrolment (Regulation 162 (f)).

Children and educators will be excluded from the service if there is an outbreak of an infectious disease against which they have not been immunised. The period of exclusion will be in accordance with the National Health and Medical Research Council's recommendations.

Prevention

- If a child is unwell at home, parents/guardians will be asked not to bring the child to the Service. Children who appear unwell when being signed in by their parent/guardian will not be permitted to be left at the Service.
- If a child becomes ill or develops symptoms at the Service, the parents will be contacted to take the child home. Where the parents are not available, emergency contacts will be called to ensure the child is removed from the Service promptly.
- During a fever (38°C or higher), natural methods will be employed to bring the child's temperature down until the parents or authorised collector arrives or help is sought. Such methods include clothes removed as required, clear fluids given, tepid sponges administered.
- The child will be comforted, cared for, and placed in a quiet isolated area with adult supervision until the child's parent or other authorised adult takes them home.
- If a staff member is unwell, they should not report for work. Staff should contact the Responsible Person on Duty as soon as possible to inform them that they are unable to attend work.
- If a staff member becomes ill or develops symptoms at the Service, they can return home if able or organise for someone to take them home. The Responsible Person on Duty will organise a suitable replacement as soon as possible if needed.
- Parents will be informed about the illness and infectious diseases policy on enrolment through the Family Handbook.

Notifiable Conditions

Queensland Health publishes a list of notifiable conditions on its website (<https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/notifiable-conditions/list#types>).

Where a child (or educator) has been diagnosed with a notifiable condition, the clinician or pathologist will be required to report this to Queensland Health. In this instance, Queensland Health may contact the service for a specialist response. The Nominated Supervisor should manage the communication and notify the Approved Provider.

Hygiene Practices

The service will ensure basic hygiene practices are routine to prevent the spread of infectious disease, including but not limited to:

- routine handwashing
- cough and sneeze etiquette
- effective cleaning and sanitising
- disposing of contaminated materials
- covering any cuts or abrasions with a dressing
- the use of gloves for touching items/area containing bodily fluid, mucus, biological hazards etc.

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The service recognises areas of potential vulnerability for the spread of infectious disease relate to food handling/consumptions, toileting, and injuries (i.e., wound care). The service is committed to ensure robust risk assessments identify practices and resources to ensure these areas are not a source of transmission.

Comprehensive practices to support the services hygiene are outlined in [4.2 Hygiene, Health and Wellbeing Practices](#).

Staying Healthy; Preventing Infectious Diseases in Early Childhood Education and Care Services
<https://www.nhmrc.gov.au/sites/default/files/documents/attachments/ch55-staying-healthy.pdf>

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Public Health Regulations 2018*
- *National Quality Standard, Quality Area 2 – Children’s health and safety*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(c), 12, 85, 88, 172(f)(g)(i).*

Policy Controls			
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4.2 Hygiene, Health, and Wellbeing Practices

Policy Statement

The service will uphold the health and wellbeing of children through promoting quality hygiene practices and self-care skill development. Kelvin Grove OSHC is committed to fulfilling its obligations to provide a safe and healthy environment for its children and educators.

There is shared recognition that the practices promoted and adopted by the service directly impacting the spread of infectious disease and other contagious conditions. The Approved Provider is committed to fulfilling its obligations to provide a safe and healthy environment for its children and educators. Additionally, children should be encouraged by educators to adopt sound hygiene practices to embed healthy behaviours.

Practices and procedures contained in this policy are not necessarily exhaustive. Where additional recommendations promote further or alternative action, then these will be adopted. The service will be guided by reputable information and guidelines.

The Approved Provider recognises the service’s duty to comply with *Education and Care Services National Regulations 77 & 109* in providing a healthy, safe and hygienic environments and facilities.

Related Policies

- [3.1 Educational Program Development and Implementation](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [5.1 Food Handling, Preparation and Storage](#)
- [5.2 Food and Nutrition](#)
- [6.1 Space and Facilities Requirements Requirements](#)
- [6.3 Workplace Health and Safety](#)
- [8.14 Fit for Work](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)

Appendices and Forms

[Indoor Safety Checklist](#)

[Outdoor Safety Checklist](#)

Roles and Responsibilities

Approved Provider	• Establish sound hygiene, health and wellbeing practices to support the service and its users. • Ensure facilities and resources adequacy meet the needs of the service.
Nominated Supervisor	• Collaborate and review practices to ensure they support the health, safety and wellbeing of children and educators.

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com

	• Role-model and monitor practices of educators and children. • Provide feedback and request any identified issues to the Approved Provider for support or management.
All Staff	• Role-model and support the practices of children. • Use incidental opportunities for support and teaching, enhancing the skills, knowledge and practices of self-care for children. • Immediately address any apparent issues of hygiene and health.

Procedures

All educators are expected to role-model the practices set out this procedure at all times. Educators play a crucial role in strategically prompting children to adopt practices at vital moments of the day, i.e., sneezing or coughing into an elbow or using a tissue at the appropriate moment. Educators should use the opportunity not just to keep the environment hygienic but teach children healthy behaviours.

Hand Hygiene

A very effective method to prevent the transmission of disease and illness is through effective hand hygiene. In doing so, people remove both dirt and germs/viruses from their hands.

Facilities

- The Approved Provider will ensure adequate handwashing facilities are available for children and educators to wash their hands readily.
- The Nominated Supervisor will manage supplies and resources. The service will ensure enough stock is kept on-site to replace items like soap and paper towel as needed.
- Appropriate signage will be displayed near the handwashing facilities to reinforce effective handwashing behaviours.

Practices

- Educators and children will wash and dry their hands with soap, water, and disposable towel when:
 - handling, preparing, and eating of food
 - before and after giving first aid
 - after toileting, handling of animals or other activities which could lead to the spread of infection
 - after coughing, sneezing, or blowing their nose; and
 - after contact with/cleaning of body fluids (blood, mucus, vomit, urine, faeces etc.)
- Routine hand washing will be implemented daily by all children before possible contamination activities (e.g., eating breakfast or afternoon tea).
- In the first instance, soap and running water is the preferred method to ensure clean hands.
- Hand washing (scrubbing hands) should last at least 20 seconds.

Hand Sanitisers

- Hand sanitisers will not typically replace soap and running water, however, in certain situations such as on excursions when soap and running water are not available a hand sanitiser may be used.
- Hand sanitisers will only be available with adult supervision.



Personal Hygiene

- Everyone (children and educators) should cover their mouth and nose with a tissue, sleeve or a flexed elbow when coughing or sneezing.
- Children will be reminded to avoiding touching their eyes, nose, or mouth.
- Children who become sick will be isolated from other children, while the parent is called to collect them.

Hygiene and Health Promotion

- Signs and posters will be strategically placed around the service to alert children to the need for and the steps to follow for effective hand hygiene.
- Educators will endeavour to observe children's practices when washing hands and any relevant activities to support hygiene. Educators will provide verbal reminders of effective procedures to follow.

Gloves

- Gloves will be used.
 - When coming into contact with bodily fluids (e.g., blood, mucus, vomit, urine, faeces etc.)
 - Food preparation – gloves will be used as required for the food safety practices
 - Cleaning – Gloves will be made available for cleaning
- Used gloves are to be disposed of immediately after use to be inaccessible to children or others.

Service Cleanliness

- Work health and safety practices, including daily routines and checklists will support the service's commitment to maintain a hygienic and clean environment for children.
- This will be additionally supported by:
 - Educators ensuring all toys, dress-up clothes, paint shirts and other materials and resources are maintained and are clean and functional.
 - Tables, benches, floor surfaces and toilets will be cleaned daily.
 - The kitchen and eating areas will be cleaned and swept before and after each session.
 - The refrigerator and pantry area will be cleaned weekly.
 - The premises will be routinely treated for the control of pests.
 - Educators will ensure that contaminated items (e.g., tissues) are disposed of immediately after use.
 - There will be suitable bins available for waste disposal. These are emptied daily.
 - Recycled items (e.g., toilet rolls for craft activities) will not be used if they were or may have been used in a non-hygienic environment.
 - There will be suitable disposal facilities for first aid waste.
 - There will be suitable facilities for the storage of soiled clothing. Soiled clothing will be placed inside a plastic bag and sealed. Soiled clothing will be returned to the family when the child is collected.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health Safety 2011*
- My Time, Our Place - Framework for School Age Care in Australia

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



- National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; and 6 - Collaborative partnerships with families and communities.

E&CS Legislation Compliance

- Education and Care Services National Regulations 77 & 109.

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4.3 Incident, Illness, Injury or Trauma

Policy Statement

The service proactively strives to avoid injuries or trauma occurring at the service, and to minimise the impact of injuries, illnesses, and trauma by responding quickly and appropriately. The rights and responsibilities of parents with respect to injuries, illnesses or trauma of their children is acknowledged and will be considered in administering all procedures.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations* 168 (2)(b), 12, 85-87, 90, 97, 99, 158, 160-162.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.4 Excursions](#)
- [3.5 Water Activities and Safety](#)
- [4.1 Infectious Diseases – Prevention and Response](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [4.6 Medication Administration](#)
- [4.5 Children with Medical Conditions](#)
- [4.4 Administration of First Aid](#)
- [6.3 Workplace Health and Safety](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.2 Enrolment and Orientation](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.12 Service Closures](#)
- [10.15 Managing Notifications](#)

Appendices and Forms

- [Incident, Injury, Illness, or Trauma Report](#)
- [Behaviour incident report](#)

Roles and Responsibilities

Approved Provider	• Will ensure all significant events (incident, illness, injury, or trauma) occurring at the service are responded to with timeliness and responsiveness. • Ensure all responses are compliant with relevant regulations or legislation. • Staff are equipped with knowledge and training to fulfil their duties.
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Nominated Supervisor	- To lead the response to any significant events occurring at the service. - To provide timely notification to parents and the Approved Provider and no more than 24 hours after the events. - Provide instruction to staff and volunteers on incident, illness, injury, and trauma management. - Ensure record of events are recorded as soon as practicable and at least written in less than 24 hours after the event. - Ensure records are maintained and stored according to service procedures.
All Staff	- To provide immediate care and support to any significant event. - Accurately record events in a timely manner and inform the Nominated Supervisor of any significant issues as soon as practicable.

Procedures

The service will proactively work towards avoiding injuries or trauma occurring at the service, and to minimise the impact of injuries, illnesses, and trauma by responding appropriately, and as quickly as possible.

The Nominated Supervisor will typically lead the response to any significant events, in their absence the Responsible Person will take charge. All appropriately qualified educators will support in the initial response to any incidents occurring at the service. All other educators will provide support within their training and capacity, raising the alarm for additional help.

Definition of Serious Incident

Serious Incidents (as defined in National Regulation 12), includes the follow occurrences:

- the death of a child
 - while that child is being educated and cared for by an education and care service; or
 - following an incident occurring while that child was being educated and cared for by an education and care service.
- any incident involving serious injury or trauma to a child occurring while that child is being educated and cared for by an education and care service
 - which a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
 - for which the child attended, or ought reasonably to have attended, a hospital; Example— A broken limb.
 - any incident involving serious illness of a child occurring while that child is being educated and cared for by an education and care service for which the child attended, or ought reasonably to have attended, a hospital; Example— Severe asthma attack, seizure, or anaphylaxis reaction.



- any emergency for which emergency services attended (This means an incident, situation, or event where there is an imminent or severe risk to the health, safety or wellbeing of a person/s at an education and care service. It does not mean an incident where emergency services attended as a precaution¹.)
- any circumstance where a child being educated and cared for by an education and care service
 - appears to be missing or cannot be accounted for; or
 - appears to have been taken or removed from the education and care service premises in a manner that contravenes these Regulations; or is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

In addition to ensuring a suitable response to managing critical events, the Service has a duty to notify any **Serious Incidents** to parents and the Regulatory Authority. The service will follow the procedures outlined in the policy [Managing Notifications](#) for reporting *Serious Incidents*.

Managing and Responding to Critical Events

The Nominated Supervisor (or Responsible Person) will lead the response to any critical events to ensure the safety and wellbeing of children attending the service. The management of emergency or critical situations will adopt the following principles:

- Staff providing comfort and reassurance to the child
- Actively seeking the assistance of a first aid qualified educator
- All first aid qualified educators administering care within the bounds of their training
- Ensure all other children are appropriately supervised, actioning an emergency evacuation or lock-down, if required
- Uphold the dignity and comfort of children, removing them to quiet or private areas of the service (as needed)
- Providing timely information and notification to parents/guardians as so far as practicable
- Ensure the child(ren) is/are actively monitored and supervised with the intention to escalate the response, if needed (i.e., additional emergency support).

Injury Responses and Management (i.e., First Aid and Medical Support)

The first steps in responding to a child's physical injury or illness will be first aid. Qualified educators will respond with immediate treatment as outlined by their training. Notification to the Nominated Supervisor (via walkie-talkie etc.) will occur as soon as practicable.

As a guide the following steps will be taken, as necessary:

1. Staff will address any immediate dangers or hazards (to ensure no further injury/harm occurs).
2. Staff will address any life-threatening circumstances as a priority, communicating the need for support. A call to emergency services (000) should occur immediately if the situation is critical or serious.
3. Once and if in a stable condition, staff will seek to comfort and calm the child.



4. The Nominated Supervisor (or Responsible Person) will be notified as soon as practicable.
5. If possible, the parents will be contacted by the Nominated Supervisor or delegated educator to advise of events, seek any emergency authorisations and/or coordinate a plan of action.
6. Dependent on authorisations and circumstances, the following may occur:
 - o Medication administered
 - o Transportation to hospital
 - o Parents collect the child for medical treatment
 - o Relevant treatment outlined in medical action plan, or guided by training or emergency services
7. As soon as practicably possible, the parent will be called by an available educator to notify of the injury and action taken to manage the circumstances, where appropriate.
8. The child's condition will continue to be monitored by a qualified educator, any changes to the health or condition of the child will be suitably escalated.
9. The child will continue to be monitored until appropriate medical care has arrived or until the parent's arrival (i.e., child's departure).

Actions for managing the response to an anaphylaxis, asthma or diabetic emergency can be found in [Children with Medical Conditions](#) Policy.

Once the circumstances have stabilised, the educator providing care will be documenting the events.

Illness Response and Management

Where a child presents or has been identified as suffering from an illness, the following actions will be taken:

1. Staff are to address any immediate hazards (containing solid/contaminated areas etc.) and notify the Responsible Person or Nominated Supervisor as soon as reasonably practicable.
2. Staff should attend to the child's needs and apply (or call for) first aid treatment, if relevant.
3. Where a child's illness relates to a medical condition, the relevant Medical Management Plan must be followed.
4. The child will be cared for in the OSHC office or other suitable space. Management actions should be consistent with the Infection Disease policy and limit the potential exposure to infection.
5. The Responsible Person/Nominated Supervisor will assess the child's illness and contact the parent (or where unavailable, emergency contacts) to discuss a plan for the immediate care and collection.
6. In the interim of being collected the child will be suitably comforted and monitored for change in symptoms or escalation of emergency response.
7. Where a child's illness is significant the Responsible Person/Nominated Supervisor will call 000 for an ambulance or relevant alternative medical treatment.
8. Where possible the details of the illness will be noted to support the completion of illness records.

Once the circumstances have stabilised, the educator providing care will be documenting the events.

Trauma Response and Management

Signs of trauma could include but are not limited to:

- emotional distress or disassociation
- sudden or significant changes in behaviour
- physical injury

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07 3553 7419 | kgoshc@gmail.com



- aggression or avoidance

Where a child/ren experiences a traumatic event while being educated and cared for the following steps will be taken:

1. Staff will seek to manage the immediate situation, addressing any presenting hazards.
2. Children will be offered emotional and social support suitable to the nature of the situation, with staff engaging in active listening and emotional validation.
3. Staff should attend to any presenting immediate needs, including the awareness of child protection actions.
4. Depending on the circumstances, the child may be invited to a quiet area, such as the OSHC office, while escalation or immediate support is occurring.
5. The Responsible Person/Nominated Supervisor will be informed of the details as soon as reasonably practicable.
6. The parents (or where unavailable, emergency contacts) of the child will be called to be notified of the matter.
7. The Responsible Person/Nominated supervisor will be responsible for coordinating a suitable response, where relevant addition or emergency services response may be applicable and called upon.

Once the circumstances have stabilised, the educator providing care will begin documenting the events.

A Child Missing or Unaccounted For

See [Arrivals and Departure of Children](#)

A Child Mistakenly Locked in or Out of the Service

In an instance where a child has been mistakenly locked in or out of the service, staff should look to immediately address the situation by opening the locked area. Staff should then:

1. Support the child's immediate wellbeing to ensure they are emotionally supported by the incident.
2. As soon as practicable, the Nominated Supervisor (or Responsible Person), should notify the parent of the event.
3. An incident report will be completed by the staff member initially responding, with support of the Nominated Supervisor.
4. The details of the incident will be reported to the Approved Provider as soon as practicable.
5. The Nominated Supervisor and Approved Provider will coordinate the preparation and submission of the notification, following the steps outlined in [Managing Notifications](#).
6. Following the submission of the notification, the Approved Provider will coordinate an appropriate investigation into the circumstances of the incident, outlining steps of improvement to mitigate future occurrences.
7. The Approved Provider and Nominated Supervisor will collaborate on any necessary additional response as determined by the Regulatory Authority.

Death of a Child

Should the death of a child occur while being cared for or as the result of an incident while being cared for, then staff members should:

1. Immediately call emergency services.
2. Evacuate children to the appropriate area (evacuation or lockdown, depending on circumstance).

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07 3553 7419 | kgoshc@gmail.com



3. As soon as practicable, the Nominated Supervisor (or Responsible Person), should notify the parent of the event.

Becoming aware a child has died as the result of an incident while being cared for by the service:

4. An incident report will be completed by the staff member initially responding and any witnesses, with support of the Nominated Supervisor.
5. The details of the incident will be immediately reported to the Approved Provider.
6. The Approved Provider will lead the coordination of reporting, including correspondence with the Regulatory Authority, parents, and police.
7. The Nominated Supervisor and Approved Provider will coordinate the preparation and submission of the notification, following the steps outlined in [Managing Notifications](#)

Other Actions

1. Where specific circumstances do not outline procedures for educators to follow, educators must look to protect the safety and wellbeing of children as a first priority. Possible actions include:
 - a. Emergency evacuation procedures
 - b. Lock-down/harassment procedures
 - c. Notifying emergency services (police etc.)
2. Where the nature of the event involves disaster response, educators should seek advice from emergency services, other professional(s) relevant to the circumstances, and/or parents; in order to manage the immediate actions/treatment.
3. Following the incident/events being controlled, educators then need to notify management.
4. If not already actioned, the Nominated Supervisor (or delegate) should communicate events to parents.

Notification to Parents (or Authorised Nominee)

Any illness, injury or trauma which occurs while a child is being educated and cared for by the service must be documented as per the [Incident, Illness, Injury or Trauma Report](#) requirements, and parents notified.

The Approved Provider/ Nominated Supervisor must ensure that a parent of a child being educated and cared for by the service is notified as soon as practicable, but not later than 24 hours after the occurrence.

Depending on the circumstances, a proportion response – i.e., an immediate phone call in a critical situation, or in-person at collection/email for minor injuries, will be used to communicate the details of these events with families.

If the Approved Provider becomes aware of an incident after the fact from a parent, they should notify the Regulatory Authority within 24 hours of being notified that the incident was serious. e.g., a child has hurt their leg, but is not in serious pain and continues to play, the next day the parent advises that the child has sustained a fracture.

Documenting an Incident, Illness, Injury or Trauma Event

An [Incident, Illness, Injury or Trauma Report](#) must be completed, as soon as reasonably possible after a child is involved in any incident, suffers an injury, illness or trauma, by the educator who administered care (or first aid etc) to the child.



A behaviour incident report must be completed, as soon as reasonably possible after a child is involved in an incident where the service has followed all relevant strategies and procedures to support the child and they have continued to display the inappropriate behaviour that does not follow the KG OSHC guidelines of being safe, responsible, or respectful. The parent will be notified via an email with the behaviour report attached. If a child receives three forms in a term the parents will be notified by the service and reminded of the expectations. Should the safety of the child, other children or staff be at high risk the parent may be notified via phone immediately. If further incidents occur the Nominated Supervisor or delegate will contact families to arrange a time to discuss the incidents further and the child's enrolment may be put on hold until a positive behaviour support plan is put in place in consultation with family and other relevant stake holders. The Nominated Supervisor reserves the right to suspend or exclude a child if all efforts to support the child in the service have been exhausted and no improvement has been made.

The information contained in the incident, accident, injury, or trauma report forms must not be used for any purpose except strictly in accordance with this policy, the [Information Handling \(Privacy and Confidentiality\) Policy](#) and any other relevant BBASC policies.

The incident, injury, trauma, and illness record must include (National Regulation 87):

- details of the incident/event, including:
 - the name and age of the child
 - the circumstances leading to the incident, injury or trauma
 - the time and date the incident occurred, the injury was received, or the child was subjected to the trauma; or
- details of any illness which becomes apparent while the child is being educated and cared for including—
 - the name and age of the child
 - the relevant circumstances surrounding the child becoming ill and any apparent symptoms
 - the time and date of the apparent onset of the illness
- details of the action taken by the service, including—
 - any medication administered or first aid provided
 - any medical personnel contacted
- details of any person who witnessed the incident, injury, or trauma
- the name of any person whom the service notified (or attempted to notify), and the time and date of the notifications or attempted notifications
- the name and signature of the person writing the record, and the time and date report was created

An [Incident, Illness, Injury or Trauma Report](#) must be written as soon as practicable, but no later than 24 hours after the incident, illness, injury, or trauma.

Any Serious Incidents must be reported to the Approved Provider as soon as practicable. A copy of the report will also be forward to the Approved Provider, once completed.

	Serious	Moderate	Minor	No Injury or Harm
Assess	See ACECQA SIO1 for defined types	Moderate injury or harm	Minor injury or harm Near miss Minor concern, promptly remedied	Not likely to cause concern
Respond	Refer to relevant service policy and procedure Apply first aid	Refer to relevant service policy and procedure Apply first aid	Refer to relevant service policy and procedure Assess requirement for first aid Apply as necessary	Refer to relevant service policy and procedure Assess requirement for first aid
Report	Immediately to: Parent/Caregiver Nominated Supervisor and/or Responsible Person in Charge Approved Provider Regulatory Authority	Immediately to: Nominated Supervisor and/or Responsible Person in Charge Parent/Caregiver Approved Provider Regulatory Authority	As soon as practical to: Nominated Supervisor and/or Responsible Person in Charge Parent/Caregiver Approved Provider	As soon as practical to: Nominated Supervisor and/or Responsible Person in Charge Parent/Caregiver Approved Provider
Documentation	<i>Complete relevant service documentation and SIO1</i>	<i>Complete relevant service documentation and SIO1 (if medical assistance is sought or ought reasonably to have been sought)</i>	<i>Entry in minor incident book</i>	<i>Entry in minor incident book</i>
Debrief	Immediately with those involved in the incident and then the team as appropriate and within a reasonable time	As soon as possible with those involved in the incident and then the team as appropriate and within a reasonable time	As soon as possible with those involved in the incident and then at the next team meeting	Debrief and discuss as necessary
Reflect	Reflect on the steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified	Reflect on the steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified	Reflect on the steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified	Reflect on probability for the incident to escalate and identify strategies to prevent further escalation or repeated occurrence
Improve	Take immediate action to improve areas identified and make records of those actions	Take action to improve areas identified and make records of those	Take action to improve areas identified and make records of those	Take action to improve areas identified and make records of those



	on the service's improvement plan	actions on the service's improvement plan	actions on the service's improvement plan	actions on the service's improvement plan
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Authority to Provide Medical Attention

Written consent from the child’s parent/authorised persons will be sought through the enrolment process for the Nominated Supervisor and/or staff member qualified in first aid, to obtain medical attention, in keeping with the policies and procedures of the service, if required.

On occasion, it may be necessary for a child to have an Individual Medical Action Plan (see [Children with Medical Conditions Policy](#)).

Written consent will also be obtained from the parent/authorised persons for the use of all health and other personal information which the service has relating to the child, for the purpose of enabling the service to:

- Administer care and assistance to the child, including by obtaining emergency or other medical assistance or care for the child in accordance with this policy; and
- Report any incident, injury, illness, or trauma as required by law.
- To give emergency medications such as Epi pen, asthma puffers and paracetamol only when directed by 13 health or emergency services professionals.

To remove any doubt, all costs incurred in obtaining medical attention for a child will be met by the parents/authorised persons (i.e., the account holder). Under the Community Ambulance Cover Act 2003, all Queensland residents are covered for ambulance transport services anytime, anywhere across Australia. Families who are not Queensland residents must seek cover at their own cost.

Facilities and Resources

Disposable gloves will be worn when administering first-aid, and will be disposed of immediately after use, in accordance with the [Administration of First Aid Policy](#).

The Nominated Supervisor will, or delegate a qualified educator to, ensure that the following are kept at the service at all times, and are accessible to the educators but not to children:

- a fully maintained and equipped first aid kit, adequate for the number of children attending the service, and that items stored in the first aid kit are within the identified use by date (where applicable)
- service Phone
- a recognised and current first-aid manual
- a cold pack and/or ice ready for use in the administering of first aid
- a store of disposable gloves
- current emergency contact telephone numbers

Quality Improvement

Following any significant event, the Nominated Supervisor will debrief the events with educators, identifying any area of learning of improvement. The actions identified will be reported to the Approved Provider.

Relevant Laws and Provisions

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07 3553 7419 | kgoshc@gmail.com



- Education and Care Services National Law Act, 2010 and Regulations 2011
- Child Protection Act 1999
- National Quality Standard, Quality Area 2 – Children’s health and safety

E&CS Legislative Compliance

- Education and Care Services National Regulations 168 (2)(b), 12, 85-87, 90, 97, 99, 158, 160-162

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
Date implemented:	23/01/2024	Date families notified	9/01/2024
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4.4 Administration of First Aid

Policy Statement

The service acknowledges its responsibility to ensure appropriate procedures are in place for managing all incidents requiring first aid treatment. A proactive approach is taken in ensuring all educators are aware of their responsibilities, are suitably trained in first aid response and have access to appropriate first aid resources and equipment.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 168 (2)(a)(iv), 89, 136.*

Related Policies

- [2.3 Educator to Child Ratios](#)
- [3.4 Excursions](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [6.3 Workplace Health and Safety](#)
- [7.1 Emergency and Safety Equipment](#)
- [8.8 Nominated Supervisor](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [8.9 Determining the Responsible Person](#)

Roles and Responsibilities

Approved Provider	• Will support employees to have access to regular training to exceed qualification requirements. • Ensure the service is stocked and has access to ample first aid supplies and equipment.
Nominated Supervisor	• Monitor established routines to ensure first aid supplies are stocked and available. • Coordinate training opportunities for educators. • Monitor staff qualifications and rostering requirements. • Support responses to injuries and incidents.
All Staff	• Ensure personal first aid kits are restocked after use. • Respond to injuries and incidents in accordance with training and qualifications. • Report any identified issues with first aid management to the Nominated Supervisor for resolution.

Procedures

First Aid Supplies and Resources

The Nominated Supervisor is supported to ensure the first aid supplies are well-stocked. Checks on supplies occur weekly and a comprehensive re-stock is completed at least each term. The service is committed to ensure resources



exceeds any identifiable needs. As well as a large comprehensive first aid kit located in the OSHC building, additional smaller kits are available to have on hand.

Guided by the *First Aid in the Workplace Code of Practice 2014*, the first aid kit will contain as a minimum:

- Instructions for providing first aid including cardio-pulmonary resuscitation (CPR) flow chart
- Adhesive strips (assorted sizes) for minor wound dressing
- Non-allergenic adhesive tape for securing dressings and strapping
- Eye pads for emergency eye cover
- Triangular bandage for slings, support and/or padding
- Hospital crepe or conforming bandage to hold dressings in place
- Wound/combine dressings to control bleeding and for covering wounds
- Non-adhesive dressings for wound dressing
- Safety pins to secure bandages and slings
- Scissors for cutting dressings or clothing
- Kidney dish for holding dressings and instruments
- Small dressings' bowl for holding liquids
- Gauze squares for cleaning wounds
- Forceps/tweezers for removing foreign bodies
- Disposable nitrile, latex or vinyl gloves for infection control
- Sharps disposal container for infection control and disposal purposes
- Sterile saline solution or sterile water for emergency eye wash or for irrigating eye wounds. This saline solution must be discarded after opening
- Resuscitation mask to be used by qualified personnel for resuscitation purposes
- Antiseptic solution for cleaning wounds and skin
- Plastic bags for waste disposal
- Note pad and pen/pencil for recording the injured or ill person's condition and treatment given
- Re-usable icepack for the management of strains, sprains and bruises. Re-usable or "one off use" icepacks will be accessible for the management of strains, sprains and bruises
- Digital thermometer

The service will hold relevant first aid information that will be easy to understand and accessible to educators.

Risk assessments will be undertaken to identify the possibility of specific injuries and illnesses such as burns, eye injuries and/or poisoning occurring. In this instance, additional first aid kit contents and facilities may be provided.

First aid responders

All educators are expected to be first aid trained under 12 months of starting employment. Each year the service will hold first aid, CPR, anaphylaxis management and emergency asthma management training (or relevant refresher) for all staff.

While the service would typically exceed qualification requirements, it will ensure that at least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training as required by the *Education and Care Services National Regulations 2011*, attends any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for by the service.

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07 3553 7419 | kgoshc@gmail.com



The closest qualified first aid educator will undertake the initial management of any injuries and illnesses occurring at the service. The initial care provided will be consistent with their level of first aid training and competence. Where an incident reasonably requires medical assistance, an educator will call for treatment/management and the parent will be notified.

Information about the service's first aid procedures and resources will be provided to educators through the induction process on commencement of employment.

First aid records

All incidents requiring first aid treatment will be recorded on the appropriate child or educator reporting forms.

For incidents that require minor first aid (e.g., adhesive strip/ice pack), an entry must be made in the minor first aid record book. Information to be included in the minor first aid record book may include:

- the child's name,
- the reason for and where on their person the first aid was applied
- educator name and signature

All other injuries (or where there is doubt), the records will follow procedures outlined in [4.3 Incident, Illness, Injury or Trauma](#) and [10.15 Managing Notifications](#) procedures.

Injuries to Employees or Visitors

Any employee (or adult) injuries will follow steps outlined in this procedure. Any injury requiring medical treatment will be managed in collaboration with the Nominated Supervisor or Responsible Person.

Where an injury requires greater response than first aid an ambulance will be called.

Documentation of educator or visitor injuries will be recorded on the appropriate form. Please note reporting to Work Health Safety Queensland (WHSQ) may be required; these details are outlined in [10.15 Managing Notifications](#).

Serious Incident Reporting

Where the Service has had to administer first aid and the incident is deemed serious as per Regulation 12, the Nominated Supervisor will ensure that the steps outlined in the '[Incident, Injury, Illness and Trauma](#)' policy are followed and the Regulatory Authority is notified within 24 hours of either the incident, or them becoming aware of the incident.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Privacy Act 1988 and Regulations 2013*
- *National Quality Standard, Quality Area 2 – Children's health and safety; 4 – Staffing arrangements*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(a)(iv), 89, 136*

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



Policy Controls			
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4.5 Children with Medical Conditions

Policy Statement

The service recognises the prevalence of children attending the services who have health needs and relevant medical conditions (including asthma, diabetes or at risk of anaphylaxis) requiring sound practices and planning to ensure their health and wellbeing are cared for. The service is committed to a planned approach to the management of relevant medical conditions, and one that meets the legislative compliance of an education and care service (*Education and Care Services National Regulations 77, 90-96, 160-162, & 168 (2)(d)*).

Importantly, the service recognises some children attend the service with both highly sensitive and potentially life-threatening conditions. Management and responsiveness of these medical needs is a critical aspect of their care. All children with additional health needs or relevant medical conditions will have medical management plans provided and displayed. Additionally, the service will work collaboratively with parents and families to ensure the service understands and addresses risks associated with a child's need/condition (risk minimisation plans). Embedded within these plans are the outlined procedures to update information and actions as required (communication plans).

The service is committed to ensuring our educators are equipped with the knowledge and skills to support children's medical needs. The Approved Provider will seek to ensure all children in attendance receive the highest level of care and protection. Where relevant, additional training, resources and knowledge will be provided to educators to support the practices of the service to attend to relevant health and medical needs.

Related Policies

- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [4.1 Infectious Diseases – Prevention and Response](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [4.6 Medication Administration](#)
- [5.1 Food Handling, Preparation and Storage](#)
- [5.2 Food and Nutrition](#)
- [7.1 Emergency and Safety Equipment](#)
- [8.1 Recruitment and Employment of Educators](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [10.6 Risk Management](#)

Appendices and Forms

[Medical Risk Minimisation and Communication Plan](#)

[Medication Administration and Authority Form](#)

Roles and Responsibilities

Approved Provider	• Ensure staff are equipped to respond to children medical needs through collecting relevant information, obtaining medical plans, accessing relevant training. • Ensure parents receive relevant information and collaboration in managing children's needs.
Nominated Supervisor	• Ensure medical needs of children are collected, planned and communicated effectively. • Ensure parents who indicate children with medical needs are informed of the service's obligations and their duties. • Respond to medical needs as required to uphold the safety of children attending the service. • Ensure staff are suitably trained and instructed on the management of relevant medical conditions.
All Staff	• Maintain knowledge on the relevant condition and action plans of children accessing the service. • Respond to the medical needs of children. • Communicate relevant information to parents and children as required.
Parents/ Guardians	• Provide a medical action plan or letter from a doctor • Complete an authorisation to administer medication form • Complete in consultation with the service a risk minimisation and communication plan • Where a child has Asthma, Anaphylaxis, Allergy or other medical condition medication and the medical action plan or letter from the doctor states medication is required parents/ guardians must supply medication in its original container with a pharmaceutical label showing the child's name clearly printed on the front. This includes all non-prescription medication such as panadol, cough mixtures or antihistamines. Failure to do so will result in the child's enrolment being suspended.

Procedures

The procedures to manage children's medical conditions are contained within the following documents:

- Individualised Medical Management (Medical Management, Risk-Minimisation and Communication Plans)
- Practices for the Management of Specific Medical Conditions
 - Asthma Management Practices
 - Managing Children at Risk of Anaphylaxis
 - Diabetes Management Practices
- Self-administering of Medication



Individualised Medical Need Management (Medical Management, Risk-Minimisation and Communication Plans)

Any child enrolled in the service who has been identified with a health need, allergy or relevant medical condition will require:

- A **medical management plan / action plan** to be supplied by the parent (*Regulation 90(c)(i)*).
- The development of a **risk-minimisation plan** in consultation with a parent; and
- The development of a **communication plan** (for staff members to be informed of the health and medical needs of children and for parents to understand how to update health/medical information and/or relevant plans).

Medical Management and Risk-Minimisation Plans (*Regulation 90(c)(iii)*)

The service's enrolment forms will outline a child's medical needs. Where the parent indicates a child has an additional medical need, the Nominated Supervisor will communicate with the family to identify the need for a **medical management, risk-minimisation and communication plan**. A parent may notify the service at any time of a change in a child's medical needs. Where a parent indicates a child has the following, a medical risk-management plan will be requested/developed:

- one of the following conditions:
 - asthma
 - diabetes
 - diagnosed at risk of anaphylaxis
- any allergy or health care need requiring
 - specific action to be taken during an incident
 - the development of a risk-minimisation plan
 - relating to food safe handling, preparation, and consumption

The Nominated Supervisor will:

- Require a current **medical management plan / action plan** be provided to the service by the parent with consent that this is made accessible in a visible location to all educators.
- Require plans to be prepared in collaboration with a relevant health professional.
- Ensure medical management plans / action plans are within the recommended review dates. Liase with families to ensure information on file is current.
- Ensure all educators are adequately trained and rehearsed in the service's emergency medical management procedures and the administration of emergency/rescue medication.
- Collaborate with parents/guardians of children with specific health needs, allergies, or other relevant medical conditions to develop a **risk minimisation plan**.
- Request parents to review **Risk-Minimisation and Communication Plans** annually to ensure information is current and accurate to be able to guide staff practice; and
- Inform all educators and volunteers, of children with specific health needs, allergies or other relevant medical conditions and the risk minimisation procedures for these.

Medical Management Plans must be followed in the event of an incident relating to the child's specific health care need, allergy, or relevant medical condition (*Regulation 90(c)(iii)*). The medical management plan should be developed

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07 3553 7419 | kgoshc@gmail.com



in consultation with the child's registered medical practitioner with the procedures to follow from the medical practitioner documented in the medical management plan. The medical management plan should include the following:

- a photo of the child
- details of the specific health care need, allergy or relevant medical condition including the severity of the condition
- any current medication prescribed for the child
- what may trigger the allergy or medical condition (if relevant)
- signs and symptoms to be aware of as well as the response required from the service in relation to the emergence of symptoms
- any treatment/medication required to be administered in an emergency
- the response required if the child does not respond to initial treatment
- when to call an ambulance for assistance
- contact details of the doctor who signed the plan

Medical Risk-Minimisation Plans are developed in consultation with parents of the child. They are to ensure:

- the risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised
- if relevant, the safe handling, preparation, consumption, and service of food
- if relevant, the parents are notified of any known allergens that pose a risk to a child and strategies for minimising the risk
- to ensure all staff members and volunteers can identify the child, the child's medical management plan and the location of the child's medication
- if relevant, 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

Communication Plans (*Regulation 90(c)(iv)*)

Embedded within the Medical Risk-Minimisation Plan will be procedures outlined of how communication of the plan will be undertaken to ensure staff and visitors are aware of relevant risks and strategies.

Additionally, the plan will document how a parent may update any relevant details to the management of, or details regarding, a child's medical condition. This can include reviewing details of the *medical risk-minimisation plan*.

To remove any doubt, a child's parent can at any time communicate any changes to the medical management plan and risk-minimisation plan for the child. While each plan will outline specific steps, the parent can also direct any of these changes to the Nominated Supervisor.

Copy of Policy Provided (*Regulation 91*)

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Parents will be provided copies of the *medical risk-minimisation plan* and asked to confirm their approval. Attached to each *medical risk-minimisation and communication plan* will be a copy of this policy ([4.5 Children with Medical Conditions](#)). These records will be stored with the child's enrolment.

Communication of Plans and Policies

Medical Management Plans are located in the OSHC office. All staff are shown the specific location on induction and are provided with the opportunity to read and understand the content of each plan. The specific location of plans will be made with the agreement of parents. Any location will be discreet from public view and accessible for all educators of the service.

In addition, any children enrolled with medical needs are communicated to staff in team meetings and daily communication. The Nominated Supervisor is responsible for ensuring all educators, other staff and volunteers are able to identify a child with a specific health care need, allergy or other relevant medical condition and be able to locate their information, plans and medication/s easily.

Risk-Minimisation Plans will be stored in the child's medical file in the office. All risk-minimisation plans will be communicated with staff. Educators are required to read the risk-minimisation plan and familiarise themselves with the medical wall in the staff room.

Educator Training and Qualifications

The Nominated Supervisor will ensure that educators have appropriate education or training to enable them to undertake basic support of the health needs of children, including administering medications, responding to allergic reactions, basic first aid and adhering to special dietary requirements.

Additionally, children who are enrolled in the service with medical conditions and needs requiring specialist knowledge or training will be supported. Educators will have access to training relevant to children's medical needs.

Practices for the Management of Specific Medical Conditions (*Regulation 90(1)(b)*)

Individual children's relevant health needs and corresponding plans will be discussed on a regular basis with all educators at team meetings, in huddle and during induction to ensure staff have sound knowledge of practices and emergency management actions.

The service will ensure that at least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training attends any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for by the service. The service is committed to exceeding the required minimum standards through providing asthma management training for all educators at least annually.

Educator Training and Qualifications

The Nominated Supervisor will ensure that educators have appropriate education or training to enable them to undertake basic support of the health needs of children, including administering medications, responding to allergic reactions, basic first aid and adhering to special dietary requirements.

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Additionally, children who are enrolled in the service with medical conditions and needs requiring specialist knowledge or training will be supported. Educators will have access to training relevant to children's medical needs.

Asthma Management Practices (Regulation 90 (1)(a))

All children diagnosed with asthma must have a medical management plan outlining what to do in an emergency. A risk minimisation plan must be developed in consultation with the parent of a child diagnosed with asthma to identify the triggers and how these will be managed and monitored within the service (procedures outlined above). The action outlined in a medical management plan should be followed in the first instance.

Responding to Emergency Asthma Incidents

The procedure outlined in the child's medical management plan should be followed in the first instance (Regulation 90(c)(ii)). However, if this does not alleviate the asthma symptoms, or where a child is not known to have asthma (therefore no plan has been provided), an educator will provide first aid following the steps outlined by Asthma Australia. If the treating educator is not trained in emergency asthma management, the emergency asthma qualified educator should be immediately sought by any persons identifying symptoms in a child and/or suspecting a child may be suffering from an asthma flare-up (sometimes referred to as an asthma attack).

Asthma Flare-Up Symptoms

The most common symptoms of asthma are:

- Wheezing – a high-pitched sound coming from the chest while breathing
- A feeling of not being able to get enough air or being short of breath
- A feeling of tightness in the chest
- Coughing

Practices to Respond to an Asthma Flare-up:

- Sit the child upright.
- The educator will be calm and reassuring.
- Give four (4) puffs of blue reliever medication with slow and deep breathing in after each puff. If using a spacer, follow each of 4 puffs with 4 breaths in and out following each puff.
- Wait four (4) minutes. If there is no improvement, give four (4) more puffs as above.
- If there is still no improvement, ***call emergency services***; and
- Keep giving four (4) puffs every four (4) minutes until the emergency services arrive.

Authorisation for administering asthma medication is not required in an emergency. Educators should administer medication, then notify the parent and/or emergency services as soon as practicable (Regulation 94)

In the case of any emergency event, the parent of the child is to be contacted and informed once reasonably practicable to do so. Reporting will follow the practices outlined in *4.5 Incident, Illness, and Injury and Trauma policy*.

Emergency Asthma Equipment

The service's first aid kit contains Ventolin (blue puffer) and a spacer. Expiry dates of all puffers used will be closely monitored and replaced when expired. Puffers and spacers from the emergency asthma first aid kit must be thoroughly cleaned after each use to prevent cross contamination.

All asthma medication provided by families and administered by educators and/or self-administered by the child with the condition, must be in accordance with the Medication Policy (see [Policy 4.6](#)) of this service.

Managing Children at Risk of Anaphylaxis (Regulation 90 (1)(a))

The service will take appropriate action to minimise, as far as reasonably practicable, exposure to known allergens where children have been diagnosed with anaphylaxis. These specific actions will be identified through the risk minimisation planning procedure.

In recognising food allergies are a common (but not the only) source of allergy, in order to minimise the risk of exposure of children to foods that might trigger a severe allergy or anaphylaxis in susceptible children, our service will adopt the following practices:

- educate children about food allergies and ways to keep people safe
- actively discourage children to trade or share food, utensils or food containers
- ensure all food handling supports children's medical management plans
- request families to label all drink bottles and lunch boxes with their child's name
- consider the contents of food and non-food items for inconspicuous triggers
- monitor attendances to ensure that meals/snacks prepared at the service do not contain identified allergens when those children are in care; and
- where a child is known to have a susceptibility to severe allergy or anaphylactic reaction to a particular food, the service will develop policy and implement practice for the management of children, educators or visitors bringing foods or products to the service containing the specific allergen (e.g., nuts, eggs, seafood)

Symptoms of Anaphylaxis

Can include any one of the following:

- difficult/noisy breathing
- swelling of the tongue
- swelling/tightness in the throat
- difficulty talking and/or hoarse voice
- wheeze or persistent cough
- persistent dizziness and/or collapse
- pale and floppy (in young children)

In some cases, anaphylaxis is preceded by less dangerous allergic symptoms such as:

- swelling of face, lips and/or eyes
- hives or welts
- abdominal pain and vomiting (these are signs of anaphylaxis for insect allergy)

Authorisation for administering adrenaline autoinjector (EpiPen or similar) medication is not required in an emergency. Educators should administer medication, then notify the parent and/or emergency services as soon as practicable (Regulation 94)

Responding to Symptoms

All children diagnosed with being at risk of anaphylaxis must have a medical management plan outlining what to do in an emergency. This plan will be followed in the first instance (*Regulation 90(c)(iii)*). Additionally, a risk minimisation plan must be developed in consultation with the parent of a child diagnosed with being at risk of anaphylaxis to identify any triggers/allergies and how these will be managed and monitored within the service (procedures outlined above). The action outlined in a medical management plan should be followed in the first instance.

In the case of a child who has not been previously diagnosed with being at risk of anaphylaxis but is displaying symptoms, the following actions will be taken. The emergency anaphylaxis management qualified educator should be immediately sought by any persons identifying symptoms in a child and/or suspecting a child may be suffering an anaphylactic episode.

1. Lay the person flat – do NOT allow them to stand or walk
2. Give adrenaline autoinjector (EpiPen)
3. Phone emergency services (ambulance)
4. Phone parent (if practicable)
5. Further adrenaline doses may be given if no response after 5 minutes
6. Transported to hospital by ambulance (for observation)
7. **If in doubt give adrenaline autoinjector (EpiPen)**
8. Commence CPR at any time if person is unresponsive and not breathing normally

In the case of any emergency event, the parent of the child is to be contacted and informed once reasonably practicable to do so. Reporting will follow the practices outlined in *4.5 Incident, Illness, and Injury and Trauma policy*.

Emergency Medication

The service will always have an in-date adrenaline autoinjector (EpiPen or similar) in their first aid kit for emergency use. This will be in addition to (and not a substitute for) the prescribed devices for individual children with a diagnosed anaphylactic allergy.

This device will be used where:

- A child who is known to be at risk of anaphylaxis does not have their own device immediately accessible or the device is out of date
- A second dose of adrenaline is required before an ambulance has arrived and emergency services have advised the use
- The child's prescribed device has misfired or accidentally been discharged; and/or
- A child not diagnosed/identified as at risk of anaphylaxis is symptomatic



Each child will have the appropriate medication i.e., EpiPen (or similar) accessible to educators. Appropriate medication will be stored at the service for each relevant child. These will be stored in a clearly labelled and marked containers. All expiry dates of this medication will be recorded in a replacement schedule, which will be actively monitored by the Nominated Supervisor. Parents will be advised of expiry 3 months before expiry date. **Children will not be allowed to attend the service without their medication being available.**

In circumstances where a child requires an EpiPen (or similar) the service will request an additional device is stored at the service rather than being transported. If these arrangements are not suitable, personalised arrangement and risk-minimisation plans will be identified in collaboration with the Nominated Supervisor, Approved Provider and parents.

Diabetes Management Practice (Regulation 90 (1)(a))

Children with type 1 diabetes are at most risk from hypoglycaemia (hypo) which occurs when blood sugar levels are too low. Elements that can cause a hypoglycaemia include:

- a delayed or missed meal, or a meal with too little carbohydrate
- extra strenuous or unplanned physical activity
- too much insulin or medication for diabetes; and/or
- vomiting

Hypoglycaemia Symptoms

- | | |
|------------------|---------------------------|
| • headache | • lethargy |
| • trembling | • crying |
| • looking pale | • being irritable |
| • feeling hungry | • hunger |
| • sweating | • feeling/acting confused |

Action to manage this should be outlined in management plans. Educators will follow the steps identified in the plan (Regulation 90(c)(ii)). However, where the plan does not specify actions, the educator will inform the Nominated Supervisor/Responsible Person. The service will phone parents, and if needed, support the child to ingest some sugar and rest. The child will be actively monitored while resting.

Symptoms of ***severe hypoglycaemia*** include being

- extremely drowsy or disorientated and completely refusing food
- unconscious
- having a fit/convulsion
- unresponsive



Any child presenting with these symptoms will require emergency medical attention. The Nominated Supervisor (or Responsible Person or any relevant educator) will respond by calling **emergency services (000)** for an **ambulance** immediately. Relevant first aid practices will be used in the absence of emergency service advice and/or treatment.

Hyperglycaemia (hyper) occurs when blood sugar levels are too high. It can be caused by not enough insulin administered, eating too many carbs, stress, hormones, weather and physical activity.

Hyperglycaemia Symptoms

- feeling excessively thirsty
- frequently passing large volumes of urine
- feeling tired
- blurred vision
- infections (e.g., thrush, cystitis, wound infections)
- weight loss

Action to manage this should be outlined in management plans (*Regulation 90(c)(iii)*). Where this has not been identified educators will inform the Nominated Supervisor/Responsible Person. The service will phone parents. It is likely the child will require medication. If needed the service will call emergency services.

Where diabetic management is required, the service will ensure that educators are adequately and appropriately trained in the use of insulin injection devices (syringes, pens, pumps) used by children at the service with diabetes. In the event of major concerns regarding insulin levels of a child, the Nominated Supervisor (or Responsible Person or any relevant educator) will respond by calling **emergency services (000)** for an **ambulance** immediately.

Children's Self-administering Medication (*Regulation 90 (2)&(3)*)

The service can permit children over preschool age to self-administer medication however [the relevant authority form](#) must be completed by the parent/authorised person, prior to the child administering the medication.

This information about the symptoms and actions to be taken to support a child will be detailed in the child's medical management and risk-minimisation plan. Plans for the management of medication must also outline how the storage of the medication will be secure, safe, and accessible. Children cannot attend the service without access to required medication.

Despite authority to self-administer, educators should be aware of any relevant signs and symptoms or schedules relating to a child's medication administration. Where relevant, educator should prompt/remind children to administer their medication on this basis.

Where a child intends to self-medicate, they must:

- inform an educator of their intention to take medication
- collect the medication from where it has safely been stored

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07 3553 7419 | kgoshc@gmail.com



Educators will then:

- supervise the child who is self-administering medication/s
- ask the child when medication was last administered (and record this information)
- ensure each child follows all administration of medication, health and hygiene procedures

Self-Administration Records (Regulation 90 (3))

The service will record all instances of supervised self-administration of medication. [A self-administration record will be kept for the child](#). Details of the date, time and dosage of the medication administration will be recorded by the educator who witnessed the administration.

A copy of the self-administration record can be provided to the parent at any time.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Protection Act 1999*
- *National Quality Standard, Quality Area 2 – Children’s health and safety*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(d), 90-96, 158, 162*

Policy Controls			
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4.6 Medication Administration

Policy Statement

Kelvin Grove OSHC understands the requirement to safely administer medication for children who may need this as part of their care. The service is committed to upholding a high standard of safety in managing the medical needs of children, including the manner in which medication is accessed and administered. In the interests of the health and wellbeing of the children, and compliance with legislation, the service will only permit medication to be given to a child if it is in its original packaging with a pharmacy label attached.

Self-administration of medication can be facilitated through working collaboratively with parents/caregivers to establish safe practices. Therefore, self-administration of medication is only authorised with written authorisation from the parent/caregiver.

The service recognises children may require medication for a range of reasons and for different lengths of time (i.e., short-term illness vs management of long-term health conditions). The service will make information easily accessible for parents to understand the service's requirements for the administration of any medications, including information being provided in the *Family Handbook*. Consistent with [4.5 Children with Medical Conditions](#), a copy of this policy will be provided to the parent/caregiver where there is awareness that the child has a specific health care need, allergy or other relevant medical condition.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 90-96, 158, 162 and 168 (2)(d)*.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [3.4 Excursions](#)
- [4.1 Infectious Diseases – Prevention and Response](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [4.5 Children with Medical Conditions](#)
- [4.4 Administration of First Aid](#)
- [6.3 Workplace Health and Safety](#)
- [9.2 Enrolment and Orientation](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.6 Risk Management](#)

Appendices and Forms

[Medical Risk Minimisation and Communication Plan](#)

[Medication Administration and Authority Form](#)

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Roles and Responsibilities

Approved Provider	- Establish practices that support the needs of children and uphold safety in the administration of medication. - Ensure the service has suitable facilities for the storage of medication.
Nominated Supervisor	- To collaborate with families to ensure children's health and medical needs are supported including the establishment of practices to ensure safe transportation. - Ensure educators are aware of their role and duties in supporting the administration of medication for children. - Ensure established practices are maintained and report issues to the Approved Provider and address concerns with families.
All Staff	- Support the safe administration of medication for children, including ensuring the medication is labelled, transported and stored correctly. - Witness medication administration including documenting correct dosage, labelling and child's identity.

Procedures

Permission/Authority (Regulation 92-93)

Upon enrolment, parents and families are provided with information explaining the expectations for notifying the service of health, medical or other relevant care needs, including any changes to these. Parents can communicate the need for children to be administered medication at any time during the child's enrolment at the service – either for ongoing requirement or for a fixed time.

A parent (or persons with relevant authority named in the enrolment form) are required to complete a [Medication Authority and Administration Form](#) when medication must be administered by or at the service. Within the Medication Authority, parents (or another relevant authorised person) will be required to advise:

- Name(s) of medication(s) to be administered
- Time and date the medication(s) were last administered
- The time and date [or the circumstances under which], the medication should be next administered
- Dosage of medication to be administered
- Method (e.g., oral) medication to be administered
- Any additional instructions or information (i.e., medication required to be refrigerated)

Additionally, the record is required to contain:

- The name of the child
- The signature of the parent (or person named in the enrolment records) authorising the administration of the medication

Administration of Medication (Regulation 93 & 95)

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Except for an emergency, staff members will only be permitted to administer medication to a child if it is:

- In its original package/container
 - Where the medication is prescribed - with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and is within the expiry date period
 - Where over-the-counter medication - bearing the original label and instructions and before the expiry or use by date
- Has been authorised by a parent (or person named in the child's enrolment form)
- In accordance with the details outlined in the Medication Authority and Administering Form completed by the parent (or person named in the enrolment form)
- In accordance with any written or verbal instructions provided by a registered medical practitioner

All medication will be administered by the Nominated Supervisor/Responsible Person, or a delegated educator nominated by the Nominated Supervisor or Responsible Person. An additional educator will also be required to witness the administration of medication.

Administration of medication will be recorded in a [Medication Authority and Administration Form](#). The person administering medication and the witnessing educator must complete the following details:

- the dosage that was administered
- the method/manner in which the medication was administered
- the time and date the medication was administered
- the name and signature of the person who administered the medication
- the name and signature of that educator who witness the medication administration

Upon collection of the child from the service, the parent will be informed of the medication being administered and sign the record to acknowledge this notice.

All medical authorisations/authorities and/or administration records will be stored securely with the child's enrolment records (see [10.4 Information Handling \(Privacy and Confidentiality\)](#)).

[Medication Authority and Administration Form](#) will be updated once every twelve months at the time of reenrolment each year at a minimum, on medication intake current forms need to be cross referenced to ensure that information of the medication is current and relevant.

Emergency Administration of Medication (Regulation 93-95)

In the case of an emergency, authorization to administer medication can be given verbally, when:

- a parent (or a person named and authorised in the child's enrolment record) consents to administration of medication; or



- if a parent (or person named in the enrolment record) cannot reasonably be contacted in the circumstances, a registered medical practitioner or an emergency service

Where medication is administered in an emergency, the Nominated Supervisor/Responsible Person must notify the parent of the child as soon as practicable. Written notice (an [Incident, Illness, Injury or Trauma Report](#)) must be supplied to a parent (or other authorised person) as soon as practicable (but within 24 hours)

Anaphylaxis or Asthma Emergency

- Medication may be administered to a child without authorisation in the case of an anaphylaxis or asthma emergency
- Where emergency anaphylaxis or asthma medication has been administered to a child, the Nominated Supervisor/Responsible Person must notify the parent of the child and emergency services as soon as is practicable

Where medication is administered to a child in an emergency, the steps contained in [4.3 Incident, Illness, Injury or Trauma](#) may be required, including but not limited to reporting and notifying the incident (also see [10.15 Managing Notifications](#))

Medication Storage and Transport

Storage

Unless subject to self-administration procedures, all medication will be stored in a locked cupboard or lockable refrigerated container. Storage should prevent unsupervised access and/or contamination to medicines.

Transporting Medication

The Nominated Supervisor (or Responsible Person) will discuss with parents and agree to relevant plans for the safe transportation of medication. Ideally, all medication will be transported in the care of a responsible adult. All transportation must uphold the service's commitment to the safety and protection of children.

Any medication no longer required to be administered to the child will be returned to the parent.

Children's Self-administering Medication (Regulation 90 (2)&(3), 92 & 95- 96)

See [Children with Medical Conditions Policy](#)

The service can permit children over preschool age to self-administer medication, however, the relevant authority form must be completed by the parent (or authorised nominee), prior to the child administering the medication.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Health (Drugs and Poisons) Regulation 1996*

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07 3553 7419 | kgoshc@gmail.com



- Public Health (Medicinal Cannabis) Act 2016
- National Quality Standard, Quality Areas: 2 – Children’s health and safety; 4 - Staffing arrangements; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.

E&CS Legislative Compliance

- Education and Care Services National Regulations 90-91, 92 -96, 160-162 and 168 (2)(d)

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4.7 Sun Safety

Policy Statement

The primary purpose of the service’s sun safety policy is to ensure that all children attending the service are protected from the harmful effects of the sun. However, the service also recognises the opportunity to promote excellent health and safety practices for children. The service views its sun safety practices as a chance to form good life-long habits and educate children about sun smart behaviour. Procedures will be adopted throughout the year, regardless of season.

The rationale for this policy was provided by the Queensland Cancer Council and is consistent with their Policy Guide for School and Early Childhood Sun Protection. Our sun safety policy ensures that all children, staff, and visitors attending our service are protected from skin damage caused by harmful UV radiation from the sun.

Parents are expected to provide sun safe items (hats, sleeved shirts etc.) for their children, as this forms the basis for the daily practices. Additionally, the service also recognises other opportunities to plan for minimised exposure to high levels of UV radiation.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 168 (2)(a)(iii)* in establishing a sun safety policy.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.10 Children’s Property and Belongings](#)
- [2.11 Promoting Protective Behaviours](#)
- [3.4 Excursions](#)
- [3.6 Physical Activity](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [9.7 Acceptance and Refusals of Authorisations](#)

Roles and Responsibilities

Approved Provider	• Ensure plans and routines support children sun safe behaviours and education. • Ensure the outdoor areas include provisions for adequate shade to protect the children from overexposure of the sun (Reg 114)
Nominated Supervisor	• Ensure practices are role-modelled and followed by all children, educators and visitors. • Ensure suitable resources and equipment is available and accessible (spare hats, sunscreen etc.). • Ensure the routine and program identify opportunities to reduce exposure to high levels of UV radiation.



All Staff	• Encourage and educate children on safe sun practices. • Role-model desired behaviours. • Address instances where services policies are not being followed, through supportive interactions.
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Procedures

Establishing Sun Safe Practices

The service’s sun safe practices are designed and implemented with the primary intention to reduce exposure to UV radiation. We recognise, protection is critical when UV levels are 3 or above, which is typically expected every day of the year in Queensland. Therefore, we will implement effective sun protection all year round.

Limiting Exposure – Sun Safe Practices

Sun safety practices will be proportionate to UV radiation hazards. Where children are playing outdoors the following sun safe measures will be used:

- Levels 1-2: at least one sun safe measures
- Levels 3 and above: multiple sun safe measures

Sun Safe Measure	Directions
Shade	Where possible, educators will operate outdoor activities, including excursions, in shaded areas, especially during the summer months. The Approved Provider will ensure adequate shade is available and maintained.
Hats	• Children and staff are to wear hats for all outdoor activities • The rule: no hat – no outdoor play will be enforced • Children must bring their own hats to the service • Children and parents are encouraged to wear brimmed or bucket hats
Sleeved Shirts	• Children and staff must wear a top with sleeves to the service. Singlets or sleeveless tops are not permitted. Spare shirts with sleeves are available in spare clothing drawer in case of emergency.
Swimming Clothing	• For swimming and water play activities, a sleeved sun top must be worn over swimsuits. A Lycra top is preferred.
Sunscreen	• Children and staff will be provided with minimum SPF50+ sunscreen. This will be administered prior to outdoor activity sessions between 10am and 3pm or in accordance with the daily peak UV rating for the local area. Parents are to inform the service of potential allergies to sunscreen and send in an adequate alternative for their child should the services sunscreen be unsuitable.

The highest risks of UV exposure will occur during vacation care, especially in summer and adjacent seasons. During these sessions of care every reasonable sun safety measure will be adopted.

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Non-compliance

When parents do not provide appropriate clothing and equipment for children, the first step is for the Nominated Supervision/Responsible Person in Charge to have a gentle ‘prompting’ conversation with the parent. Where this does not impact a change, the Nominated Supervisor will meet more formally with the parent to address the concerns.

Role-Modelling

Educators will ensure that all children, staff, and visitors attending the service are protected from the harmful UV effects of the sun during the recommended times of the day.

Routine Practices

The Nominated Supervisor will:

- Ensure all sun protection measures are applied to children, staff, and visitors while outside when the UV level is 3 or above, including:
 - wearing adequate SunSmart clothing and making use of shaded and/or covered areas
 - wearing hats (ideally broad-brimmed) that protect the face, neck, and ears
 - applying SPF 30+ broad-spectrum, water-resistant sunscreen 20 minutes before going outdoors and reapplying every 2 hours (with parent/guardian permission and allergy safe as required)
- During outdoor events including excursions, consider the patterns of shade, ensure that adequate shade is provided or sought out when exploring locations.

Program planning will identify alternatives when considering outdoor play in high UV radiation times. Where possible this will be avoided, where not possible increased measures of protection will be explored.

Ongoing feedback and support will be sought from parents/guardians and the school community for the sun safety policy and its implementation through newsletters and, parent meetings etc.

The sun safety policy will be reviewed periodically with children, staff, parents, and the Approved Provider.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Cancer Council Queensland – Policy Guide: Schools and Early Childhood Sun Protection*
- *National Quality Standard, Quality Area 2 – Children’s health and safety*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(j), and 155-156.*

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Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



Policy Group 5 – Food and Nutrition

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



5.1 Food Handling, Preparation and Storage

Policy Statement

The service recognises the need for effective food handling and storage practices to ensure that the food provided is safe for consumption. Kelvin Grove OSHC recognises its obligation to ensure foods prepared and provided must be done so in a way that is safe for children in our care. All food served is to be handled, prepared, and stored in a manner that is consistent with quality food handling and storage guidelines, including the Australian and New Zealand Food Standards Code and other relevant guidelines including Staying Healthy in Childcare.

The service recognises its obligation to implement adequate health and hygiene practices and safe practices for handling, preparation, and storage to minimise risks to children. Kelvin Grove OSHC is committed to ensuring access to appropriate water and food according to the individual needs of children.

Related Policies

- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [4.5 Children with Medical Conditions](#)
- [5.2 Food and Nutrition](#)
- [6.1 Space and Facilities Requirements Requirements](#)
- [6.3 Workplace Health and Safety](#)
- [9.3 Interactions and Communication with Families](#)

Roles and Responsibilities

Approved Provider	• Establish sound food handling, preparation and storage procedures. • Ensure facilities and equipment support the safe preparation, handling and education of food.
Nominated Supervisor	• Monitor and support safe food handling practices. • Coordinate with the Approved Provider to ensure the practices and equipment meets the needs of the service and children. • Ensure educators are provided with suitable training and instruction to handle food as described in the outlined procedures.
All Staff	• Ensure procedures are followed at all times. • Support children in preparing and handling food to guide learning, development and safe practices.

Procedures

Food Handling

- The Nominated Supervisor will be responsible for ensuring that all food preparation practices and environments are compliant with relevant laws, regulations, and guidelines.
- Any educators or child preparing food will ensure adequate hygiene including always washing hand washing and use of relevant protective equipment (e.g., gloves).



- Any educator or child preparing food must wash their hands in the specified sink before starting any food preparation. Hand washing practices are outlined in [4.2 Hygiene, Health and Wellbeing Practices](#)
- The service will provide all the necessary food handling equipment and utensils (e.g., gloves, colour-coded cutting boards) to support sound practices.
- Educators will ensure their hair is tied back and their clothing is appropriate for food preparation.
- Educators who are unwell will not be permitted to handle or prepare food.
- Educators will not be permitted to handle food where their hygiene or practices do not meet the necessary standard.
- All care and attention will be taken when preparing, serving, and storing food for children with particular dietary and/or allergy issues. Families may be requested to provide their child's food if the service is unable to cater for their specific need.

Cleaning and Sanitising

- All food preparation surfaces and utensils will be cleaned and sanitised before use (see 5.5 Cleaning and Sanitising).
- Food grade sanitisers are applied to all benchtops and preparation surfaces before and after each occasion the food is prepared.

Food Storage

- After opening perishable items, educators will store food according to manufacturer's directions ensuring all food is suitably covered (airtight containers where required) and, where necessary, refrigerated.
- All items will be clearly labelled to include:
 - food items name
 - date opened
 - use by/expiry/best before date
 - any other relevant instruction
- The service will ensure regular pest and vermin maintenance is conducted to prevent contamination.
- Perishable food brought from home by children and/or educators can be refrigerated when requested (limited to the service's capacity to do so). These items will be suitably dated and labelled. Any items left at the service for more than 2 days will be disposed of appropriately.
- The refrigerator and pantry will be cleaned weekly.
- Weekly inspections will also involve stock (food) rotation and inspection for food requiring disposal (perished or expired etc.)
- Food that is not fit to be eaten is to be immediately disposed of immediately so that it will not be consumed.

Cooking, Food Preparation and Service with Children

- Ensure children who are supporting the preparation or service of food uphold the service's hygiene practice, including handwashing.
- Children will not be allowed in the kitchen or food preparation area unsupervised. Food activities that require heating and/or cooking will be fully risk assessed and supervised by an educator.
- Children who are unwell will not be permitted to handle food, whether it is a food activity or preparation of snacks or meals.

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07 3553 7419 | kgoshc@gmail.com



Food Brought to the Service

- Parents/guardians will be provided with information, through the enrolment and orientation process, relating to storage of lunch boxes during vacation care.
- Any issues will be addressed and planned with each individual family directly.

Food Recall

- The service will monitor foods purchased for recall alerts. Recall alerts may be distributed via retail and public communication from the manufacturer or recognised health authority.
- Any foods recalled will be returned or destroyed according to advice.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Food Act 2006 (Qld)*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements*

E&CS Legislation Compliance

- *Education and Care Services National Regulations 77-80*

Policy Controls			
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5.2 Food and Nutrition

Policy Statement

This service recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children. The service encourages and promotes the health and wellbeing of children by providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parents are supported to understand the benefits of this approach to nutrition for their children.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations* 168 (2)(a)(i), 77-80.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [3.8 Statement of Intent for Children's Play](#)
- [3.1 Educational Program Development and Implementation](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [4.5 Children with Medical Conditions](#)
- [5.1 Food Handling, Preparation and Storage](#)
- [6.1 Space and Facilities Requirements Requirements](#)
- [6.2 Resources and Equipment](#)
- [6.3 Workplace Health and Safety](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.6 Risk Management](#)

Roles and Responsibilities

Approved Provider	• Ensure the service has established sound food and nutrition practices.
Nominated Supervisor	• Monitor and respond to food safety issues. • Ensure food purchased, stored and served is consistent with risk-assessment and management plans. • Ensure communication with parents is effective. • Facilitate opportunities for child, parent and educator involvement in menu design and food ideas.
All Staff	• Source opportunities to involve children in the food and nutrition program. • Equip children with self-help and independence skills. • Monitor children for allergic reactions or safety issues relating to food. • Involve children in positive mealtime experiences and encouragement of 'smart choices and healthy foods.

	• Ensure food handling and storage practices are reflective of service policy and procedures, and relevant regulations. • Ensure children have access to and encouragement to consume adequate drinking water, especially in hot weather.
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Procedures

Development and Review of Nutrition Policy

1. A detailed nutrition policy has been developed in consultation with families, educators and the service management.
2. The policy will be based on information from recognised health authorities, such as the Commonwealth or State Government health department and non-government organisations with recognised expertise in nutrition (e.g., Nutrition Australia, Heart Foundation, Queensland Health).
3. The Nominated Supervisor will be responsible to regularly review, and when necessary, ensure that the service obtains formal reviews of this Nutrition Policy from a recognised nutrition authority or a person duly qualified to advise in relation to it.
4. The Nominated Supervisor will report to the Approved Provider at least once a year and otherwise whenever a change is made to this Nutrition Policy.

Recommended Food

1. Information about healthy food choices is gathered from recognized authorities (i.e., Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003, Nutrition Australia) and also Queensland Education initiative 'Smart Choices, Healthy Foods'.

Provision of Healthy and Varied Food Choices

1. Where the service provides food, educators will seek to provide food, which:
 - I. is healthy, balanced, varied, age appropriate and consistent with Dietary Guidelines for Children and Adolescents in Australia (NHMR) 2003.
 - II. includes a good balance of fresh foods, as opposed to pre-packaged and prepared foods
 - III. as far as reasonably possible, meets the dietary needs of children with special dietary needs of which the service has been made aware, or becomes aware
2. Service menus are planned to use a checklist to ensure that food provided is varied and encompasses all food groups. Families, children, and educators are encouraged to contribute ideas for the menu.
3. Where breakfast and afternoon tea are provided, a menu for the week will be displayed near the entrance of the OSHC building and on the fridge.
4. The Nominated Supervisor will discuss with all parents any food allergies and restrictions (including cultural or religious) which are required by the parent to be enforced at the service. Details of these restrictions will be noted on the enrolment form and passed on to educators.
5. The service will seek to accommodate all such reasonable nutritional needs of a child by giving appropriate directions to educators in relation to that child.
6. Where children have special dietary needs, which is not reasonable that the service meet, the Nominated Supervisor will consult with parents and where necessary, the meal will be supplied from home.
7. When parents provide food for their child, healthy food and drink choices are encouraged.



8. The Nominated Supervisor will support menu preparation and purchasing to ensure adequate quantity.

The Eating Environment

1. Social interactions will be encouraged during meal/snack times. Educators will spend this time interacting with the children and model good eating and social habits.
2. Children will be encouraged to use effective hand hygiene, prior to regular service mealtimes.
3. To ensure safety, children will be encouraged to sit whilst eating and/or drinking.
4. Children eating food at the service, outside the regular mealtimes of the service, will be encouraged to use effective hand hygiene and to sit while eating.

Serving of Food

1. Independence will be fostered by encouraging children to serve themselves food, under supervision from educators, using appropriate equipment.
2. If educators need to serve food to the children, tongs and/or gloves will be used.
3. At meal/snack times, educators will encourage children to try different foods and to take appropriate portions.

Involving Children

1. Educators will facilitate children being involved in the preparing and serving of food through 'serve-yourself' routines and activities where possible.
2. Educators will encourage and involve children in conversations and routines that promote healthy eating and good nutrition.

Drinking Water

1. The Nominated Supervisor will ensure that children have ready access to cool drinking water.
2. Educators will encourage children to drink extra water during the summer months.
3. Educators will encourage parents to provide children with water to take with them on excursions.

Diverse Cultural Experiences

1. Food provided includes food from various cultures, particularly those represented in the service, and local community.
2. Families from other cultures within the service or wider community may be invited to participate in the program, providing children with food experiences from their own culture.
3. Food awareness activities will be chosen from a variety of cultures and may include:
 - i. different ways of serving the food (i.e., chopsticks)
 - ii. different varieties of foods (e.g., feta cheese instead of cheddar)
 - iii. foods that may have significance within their culture (e.g., Anzac biscuits and their origin)

Communication with Families

1. The food provided by the service is planned ahead and menus are displayed on the noticeboard in the office for families and children as well as on parents Xplor App.
2. Where parents are required to provide food for their children, the service will provide relevant nutritional information as well as suggestions for healthy food and drink choices.

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3. If a child has special food needs e.g., cultural requirements or food allergies, the service will work with parents to develop a plan to meet the child's needs. Parents will inform the service of any changes.
4. Through the Family Handbook, parents are alerted to the service's nutrition policy, and invited to contact the Nominated Supervisor at any time to discuss any comments, concerns, or feedback in relation to the Food and Nutrition Policy, and of their child's particular dietary requirements for health or other reasons.
5. The Nominated Supervisor will arrange at least one opportunity every twelve months for parents to have input into the Nutrition Policy.

Professional Development

1. Service management will ensure that educators are provided with adequate training and instruction in relation to food handling and storage procedures.
2. Educators will be encouraged to attend professional development on food and nutritional related issues.
3. The service will ensure that information and/or fact sheets relating to food safety and nutrition are readily available for educators.

Food Experiences

1. Food will not be used in the service as punishment or reward for children.
2. Educators will encourage children to learn about food and nutrition through:
 - i. engaging children in conversations about healthy lifestyles and good nutrition.
 - ii. inclusion of children in service meal routines.

Food Safety

1. Supervisors and staff undertaking food handling at the service will be required to have skills and knowledge of food safety including food handling.
2. Food safety and food hygiene training will be provided through such means as external workshops, in-service workshops, induction, in-house training, and workplace documents displayed to feature food safety responsibilities and requirements in accordance with the service's food safety plan.
3. All food will be stored in accordance with packaging requirements or relevant guidelines.
4. The kitchen area is to remain clean and hygienic at all times. Outlined cleaning and sanitising procedures will be followed at all times.
5. The service is aware, and manages the risk of, certain food to children that may be susceptible to allergies.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Protection Act 1999*
- *National Quality Standard, Quality Area 1 – Educational program and practice; 2 – Children's health and safety; 4 – Staffing arrangements; 6 – Collaborative partnerships with families and communities*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(a)(i), 77-80.*

Policy Controls

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Policy Group 6 – Physical Environment, Resources and Safety



6.1 Space and Facilities Requirements

Policy Statement

Kelvin Grove OSHC will ensure the space and facilities used for the OSHC program are safe, stimulating and enable the provision of quality education and care. The service will work collaboratively to ensure the environment that is available to all children will positively contribute to their safety, wellbeing, and development. The service recognises the responsibility to ensure the environment and equipment used in providing care and education is safe, clean and in good repair.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [2.12 Children's Toileting](#)
- [6.3 Workplace Health and Safety](#)
- [2.14 Non-Smoking, Illicit Substance and Alcohol-free Environment](#)
- [3.9 Sleep and Rest](#)
- [7.1 Emergency and Safety Equipment](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance With The National Quality Framework \(NQF\)](#)
- [10.1.2 Approval Requirements](#)
- [10.2 Budgeting, Procurement and Financial Planning](#)
- [10.5 Insurance](#)
- [10.7 Asset Management](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• To establish the arrangement of space and facilities with the school is adequate to provide quality education and care. • Ensure the space and facilities used in providing education and care is consistent with Regulations.
Nominated Supervisor	• Monitor and respond to any issues relating to the repair, hygiene and safety of the facilities and the environment. • Collaborate with the Approved Provider, school and educators to identify opportunities for improvement. • Lead the procedure for requesting, comparing and sourcing of additional, repair of or replacement facilities.
All Staff	• Monitor and report instances of issues relating to the repair, hygiene and safety of the facilities and the environment. • Supervise children to ensure the environment is contributing to children safety, wellbeing and development.



Procedures

Education and Care Facilities

The service will ensure the areas provided for education and care are:

- Reflective of the agreed indoor and outdoor spaces identified in the Service Approval.
- The spaces will be routinely monitored for comfort and safety, with educator and the Nominated Supervisor addressing any immediate issues to ensure children's safety and wellbeing.
- Adequate toileting and handwashing facilities for children and educators are readily available.
- Available and adequate facilities to cater for soiled clothing including hygienic storage.
- Adequate, safe, and accessible drinking water and/or food will be provided at all times.
- Furniture in the environment will be organised in a manner that is developmentally appropriate for all children, it will be inclusive and adaptable to ensure participation by every child in the program.
- Areas located to display children's artwork and promoted notices and communication for parents.
- Adequate space for children to engage in rest and/or quiet experiences.
- Indoor spaces are monitored for adequate ventilation, natural light and temperature that ensures the safety and wellbeing of children.

Administration Facilities

The service will ensure adequate administrative space and facilities are available for the purposes of:

- Conducting the administrative functions of the service.
- Private and personal conversations with families.
- Providing rest area for staff and/or volunteers.
- A telephone being accessible at all times.
- Suitable storage space for valuable and personal items
- Adequate lockable storage facilities for equipment, tools, first aid kit, medication, and relevant hazardous substances.
- Lockable cupboard or filing cabinet for all child and family information (including enrolment forms), educator records and any other confidential records.

Purchasing and Development

- Educators and families will be encouraged to identify suitable opportunities to address concerns with the facilities.
- The QIP will also identify opportunities to enhance the service's provisions and utilisation of their spaces.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children's health and safety; 3 – Physical environment; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 81, 103, 105-111, & 113-114*

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07 3553 7419 | kgoshc@gmail.com



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6.2 Resources and Equipment

Policy Statement

The service recognises the importance of providing resources and equipment that are safe and suitable to the developmental and recreational needs of the children in care. The service is committed to ensuring resources are sufficient and developmentally appropriate for all children attending the service for the promotion of quality education and care.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [6.3 Workplace Health and Safety](#)
- [3.9 Sleep and Rest](#)
- [7.1 Emergency and Safety Equipment](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.1.2 Approval Requirements](#)
- [10.2 Budgeting, Procurement and Financial Planning](#)
- [10.5 Insurance](#)
- [10.7 Asset Management](#)
- [10.13 Self-Assessment and Quality Improvement](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Ensure the resources and equipment used to provide education and care is adequate, developmentally appropriate and in good repair.
Nominated Supervisor	• Monitor and respond to any issues relating to the repair, hygiene and safety of resources and equipment. • Collaborate with the Approved Provider and educators to identify opportunities for improvement and extension to enhance the program and learning opportunities for children. • Lead the procedure for requesting and sourcing of additional or replacement resources and equipment.
All Staff	• Monitor and report instances of issues relating to the repair, hygiene and safety of resources and equipment. • Supervise children to ensure resources and equipment are contributing to children safety, wellbeing and development.

Procedures

Education and Care Resources and Equipment

The service will ensure the resources and equipment provided for education and care are:

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- Sufficient and in good working order.
- Are varied and diverse to support multiple aspects of the program including both indoor and outdoor equipment.
- Furniture, materials, and equipment are selected to be developmentally appropriate, inclusive and adaptable to ensure participation by every child in the program.
- Where appropriate, equipment and resources displayed and stored in such a way that children can access them independently.
- The management team will ensure that a wide range of real, commercial, natural, recycled, and simple homemade materials are provided to support the children’s learning in a range of ways.
- Educators will be encouraged to work collaboratively with children and families to understand their needs and wishes to support access, utilisation, and development of service resources.

Administration Resources and Equipment

The service will ensure adequate administrative resources are available to:

- Conduct and support the service’s documentation and communication.
- Support efficient business practices and responsibilities in providing quality care.
- The service will gather information and resources for access to advice and support for parents and families.

Purchasing and Development

- The service will plan and budget for the continual development of resources and equipment to support the service’s program and practice.
- Educators and families will be encouraged to identify suitable opportunities to purchase suitable equipment and resources.
- The QIP will also identify opportunities to identify resources to enhance the service’s provisions
- Care will be taken when purchasing equipment to ensure it complies with relevant Australian Standards (available from Standards Australia) and is suitable for the purpose for which it is intended.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 73, 103, & 105.*

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



6.3 Workplace Health and Safety

Policy Statement

For the protection of children, educators, management, and the service as a whole, the service will ensure that its equipment, facilities and premises are safe and clean in keeping with the requirements of the *Work Health and Safety Act, 2011*. See also Policy 7.1 for specific obligations relating to emergency equipment and facilities. The service promotes health and safety awareness for all people involved in the service. Policies and procedures are developed and monitored to reflect safe work practices.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 168 (2)(j), and 155-156*.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.6 Supporting Complex Behaviours](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.4 Excursions](#)
- [3.4.1 Transport for Excursions](#)
- [3.6 Physical Activity](#)
- [3.5 Water Activities and Safety](#)
- [4.1 Infectious Diseases – Prevention and Response](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [4.6 Medication Administration](#)
- [4.7 Sun Safety](#)
- [2.12 Children's Toileting](#)
- [2.14 Non-Smoking, Illicit Substance and Alcohol-free Environment](#)
- [4.5 Children with Medical Conditions](#)
- [4.4 Administration of First Aid](#)
- [5.1 Food Handling, Preparation and Storage](#)
- [5.2 Food and Nutrition](#)
- [6.1 Space and Facilities Requirements Requirements](#)
- [6.2 Resources and Equipment](#)
- [7.1 Emergency and Safety Equipment](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.1 Recruitment and Employment of Educators](#)
- [8.11 Workplace Bullying, Discrimination and Harassment](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.14 Fit for Work](#)

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- [9.2 Enrolment and Orientation](#)
- [9.6 Feedback and Complaints Handling](#)
- [9.9 Visitors](#)
- [8.8 Nominated Supervisor](#)
- [10.1 Managing Legal and Operational Compliance](#) [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.5 Insurance](#)
- [10.6 Risk Management](#)
- [10.7 Asset Management](#)
- [8.9 Determining the Responsible Person](#)
- [10.13 Self-Assessment and Quality Improvement](#)
- [10.14 Appropriate Governance](#)

Auxiliary Plans and Templates

- [Indoor Safety Checklist](#)
- [Outdoor Safety Checklist](#)

Roles and Responsibilities

Approved Provider	• Exercise due diligence to eliminate or minimise health and safety risk so far as it is reasonably practicable. • Ensure the service has and uses appropriate resources and processes to eliminate or minimise risks to health and safety. • Consult with workers who are directly affected by a health and safety matter so far as it is reasonably practicable.
Nominated Supervisor	• Lead the risk management procedures for the service. • Consult and collaborate on risk management activities with educators and those who will be directly affected. • Monitor controls to ensure they are working as planned, undertake a review of the risk management processes when needed.
All Staff	• Take reasonable care for their own health and safety and do not adversely affect the health and safety of other persons. • Comply with any reasonable instruction and co-operate with any reasonable health and safety policy or procedure. • Collaborate with risk assessment planning and delivery.

Procedures

The Approved Provider and Nominated Supervisor both have duties to maintaining a suitable safe and healthy workplace environment. The procedures contained within this policy are presented in two parts:

- systems and processes to manage risks and support health and safety
- practices that have been identified to support health and safety



WHS Risk Management

The Nominated Supervisor is responsible for leading the day-to-day monitoring and response to work health and safety issues. The Nominated Supervisor is supported by educators who will assist in completing relevant checklists and inspections of the service premises and play environment. Any hazards identified will be addressed in consultation with the relevant management.

Regular periodic inspections will include but are not limited to:

- the service building and surrounding areas
- cupboards and storage areas
- outdoor areas like car parks, gardens, and pathways
- playground equipment

Managing Workplace Risks

Managing workplace risks is a four-stage process to:

- **Identify hazards** – find out what could cause harm
- **Assess risks** – understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening
- **Control risks** – implement the most effective control measure that is reasonably practicable in the circumstances
- **Review control measures** – to ensure they are working as planned

Managing work health and safety risks is an ongoing process that is triggered when any changes affect work activities.

Undertaking workplace risk management should be considered when:

- changing work practices, procedures, or the work environment
- purchasing new equipment or using new substances
- new information about workplace risks becomes available
- responding to workplace incidents (even if they have caused no injury)
- responding to concerns raised by workers or others at the workplace
- required by the WHS regulations for specific hazards

Hierarchy of risk control is a way of controlling risks that are ranked from the highest level (1) of protection and reliability to the lowest (6).

1. **Eliminate** - remove the hazard and associated risk
2. **Substitute the hazard with something safer** - replace hazard item
3. **Isolate the hazard from people** - physically separating the source of harm from people by distance or using barriers
4. **Use engineering controls** - uses a mechanical device or process to physically assist and reduce the chance of physical injury or fatigue
5. **Use administrative controls** - work methods or procedures that are designed to minimise exposure to a hazard
6. **Use personal protective equipment (PPE)** – face masks, gloves, aprons and protective eyewear

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



Consultation

Consultation is a legal requirement and an essential part of managing health and safety risks. A safe workplace is more easily achieved when everyone involved communicates with each other to identify hazards and risks, talks about any health and safety concerns, and works together to find solutions. This includes cooperation between the people who manage the work and those who carry out the work or who are affected by the work. By drawing on the knowledge and experience of everyone, more informed decisions can be made about how the work should be carried out safely.

Consultation involves giving others a reasonable opportunity to express their views and contribute to health and safety decisions. This may involve:

- providing a suitable time during work hours for consultation with workers
- allowing opinions about health and safety to be regularly discussed and considered during workplace meetings
- providing workers with different ways to provide feedback, for example using email

The Approved Provider and Nominated Supervisor must consider the views of staff and families before making a decision. Consultation does not require consensus or agreement, but management must allow relevant people to contribute to any health and safety decisions made.

Managing Identified Workplace Hazards (Routine Practices)

Dangerous Substances

The Nominated Supervisor must ensure that:

- All poisons, disinfectants, corrosive substances and other poisonous and/or dangerous substances and items are clearly labelled as per manufacturer safety instructions, kept out of reach of children, and placed in a child proof storage facility.
- Risk assessments are conducted for all dangerous substances used at the service and all educators trained in safe usage.
- Unused or unnecessary substances are disposed of in a safe manner.
- All hazardous substances have a safety data sheet (obtained from the manufacturer) which will be kept close to the storage of the product. All hazardous substances are recorded in a register, including a copy of the relevant safety data sheet.
- Storage of medications and service first aid kit/s are accessible to educators but not to children.

Environment Risks and Management

The Nominated Supervisor will be responsible to ensure that the service has adequate heating, ventilation, and lighting at all times. The Nominated Supervisor will ensure that educators remove all equipment that is faulty or broken.

Prior to use each day, educators will conduct a documented safety check of all indoor and outdoor spaces and equipment to ensure it is safe for use, free from items which may cause injury, and free from splinters and spiders.

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Hazards identified from daily safety checklists (see 4.1.1 and 4.1.2) will be brought to the Nominated Supervisor's or Responsible person's attention by the educator. The Nominated Supervisor will notify the school and record the event in a hazard report form (see 6.3.2) and forward it to the relevant persons (school and/or Approved Provider).

Facilities and equipment assessed to have potential for injury, will not be used **or** action is taken to allow for safe usage. An entry detailing the problem will be entered into the team communication book and all educators will be instructed on any restrictions necessary on use of equipment or areas.

The Approved Provider will ensure the building is inspected periodically for electrical safety including relevant electrical safety devices. The Nominated Supervisor will coordinate:

- Specified electrical equipment is inspected, tested, and tagged by a competent person at recommended intervals and immediately withdrawn from use if it is not safe to use; and
- Specified electrical equipment is connected to a type 1 or 2 safety switch. The safety switch must be tested at prescribed intervals and withdrawn from use if not working properly.

Educators will be instructed in the safe use and storage of electrical equipment associated with their work.

The Nominated Supervisor will ensure that all fire safety equipment (extinguishers and blankets) are tagged and tested and in accordance with the *Building Fire Safety Regulation 2008*.

Manual Handling

Management will ensure that all team members have adequate training in relation to safe lifting and manual handling techniques used at the service. Educators must use lifting equipment (e.g., hoist, devices with wheels) as advised by management for use.

The Nominated Supervisor will ensure that appropriate lifting and manual handling techniques are practised by educators and/or volunteers. Educators must inform the Nominated Supervisor if they have any medical or health issues that may place them at risk of injury when lifting or moving people/objects.

Information regarding appropriate lifting and manual handling techniques will be made accessible to educators through the orientation and induction process, and through ongoing displays of safe techniques.

Sharps/Dangerous Objects

'Sharps' refers to any object that can pierce or penetrate the skin easily, including needles and/or broken glass.

The Nominated Supervisor will make available, at the service, a sharps disposal kit consisting of disposable gloves, appropriate tongs, and a strong puncture proof plastic container with a screw top lid.

As part of the service daily safety checklists, educators may be required to dispose of needles/sharp hazards that are found in playground and sandpit areas as well as clean up broken glass that may be contaminated with blood.

For the collection and disposal of needles and/or dangerous objects:

- Place the container (with lid off) on the ground near the hazard
- Use gloved hand or tongs to pick up the needle/syringe by the barrel at the end away from the needle. For other dangerous objects, take care when picking them up
- Place the needle/syringe sharp end first into the container. Do not hold the container while you do this. For other dangerous objects, carefully place them into the container. Replace the lid and seal tightly
- Dispose of the container by putting in the wheelie bin or taking it to a public sharp's disposal bin

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If you are injured by a used needle:

- Wash with running water and soap as soon as possible
- Apply a sterile waterproof dressing
- Seek medical advice
- Follow the safe disposal procedures as above and take the needle or syringe with you to the doctor

Psychosocial Hazards

Example of psychosocial hazards include effects of work-related stress, bullying, violence, and work-related fatigue. The service will maintain a supportive environment for its staff and users (children and families).

The protection of children, and the promotion of their safety and wellbeing is covered by many practices outlined in policy 2.2 Commitment to Children’s Safety and Wellbeing,

Expectations of conduct are clearly contained within relevant policy, including the service’s code of conduct ([8.4 Code of Conduct and Code of Interactions with Children and Young People](#)). At all times workplace interactions will be expected to be respectful, courteous, and professional.

Instances of harassment and bullying will be taken seriously. Employees have access to complaints mechanisms to support their access to a fair and reasonable workplace environment. Any workplace issues can be addressed to the Nominated Supervisor or Approved Provider free of reprisal or victimization.

Employee’s will be fairly managed and have opportunities to address performance and workload issues in appropriate forums, including regular performance review meetings and plans.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health Safety Act and Regulations*
- *Codes of Practice: How to manage work health and safety risks and Work health and safety consultation, co-operation and co-ordination.*
- *National Quality Standard, Quality Area 2 – Children’s health and safety*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(j), and 155-156.*

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6.4 Authority to Occupy Premises

Policy Statement

Kelvin Grove OSHC must hold permission from Kelvin Grove to occupy a premises for the purpose of conducting a centre based OSHC service, approved under the Education and Care Services National Law Act (2010) and Regulation (2011). The permission to occupy the premises will be outlined in the documented Occupancy Agreement.

Related Policies

- [6.1 Space and Facilities Requirements Requirements](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.1.2 Approval Requirements](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Coordinate the development and finalisation of the agreement between the service and the school administration. • Facilitate review of agreement as required.
Nominated Supervisor	• Follow agreed arrangement and communicate issues to the Approved Provider

Procedures

The Approved Provider has been provided with the authority to occupy the premises by the principal of the school. The Approved Provider will maintain an occupancy agreement with the school for the continuation of service approval.

All communication regarding the authority to occupy the OSHC facilities will be managed by the Approved Provider.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *National Quality Standard, Quality Areas: 3 – Physical environment and 7 – Governance and leadership.*

E&CS Legislation Compliance

- *Education and Care Services National Regulations 103, & 107-110.*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
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Policy Group 7 - Emergencies



7.1 Emergency and Safety Equipment

Policy Statement

Personal safety and security of children, educators, volunteers, and all persons on the premises, are of prime importance whilst in attendance at the service. Kelvin Grove OSHC, therefore, takes a proactive approach to managing emergencies, developing emergency procedures, and equipping educators and children with sound knowledge of adequate response and resources to support a response.

Related Policies

- [2.2 Commitment to the Safety and Wellbeing of Children](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [3.4 Excursions](#)
- [3.4.1 Transport for Excursions](#)
- [3.5 Water Activities and Safety](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [4.6 Medication Administration](#)
- [4.5 Children with Medical Conditions](#)
- [4.4 Administration of First Aid](#)
- [5.1 Food Handling, Preparation and Storage](#)
- [6.1 Space and Facilities Requirements Requirements](#)
- [6.2 Resources and Equipment](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.1 Recruitment and Employment of Educators](#)
- [8.14 Fit for Work](#)
- [9.2 Enrolment and Orientation](#)
- [9.6 Feedback and Complaints Handling](#)
- [9.9 Visitors](#)
- [8.8 Nominated Supervisor](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.5 Insurance](#)
- [10.6 Risk Management](#)
- [10.7 Asset Management](#)
- [8.9 Determining the Responsible Person](#)
- [10.13 Self-Assessment and Quality Improvement](#)
- [10.14 Appropriate Governance](#)



Roles and Responsibilities

Approved Provider	• Ensure the service is equipped with adequate and risk-assessed equipment to respond in the event of an emergency. • Ensure mechanisms to support the maintenance is developed and actioned.
Nominated Supervisor	• Manage the inspection of emergency and safety equipment. • Coordinate the replacement of any used or damaged equipment in a timely manner.
All Staff	• Report any concerns or signs of wear or damage to the Nominated Supervisor • To follow the instructions provided around the use of relevant emergency and safety equipment.

Procedures

The purchasing and selection of safety and emergency equipment will occur as the result of legislative requirements (fire blankets, extinguishers etc.) or as identified in the risk-assessment of emergency plans.

Emergency Equipment

- Any equipment used in responding to an emergency (alarms, communication devices etc.) will be checked for function and working order each month by the Nominated Supervisor or delegate.
- Emergency equipment resources will only be used to respond to an emergency situation.
- Replacement or repair of any faulty equipment will be a priority. The Nominated Supervisor is responsible for coordinating this task. Any ongoing issues or alternative equipment should be communicated to the Approved Provider for approval or support.

Fire Safety Equipment

- The Nominated Supervisor will coordinate the inspection of any regular maintenance of fire safety equipment (fire blankets, extinguishers etc.).
- Fire Safety equipment will only be used in the manner instructed (or trained) and only if safe to do so.
- Any staff noticing equipment that has been used, broken or if they suspect its full function has been impaired, will report this concern to the Nominated Supervisor. All equipment will be replaced or repaired as a priority.
- Any fire safety equipment used to respond to a fire will be decommissioned (single use only) and replaced by new, or where possible, recharged equipment.

Monitoring and inspection of safety equipment will be documented and recorded in the Health and Safety Register. Any issues will be reported to the Approved Provider immediately with an action plan to address the concern raised. Typically, the Nominated Supervisor will be appointed to ensure any actions are carried out as planned.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health and Safety Act 2011 and Regulations 2011*
- *Building Fire Safety Regulation 2008*
- *Managing the Work Environment and Facilities Code of Practice 2011*

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- National Quality Standard, Quality Area 2 – Children’s health and safety; Quality Area 7 – Governance and leadership

E&CS Legislation Compliance

- Education and Care Services National Regulations 97.

Policy Controls			
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7.2 Emergency Evacuation, Lockdown and Drills

Policy Statement

The Service recognises the timely and controlled response to emergency events, such as a fire, bomb threat or lockdown contributes significantly to upholding the safety and wellbeing of children, staff, and any other relevant individuals onsite. The service is committed to ensuring safety of all relevant persons through sound preparation, rehearsal, evaluations, and the actual undertaking of an emergency response.

The scope of this policy and procedure applies to both the:

- response to emergency events while on the school premises
- ongoing review, preparation, and development of risk-assessed responses to emergency events

The Approved Provider also recognises their duties to comply with *Education and Care Services National Regulations 2011* (regulations 97 and 168 (2)(e)).

Related Policies

- [2.2 Commitment to the Safety and Wellbeing of Children](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [2.14 Non-Smoking, Illicit Substance and Alcohol-free Environment](#)
- [6.3 Workplace Health and Safety](#)
- [7.1 Emergency and Safety Equipment](#)
- [8.1 Recruitment and Employment of Educators](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [9.9 Visitors](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.1.2 Approval Requirements](#)
- [10.1.3 Managing Instances of Non-Compliance and Policy Breaches](#)
- [10.1.4 Managing Other Legal Obligations and Requirements](#)
- [10.14 Appropriate Governance](#)
- [10.15 Managing Notifications](#)

Auxiliary Plans and Templates

- [7.2.1 Emergency Evacuation Plan](#)
- [7.2.2 Emergency Evacuation Floor Plan](#)
- [7.2.2 Lockdown Plan](#)
- [Bomb Threat Checklist](#)
- [Emergency Drill Evaluation Template](#)



Roles and Responsibilities

Approved Provider	• Ensuring policy and procedure provide all staff are instructed and trained in the emergency evacuation and lockdown plans. • Ensure emergency evacuation action plans have been developed through risk-assessment practices that identify potential emergencies. • Ensuring plans are displayed in a prominent location near entry and exit points. • Ensure emergency and evacuations plans are rehearsed and documented. • Ensure processes are developed to monitor the function and working order of fire equipment.
Nominated Supervisor	• Support the Approved Provider in facilitating the collaborative ongoing review and development of emergency and evacuation plans. • Instruct all new staff and/or volunteers of the emergency and evacuation plans. • Ensure the relevant drills are undertaken in accordance with the Service's procedures. • Communicate emergency drill evaluations and any identified concerns to the Approved Provider. • Ensure the Service environment is maintained to support the safe response to emergency events (doorways are kept clear, workplace health and safety items addressed) and that plans and resources are maintained and displayed as outlined in the procedure. • Monitor and regularly coordinate the maintenance of fire safety equipment.
Responsible Person in Charge	• Initiate and lead the emergency evacuation or lockdown response including undertake drills as required. • Provide feedback and guidance to staff and children of their response to emergency and evacuation drills.
All Staff	• Respond to hazards or potential signals or an emergency event • Immediately alert other staff of the emergency situation. • Support children and other individuals onsite to follow the emergency and evacuation plans. • Understand your role and responsibilities in an emergency or evacuation response. • Participate in planning and review of emergency plans and drills.

Procedures

Development of Emergency Plans

- The Service will have the following plans prepared for the event of an emergency:
 - Emergency Evacuation Plan (7.2.1)
 - Lockdown Plan (7.2.2)
 - Bomb-Threat Response (below)
- All plans will be based on an assessment of hazards and the types of emergency situation that may arise, including the possible consequences and controls to manage the identified risks.
- Plans will outline:
 - allocation of roles and responsibilities

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- lines of communication to coordinate the emergency response
- activation of alarms and/or communication channels for staff
- floor/site plans with clear identification of a safe route to assembly point
- storage and access to role and emergency contact information
- instructions on responding to hazard (i.e., use of fire equipment)
- All staff are encouraged to inform the development of these plans. Consultation and feedback will be undertaken with educators following each drill.
- The ongoing review, management and display/communication of these plans will be outlined the procedure below.

Bomb Threat

A copy of the [bomb threat checklist](#) will be kept in an accessible location in the OHSC office.

In the event of a bomb threat, the following information will be recorded by the person who answers the call, on the 'bomb threat checklist':

- a) time and date of the call
- b) the wording of the threat
- c) other specific details

The staff member ***should NOT hang up the phone***. Without alerting the caller, indicate for another person to implement an ***emergency evacuation*** of the building according to the services' emergency evacuation procedure.

A staff member can then use a separate phone to **call 000** (police) to report the threat.

The Regularity Authority will be notified, through the [10.15 Managing Notifications](#) policy, of any events in which an emergency evacuation and or lockdown was undertaken.

Managing Education and Care

The Nominated Supervisor will be guided by Emergency Services at all times. Where the relevant authority has deemed it safe to return to the service, the education and care will return as was prior to the evacuation. Where it is not safe to return to the service, and there is no other suitable approved learning environment for the children to gather, the Nominated Supervisor will notify the Approved Provider and Regulatory Authority. Parents will be called and informed of the event and either alerted to where their child will continue to be cared for or asked to collect children, who will remain in the evacuation point until collected.

Special Considerations

In each type of emergency situation there is potential for children to be unaccounted for. Depending on when this is realised, there are steps that must be taken to ensure that either, all children are accounted for, or an investigation is underway to confirm the whereabouts of any unaccounted-for child. If an unaccounted-for child is still considered missing when emergency services arrive, they should be immediately notified of the situation.

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Emergency Drills

- Emergency evacuation and lockdown procedures will be carried out at least once every 3 months.
- Both the emergency evacuation and lockdown drill will occur during a BSC session, ASC session, and at the Vacation Care program.
- In order to maximise the exposure to the widest range of children, families and staff in attendance, a drill will occur on different days of the week.
- The service may conduct an unannounced drill
- Feedback and guidance will be provided to the children at the conclusion of each drill.
- Each practiced drill will be documented and recorded by the Nominated Supervisor or Responsible Person in Charge ([Emergency Drill Evaluation Template](#)). Each record will include an evaluation of the drill against the service's plans and responses by staff and children. Any concerns will be communicated to the Approved Provider along with the Nominated Supervisors plans to address these concerns.

Records & Evaluation

As per the Drill and Evacuation Policy, all emergency evacuation and lockdown procedures will be carried out at least once every 3 months for Before and After School Care and Vacation Care program (E&CS Nat. Reg 97(3)(a)). This drill will occur on different days of the week so that all educators and children are familiar with the procedures.

Every drill will be documented and evaluated. The records will contain:

- The names of:
 - staff members,
 - volunteers
 - children present on the day; and
- include the details of the person responsible for the drill

(E&CS Nat Regulation 87 (3)(a&b)).

Any issues identified in a rehearsal will require the risk assessment to be reviewed. Any review will require endorsement from the Approved Provider. The Nominated Supervisor will be responsible for facilitating this procedure. All records of emergency drills will be maintained by the Nominated Supervisor.

OSHC Emergency Evacuation Action Plan



Remove children and others from danger.



Alert – Call out in a loud voice, sound alarm & call 000



Confine the fire. Close doors and windows, if safe.



Evacuate to the Assembly Area

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07 3553 7419 | kgoshc@gmail.com

Steps in the event of a fire or danger	
1	Sound the alarm - "CODE RED, EVACUATION" over the walkie talkies - as soon as fire is noticed (or suspected)
2	Alert educators (and relevant others) in all school areas.
3	Call 000.
4	Every educator needs to evacuate all children located in their supervised area. Direct children to gather at the nearest exit point, ready to leave.
5	Once all children are gathered, escort them to the Assembly Area using the planned route. <i>Move quickly but don't run!</i> On arrival, have children sit on the grass in pairs in year levels for efficient roll call.
6	The Responsible Person to check all rooms (including toilets) to ensure no children have been left behind.
7	Supervisors to collect the following items: • iPad/Roll and roster • Evacuation Bag / Folder with Emergency Contact List • Mobile Phone
8	If possible, close windows. Close doors when departing building but leave unlocked.
9	The Responsible Person is supported to complete a roll call to account for all children.
10	An educator is nominated to meet emergency services on the street.
11	Never re-enter a building until emergency service have attended and deemed it safe to do so. Children will be cared for at the Assembly Area until it is safe.

SPECIFIC DUTIES (Emergency Evacuation)

RESPONSIBLE PERSON

- Collect the service mobile, iPads and the emergency medical bag from the cupboard.
- Proceed to evacuation point
- Delegate staff members to mark Prep, Year 1-2, Year 3-4, and Year 5-6 rolls.
- Ring the fire brigade or emergency services – phone 000.
- Alert families in the event of an actual emergency to not enter the school grounds.

OFFICE STAFF

- Check for children in the toilets.
- Ensure all doors and windows are closed upon exit, including the management office door, staff room door and toilet doors.
- Proceed to evacuation point and provide support for children and staff approaching the area.



- Inform the Responsible Person that office and toilets are empty and secure.

HALL STAFF

- Move all children quickly to the designated meeting area and instruct all children to sit and wait for further instructions.
- Ensure all doors and windows are closed upon exit, including office to hall door.
- Proceed to evacuation point and await further instructions.
- Inform the Responsible Person that hall is empty and secure.

KITCHEN

- Clear the kitchen area of children through the nearest exit.
- Ensure all doors, windows and roller doors are closed upon exit, including the kitchen to hall door.
- Proceed to evacuation point and await further instructions.

OVAl, PLAYGROUNDS AND UNDERCROFT STAFF

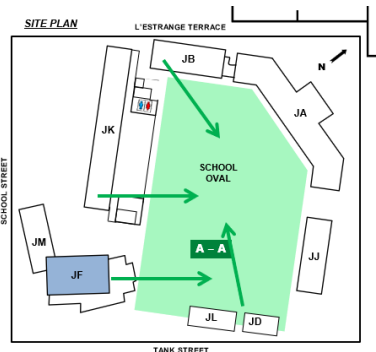
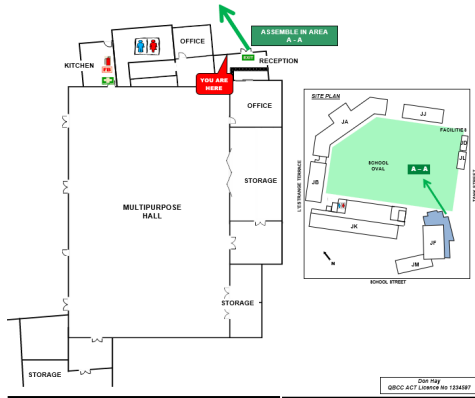
- Provide support for children and staff approaching the area, ensuring that children are sitting in designated grade areas, keeping all children calm.
- Await further instructions from Responsible Person.

ACTIVITY ROOM (JL01), QUIET ROOM (JL02), SENIOR ROOM (JK13) AND MUSIC ROOM STAFF

- Remove all children from the immediate danger and direct to the designated meeting area.
- Ensure there are no children remaining in the room.
- Close all windows and doors upon exit.
- Inform the Responsible Person that the room is empty and secure.



EVACUATION SIGN and DIAGRAM KELVIN GROVE STATE COLLEGE - JUNIOR CAMPUS JF BLOCK - HALL



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OSHC Lockdown Action Plan

Lockdown procedures are designed to secure staff and students in the case of potential threats such as:

- Bad weather
- Toxic spills
- Livestock or dangerous animals on the loose
- Dangerous persons

Steps in the event of a dangerous person

1	Sound the alarm - "BALLET CLASSES HAVE BEEN CANCELLED" over the walkie talkies - as soon as dangerous person is noticed (or suspected). Obtain and if possible, record relevant information (e.g., physical descriptions, car registration etc).
2	Alert educators (and relevant others) in all school areas.
3	Call 000.
4	Every educator needs to direct children located in their supervised area to the relevant lockdown area (closest indoor space).
5	Educators will communicate via the walkies as to their whereabouts and estimated time of arrival to the lockdown room. An Educator will close and lock all doors, windows, and curtains in whichever room they are locking down. At no time will this door reopen until the end of the lockdown procedure.
6	Educators will encourage children to sit quietly, under any desks and away from direct view through windows. While conducting head counts.
7	Responsible person or appropriate delegate will get numbers from educators in there spaces and match them to the system to ensure everyone is present.
8	The responsible person will direct the release of children via walkie-talkie or internal phone call. The lockdown will cease on the arrival and guidance of emergency services.
9	Once safety is called. The responsible person will call an appropriate indoor space for everyone to meet to mark all rolls and ensure all children are accounted for.

Steps in the event of bad weather, toxic spill, or dangerous animal

1	Sound the alarm - "BALLET CLASSES HAVE BEEN CANCELLED" over the walkie talkies.
2	Alert educators (and relevant others) in all school areas.
3	Call 000 (if an actual emergency).
4	Every educator needs to direct children located in their supervised area to the relevant lockdown area (closest indoor space). It is important to realise that during an emergency, the top priority is the safety of the children and if that means going into unlicensed areas or having a lower staff/child ratio to keep them safe this would be acceptable.
5	Educators will communicate via the walkies as to their whereabouts and estimated time of arrival to the lockdown room. All doors and windows will be shut.
6	Educators will encourage children to sit quietly and keep the children calm and organise quiet games. While conducting head counts.



7	Responsible person or appropriate delegate will get numbers from educators in there spaces and match them to the system to ensure everyone is present.
8	The lockdown will cease on the arrival and guidance of emergency services. No one will leave, nor be permitted to leave, the area in such a drill until the responsible person is satisfied that it is safe to do so. If police or emergency services have been involved, it will be them that will let you know that it is safe to go.
9	An evacuation will occur directly after the lockdown to mark all rolls and ensure all children are accounted for.

SPECIFIC DUTIES (Lockdown)

RESPONSIBLE PERSON

- Collect the service phone, iPads and the emergency medical bag from the cupboard.
- Proceed to lockdown point
- Ring emergency services – phone 000.
- Alert families in the event of an actual emergency to not enter the school grounds.
- Release children and staff via walkie-talkies or internal phones once safe to do so.
- Lead and conduct roll call at cessation of lockdown.

OFFICE STAFF

- Check for children in the toilets.
- Ensure all doors and windows are closed, including the management office door, staff room door and toilet doors.
- Proceed to lockdown point and provide support for children and staff approaching the area.

HALL STAFF

- Move all children quickly to the back corner of the hall furthest from doors to the outside or windows and instruct all children to sit and wait for further instructions.
- Ensure all doors and windows are closed, including office to hall door.
- Await further instructions from the responsible person on where to meet the group for roll call.

KITCHEN

- Clear the kitchen area of children through the nearest exit.
- Ensure all doors, windows and roller doors are closed upon exit, including the kitchen to hall door.
- Proceed to the closest lockdown point (Hall) and await further instructions.

OVAL, PLAYGROUNDS AND UNDERCROFT STAFF

- Staff are to support and communicate to each other moving children to the closest accessible indoor space. While ensuring that no child is left behind.
- Ensure all doors and windows are locked and closed. While keeping children calm
- Await further instructions from Responsible Person.

QUIET ROOM (JL02), SENIOR ROOM (JL01) AND MUSIC ROOM STAFF

- Advise children to hide under desks, reassure child and keep them quiet
- Close all windows and doors.
- Inform the Responsible Person of the number of children you have.

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- Wait for further information from the responsible person.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health and Safety Act 2011 and Regulations 2011*
- *Building Fire Safety Regulation 2008*
- *Managing the Work Environment and Facilities Code of Practice 2011*
- *National Quality Standard, Quality Area 2 – Children’s health and safety; Quality Area 7 – Governance and leadership*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 97 and 168(2)(e)*

Policy Controls			
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7.2.1 Emergency Evacuation Plan

OSHC Emergency Evacuation Action Plan

R

Remove children and others from danger.

A

Alert – Call out in a loud voice, sound alarm & call 000

C

Confine the fire. Close doors and windows, if safe.

E

Evacuate to the Assembly Area

Steps in the event of a fire or danger

1	Sound the alarm as soon as fire is noticed (or suspected)
2	Alert educators (and relevant others) in all school areas.
3	Call 000 .
4	Every educator needs to evacuate all children located in their supervised area. Direct children to gather at the nearest exit point, ready to leave.
5	Once all children are gathered, escort them to the Assembly Area using the planned route. <i>Move quickly but don't run!</i> On arrival, have children sit on the grass in pairs for efficient roll call.
6	The <i>Responsible Person</i> to check all rooms (including toilets) to ensure no children have been left behind.
7	Supervisors to collect the following items: • iPad/Roll and roster • Evacuation Folder with Emergency Contact List • Mobile Phone • First Aid Kit
8	If possible, close windows. Close doors when departing building but leave unlocked.
9	The <i>Responsible Person</i> is supported to complete a roll call to account for all children.
10	An educator is nominated to meet emergency services on the street.

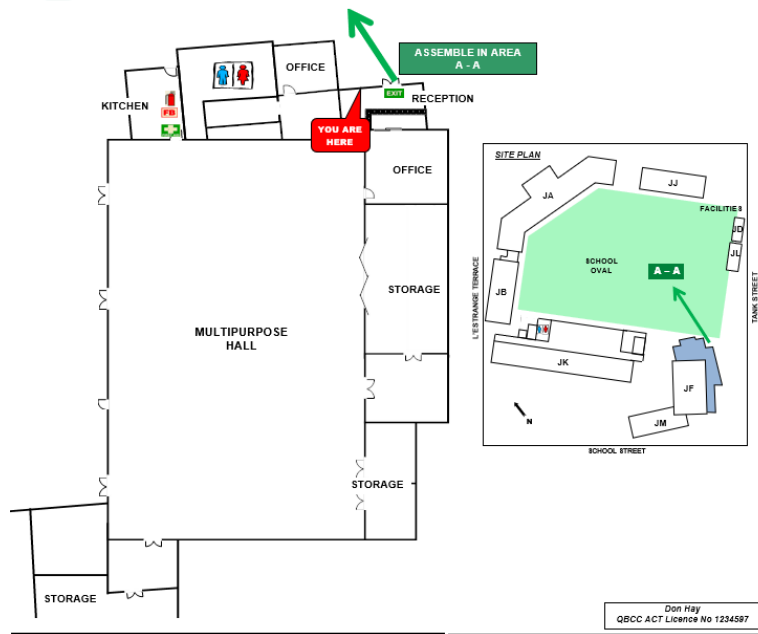
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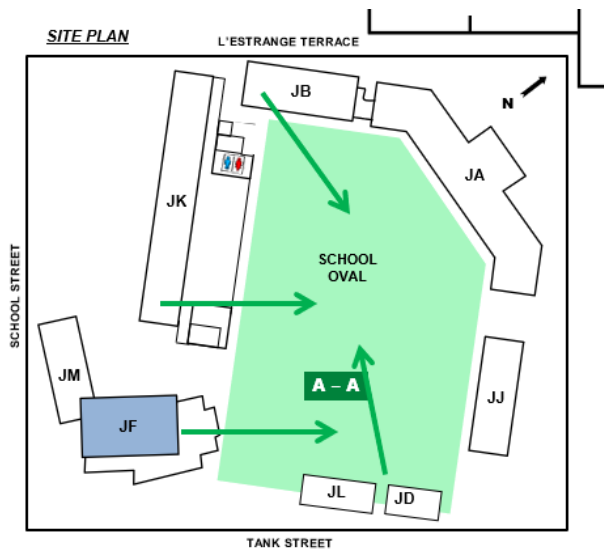
Never re-enter a building until emergency service have attended and deemed it safe to do so. Children will be cared for at the Assembly Area until it is safe.

7.2.2 Emergency Evacuation Floor Plan



EVACUATION SIGN and DIAGRAM **KELVIN GROVE STATE COLLEGE – JUNIOR CAMPUS** **JF BLOCK - HALL**







7.2.3 Lockdown Plan

Lockdown procedures are designed to secure staff and students in the case of potential threats such as:

- Bad weather
- Toxic spills
- Livestock or dangerous animals on the loose
- Dangerous persons

In the event there is an external (outdoor) threat, all children will be immediately transitioned to the **OSHC building** for a lockdown.

Once a threat has been identified these procedures will follow:

- An Educator will close and lock all doors and windows in whichever room the lockdown will take place.
- Once at the designated assembly area/room, an educator will check the roll to make sure that all children and Educators are accounted for including children who have already been signed out and have been collected. If the group is split into two rooms, the roll call will happen via the walkie-talkie.

When the threat is a dangerous person

At no time will Educators try to physically remove an unwanted visitor.

In the event of harassment or unauthorised persons refusing to leave the premises the Nominated Supervisor will initiate the following drill:

- The Educator or child (if appropriate) being harassed, or the closest observer of the child or other Educator being harassed, will Inform the Nominated Supervisor who will immediately begin the lockdown procedure.
- The Co-ordinator will calmly and quietly inform other Educators of the need to remove the children to safety via the walkie-talkies. The code using the phrase (*Ballet classes have been cancelled*).
- Educators will direct children to the relevant lockdown area.
- The Nominated Supervisor will immediately obtain and if possible, record relevant information (e.g., physical descriptions, car registration etc).
- The Centre Manager will witness and provide back-up for the Nominated Supervisor and assist in whatever way possible.
- The Centre Manager/Nominated Supervisor/Educator will telephone the relevant emergency number.
- An Educator will check and evacuate all rooms including the toilets and near-by buildings on the premises.
- An Educator who is inside will collect sign-in sheets, parent contact numbers and first aid kit which is kept all together in the cupboard near the Centre diary (if lockdown is in another room).
- Educators will communicate via the walkies as to their whereabouts and estimated time of arrival to the lockdown room. An Educator will close and lock all doors, windows, and curtains in whichever room the lockdown will take place. At no time will this door reopen until the end of the lockdown procedure (see below).
- An Educator will check the roll to make sure that all children and Educators are accounted for including children who have already been signed out and have been collected. If the group is split into two rooms, the roll call will happen via the walkie-talkie.
- Educators will encourage children to sit quietly, under any desks and away from direct view through windows.

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- If the safest area is to take the children outside the school perimeter, this must be communicated to all via the walkie-talkie (suggestion is to nearby schools or early learning centres i.e. Edge Early Learning or C&K Early Learning).

During all such drills, Educators are to calm the children and provide them with suitable quiet games as far as reasonably possible.

Do not answer any knocks on the door. If it is emergency personnel e.g., police, ask them to pass under the door a form of ID e.g., business card.

Centre Nominated Supervisor or Responsible Person will direct the release of children **in person**. Do not adhere to any communication relating to the release of the children via walkie-talkies as it will only be done in person with entry by key.

The lockdown will cease on the arrival and guidance of emergency services.

When the threat is bad weather, toxic spill or dangerous animals on the loose

The Nominated Supervisor / Responsible person / Educator will call 000 for back up if it is an actual emergency and initiate the following drill:

- The Nominated Supervisor or delegate will calmly and quietly inform other Educators of the need to remove the children to safety via the walkie talkies. The wording will be "Ballet classes have been cancelled".
- Educators will calmly and quietly move the children to safety inside the room, checking the toilets and near-by buildings.
- All doors and windows will be shut.
- An Educator will check the roll to make sure that all children and Educators are accounted for including children who have already been signed out and have been collected. If the group is split into two rooms, the roll call will happen via the walkie-talkie.
- Educators will encourage children to sit quietly and keep the children calm and organise quiet games.
- No one will leave, nor be permitted to leave, the area in such a drill until the Nominated Supervisor or delegate is satisfied that it is safe to do so. If police or emergency Centres have been involved, it will be them that will let you know that it is safe to go outdoors.

It is important to realise that during an emergency, the top priority is the safety of the children and if that means going into unlicensed areas or having a lower staff/child ratio to keep them safe this would be acceptable.

All threatening situations will be evaluated as soon as possible after the event and any necessary modifications or enhancements to these procedures made accordingly.



Policy Group 8 – Educators, Staff Members and Volunteers

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8.1 Recruitment and Employment of Educators

Policy Statement

Kelvin Grove OSHC educators are central to the quality of education and care provided to children who attend the service and therefore, recruitment and selection practices should uphold the importance of this critical process. Kelvin Grove OSHC is committed to being an equal opportunity employer, ensuring fair and equitable employment practices are undertaken to recruit and select its employees. Recruitment decisions will be lawful, transparent, and non-discriminatory. Selections will be based on merit with candidates' suitability demonstrated through identifying their level of knowledge, skills, and ability against pre-determined selection criteria.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.3 Educator to Child Ratios](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.6 Educator Professional Development and Learning](#)
- [8.7 Employee Qualifications – Monitoring Progress](#)
- [8.16 Transition from Casual Employment Engagement](#)
- [10.11 Policy Development, Review, and Implementation](#)

Roles and Responsibilities

Approved Provider	• Appoint suitable persons for employment at the service. • Ensure processes for selection are fair and meritorious.
Nominated Supervisor	• Work collaboratively with the Approved Provider to ensure suitable candidates are recommended and selected for appointment. • Lead the orientation and induction of educators/employees. • Maintain records and documentation related to recruitment and employment.

Procedures

Job Analysis

1. Position descriptions will be developed for all employment positions.
2. Position descriptions will outline the key functions of the roles and identify essential and desirable selection criteria.
3. The composition, quantity and engagement of the service's staffing arrangements will be decided by the Approved Provider.
4. Where possible recruitment activities will be as a result of workforce planning, identifying the upcoming needs of the service.
5. All employment and recruitment activities will be instigated with the Approved Providers expressed approval.

Recruitment Activities

6. The Approved Provider will ensure a fair and lawful (non-discriminatory) recruitment procedure is undertaken for all employment.
7. Promotion and advertisement of an available position can include:

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07 3553 7419 | kgoshc@gmail.com



- local newspapers
 - job seeking website
 - job boards on university or QCAN website
 - in the school newsletter
8. Advertisements will include a description of the position, and an outline of the selection criteria. Candidates will be asked to write a cover letter addressing the selection criteria and provide a copy of their resume.
 9. Advertisements will include safeguarding information that outlines the service is a child safe organisation and take it seriously.
 10. The service will acknowledge receipt of all applications and communicate an expected timeline on when a short-list will be made.

Short-listing Candidates

11. Unless otherwise stipulated, the Approved Provider will be responsible for coordinating the short-listing of candidates with support from the OSHC Committee or other service leaders.
12. Candidates failing to be shortlisted will be provided communication on this at the earliest possible convenience.
13. Applicants will be given a fair and equitable chance to compete for an appointment based on their merit. The selection of candidates will be lawful at all times, ensuring protected attributes are never the basis for decision-making (i.e., discrimination), this includes the following characteristics:
 - sex, age, race, gender identity or sexuality
 - relationship status
 - pregnancy, breastfeeding, family responsibilities or parental status
 - impairment
 - religious belief or activity
 - political belief or activity
 - trade union activity
 - status as a legal sex worker
 - it is also illegal to discriminate against someone on the basis of an association with a person identified by one of these characteristics

Interviewing

14. Short-listed candidates will be notified of their progression and will be invited to interview for the position.
15. Interview will be conducted by the Approved Provider or a relevant delegate.
16. Interview questions based on the selection criteria for the position will be developed and reviewed prior to the interview date and agreed to by the selection panel and/or Approved Provider.
17. Interviews will be held in a manner that is fair and equitable.

Selection

18. Unless directly appointed by the Approved Provider/ Nominated Supervisor, the delegates conducting interviews will make a recommendation to the Approved Provider/ Nominated Supervisor outlining their reason for selection.
19. Before offering the position to the preferred candidate, if not already completed, a delegated person will confirm the suitability of the candidate via at least one, preferably two, referee checks.

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Appointment

20. Once endorsed by the Approved Provider, the selected candidate will be offered the position and negotiate starting dates.
21. The newly appointed employee will be sent:
 - o a letter of offer (employment agreement)
 - o code of conduct
 - o a request for copies of relevant qualifications
 - o relevant blue card forms (application or link form), including a request for copies
22. Unsuccessful interviewees will be notified as soon as possible by a nominated person from the selection panel.

Orientation and Induction

23. All new employees will be given (at least) a 2-hour induction to ensure they are equipped and supported to understand and fulfil their role.
24. Induction will cover, but is not limited to:
 - Receiving the Kelvin Grove OSHC Employee Welcome Information Pack, containing:
 - o Employee handbook
 - o Employee record form
 - o Position description
 - o Details and location of the Award
 - o National Employment Standards information statement
 - o Union information
 - o Confidentiality/privacy agreement
 - o Child Protection information sheet
 - o Professional Standards in OSHC
 - Location and orientation of:
 - o The service's policies and procedures
 - o National Quality Standard for Education and Care Services
 - o My Time, Our Place Framework for School Age Care in Australia
 - A walk-through of the service, outlining the key facilities and emergency plans.
 - A discussion with the Nominated Supervisor (or delegate) to outline and introduce:
 - o The other educators in the service and their roles
 - o Duty of care responsibilities and supervision practices
 - o Rostering and communication procedure
 - o Programming and documentation procedures
 - o Work Health and Safety procedures and responsibilities
 - Each educator's first 6 shifts will be paired with a suitably experienced educator to 'shadow' them through the role and expectation. The Nominated Supervisor or delegate will meet with the new educator at the end of the shift to debrief. The experienced educator will complete an 'evaluation of a new educator' form going over the area's the new staff learnt and what they need further support in.

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Conflicts of Interest and Recruitment

The service may at times employ family members or personal friends of employees. The following procedures will apply in addition to the above employment procedures:

- 1. There will be no preferential treatment for family members/personal friends in the employment relationship; such conduct will be taken seriously, and disciplinary action will be followed if a conflict of interest has not been managed transparently or according to procedure.
- 2. No appointment of a family member or personal friend will be made without following the agreed recruitment process.
- 3. All candidates will be asked to disclose any actual, or perceived, conflicts of interest as part of routine interviewing questions.
- 4. Persons appointed responsibility in decision-making are additionally responsible for disclosing any actual or perceived conflicts of interest prior to undertaking interviews of the candidate. These disclosures are to be made to the Approved Provider. The Approved Provider will appoint a suitable alternative delegate where they see relevant.
- 5. Any subsequent appointment processes will not involve the relevant employee and all reference checks will be made by a nominated person who is independent of the relationship.

Ongoing management of employees where a conflict of interest exist is covered in [10.10 – Conflict of interest](#).

Relevant Laws and Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Working with Children (Risk Management and Screening) Act 2000
- Fair Work Act 2009(Cth)
- Anti-Discrimination Act 1991 (Qld)
- National Quality Standard, Quality Areas: 4 - Staffing arrangements; and 7 – Governance and leadership.

E&CS Legislation Compliance

- Education and Care Services National Regulations 299A.

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
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8.2 Working with Children Check (Blue Card) Management

Policy Statement

The service must ensure individuals associated with the operations, and working directly with children, hold a positive notice (or exemption) Blue Card (Working with Children Check). The service will maintain records to ensure the probity of all relevant persons and compliance with statutory obligations.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [8.1 Recruitment and Employment of Educators](#)
- [8.3 Volunteers](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Ensure a blue card register is maintained at the service. • Report relevant notification to Blue Card Services.
Nominated Supervisor	• Maintain the service's blue card register. • Support personnel with lodging relevant forms and notifications, including warning persons that it is an offence to apply for a blue card if they are a disqualified person.
All Staff	• Must report changes of police information to the service.

Procedures

Positive Notice Requirements for Employees, Volunteers and Governance

All employees, volunteers, and executive members (Approved Provider members) of management must hold a current and valid Positive Notice for Child Related Employment Blue Card before starting any engagement.

All prospective paid employees will not be able to work at the service without being in receipt of a current blue card. Evidence of a valid 'paid' blue card / or a valid volunteer blue card with receipt that a form has been submitted to transfer from Volunteer to Paid, must be submitted to the service before being engaged in any employment.

Linking Blue Cards to the Organisation

All individuals requiring a Blue Card will be linked to the organisation. Once set-up with an Organisation Portal, the Approved Provider or Nominated Supervisor will be able to link an employee to the organisation. **This must be done prior to starting at the service.**

The Approved Provider will be responsible for allowing and managing Organisation Portal access.

Blue Card Register

A blue card register will be maintained at the service containing the copies of blue cards of all employees, volunteers, and executive members of management. The register will be referred to by the Nominated Supervisor/Administrator on a regular basis to track expiry dates.

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Renewal Monitoring

The Nominated Supervisor will confirm the upcoming Blue Card expiries on the first day of each month. By using either the Organisation Portal or phoning Blue Card Services (1800 113 611) all Blue Card with expiries within the next 8 weeks will have the renewal status confirmed. As long as an individual submits their renewal application before their current card expires, they will be able to continue in their relevant role.

Police History Changes

It is no requirement for organisations to notify Blue Card Services of employee policy history changes, Blue Card Services will notify Employers when appropriate.

Exiting Employees and Volunteers

The Nominated Supervisor (or where relevant, the Approved Provider) will notify Blue Card Services when a person leaves their engagement with the service via the Organisational Portal (or other appropriate means in the absence of portal access)

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *A New Tax System (Family Assistance) Act 1999 (Cth)*
- Australian Government Child Care Provider Handbook
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

Policy Controls			
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8.3 Volunteers

Policy Statement

Volunteers, including students who are in an unpaid role and volunteering for skill development (i.e., on practicum placement), can be a highly valued resource. These individuals can add a positive contribution to the care and education provided by the service. The Approved Provider is committed to providing quality management for all people in child related roles, including those in a volunteer capacity. The Service also recognises the importance and duty to ensure all individuals engaged in child related work should be suitable persons to do so.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 2011* 168 (2)(i), 149 and 177.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.3 Educator to Child Ratios](#)
- [6.3 Workplace Health and Safety](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.2 Working with Children Check \(Blue Card\) Management](#)
- [8.8 Nominated Supervisor](#)
- [8.12 Employee and Volunteer Grievance](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.4 Information Handling – Privacy and Confidentiality](#)
- [10.6 Risk Management](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Ensure procedures are created to monitor and maintain suitable management of volunteers to uphold the safety and wellbeing of children. • Ensure records are maintained to demonstrate compliance.
Nominated Supervisor	• Ensure compliance with organisational and legislative standards. • Lead a suitability assessment and induction to support a volunteer’s engagement, learning and development. • Complete documentation and maintain relevant records.
Responsible Person in Charge	• Monitor the conduct of volunteers and their interactions with children. • Support learning and development.
All Staff	• To support interactions with children and guide learning and development. • Ensure the safety and wellbeing of children through supporting volunteer’s understandings of procedures, expectations, and interactions. • Report any concerns immediately.



Procedures

Blue Card (Working with Children Check)

Volunteers must hold a blue card before they begin at the service in any capacity. An application to 'Link a cardholder to the organisation' will be lodged to Blue Card Services upon commencement. Copies of the volunteers Suitability Card (Positive Notice) will be kept on file.

Suitability and Induction

The Nominated Supervisor will meet with any persons interested in volunteering before agreeing to their engagement. The Nominated Supervisor will be satisfied the volunteer is suitable (demonstrates expected knowledge, skill, and abilities) to care for children attending the service.

An induction process will be undertaken prior to participating in the service and interaction with children. The topics covered in the induction include (but are not limited to):

- The Service's Philosophy including its commitment to an environment which is safe and friendly for children
- The location of the Service's Policy and Procedure Manual, including an outline of key procedures
- Procedures to follow when harm is disclosed or identified
- Feedback and Complaints procedures
- Emergency and Evacuation Plans
- Work Health Safety Manual

Conduct and Engagement

1. All Volunteers will be asked to acknowledge their understanding and commitment to the Code of Conduct. Volunteers will be held to the same standard of behaviour as all employees.
2. Volunteers will be supported and guided by other Educators while participating in the service, especially during the initial orientation shifts. Where possible the Service will pair the volunteer with an Educator to mentor and model the role and expectations.
3. If assessed as being both suitable and competent, volunteer workers *may* be counted towards the Educator-to-child ratios for the service, provided they meet the qualification requirements.
4. Volunteers under the age of 18 *must* be fully supervised at all times.

Record of Volunteer Details

The Nominated Supervisor is to record the personal details of all volunteers including – full name, address, and date of birth. The Nominated Supervisor is to request and keep a volunteer's timesheet of attendance (recording the details of the date and time each day the volunteer or student participated).

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *Work Health and Safety Act 2011 and Regulations 2011*

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07 3553 7419 | kgoshc@gmail.com



- National Quality Standard, Quality Area 2 – Children’s health and safety; Area 4 – Staffing arrangements

E&CS Legislative Compliance

- Education and Care Services National Regulations 168(2)(i)

Policy Controls			
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07 3553 7419 | kgoshc@gmail.com



8.4 Code of Conduct and Code of Interactions with Children and Young People

Policy Statement

The Approved Provider expects that all people connected to the service, in particular employees and individuals interacting with children, conduct themselves in a manner that is consistent with a high standard of professionalism and ethical practice.

Employees and those in manager/advisory roles are expected to demonstrate behaviour that reflects a positive and professional attitude of their work, act collegially, and support the needs and safety of the children and families accessing the service. The Kelvin Grove OSHC Code of Conduct provides an illustrated expectation of the standard of behaviour expected of all people with responsibility for providing a quality service.

Additionally, the protection of children and the contribution to their wellbeing is a fundamental principle of the service. The nature of being a stakeholder to an education and care service means the fostering of positive relationships between adults, children, and their families. It is critically important that in forming and maintaining these relationships and interactions we do not compromise children and young people's welfare. Therefore, the service has developed a clear outline of expected behaviour to support positive interactions and safety.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 2011* (168 (2)(i)) and the service's *Child and Youth Risk Management Strategy*.

Related Policies

- [2.2 Commitment to the Safety and Wellbeing of Children](#)
- [8.1 Recruitment and Employment of Educators](#)
- [8.3 Volunteers](#)
- [8.12 Employee and Volunteer Grievance](#)
- [8.14 Fit for Work](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [9.3 Interactions and Communication with Families](#)
- [9.6 Feedback and Complaints Handling](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.14 Appropriate Governance](#)

Appendices and Forms

- Kelvin Grove OSHC Code of Conduct
- Code for Interacting with Children and Young People

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Roles and Responsibilities

Approved Provider	• To establish a Code of Conduct of the service's employees and relevant people that will have the opportunity to interact with children and young people. • Ensure all employees are communicated and supported to meet the expectations of the Code of Conduct. • Investigate instances where the Code of Conduct has not been upheld by employees.
Nominated Supervisor	• Orientate staff to the Service's Code of Conduct when beginning employment. • Monitor Educator and staff behaviour, guide reflection of the Service's expectation for employees and respond in instances where there are concerns about employee conduct. • Model appropriate standards of behaviour. • Advise the Approved Provider of concern, or allegations, of employees not meeting the Code of Conduct.
Responsible Person in Charge	• Monitor Educator and staff behaviour and respond to instances of concern about employee conduct, following reporting guidelines. • Model appropriate standards of behaviour. • Advise the Approved Provider of concern, or allegations, of employees not meeting the Code of Conduct.
All Staff	• Monitor the behaviour of peers, report any concerns identified. • Ensure behaviour is consistent with the expectations of the Code of Conduct.

Procedures

Employee Code of Conduct Application

1. Employees will be provided with both relevant copies of the service's Code of Conduct prior to commencing employment.
2. Employees will read, acknowledge, and commit to the Codes of Conduct.
3. Employees will be expected to consistently uphold the agreement during their employment with the service.
4. The Nominated Supervisor will be responsible for monitoring and immediately addressing the concern of educator and volunteer conduct.
5. Issues relating to educator conduct will be notified to the Approved Provider.
6. Staff with concern about a manager's (Nominated Supervisor) conduct are encouraged to communicate directly with the Approved Provider.
7. Breaches to a Code of Conduct will be taken seriously. Allegations of breaches of the Code of Conduct by employees will be managed through underperformance and misconduct proceedings (8.19), which may result in action taken by the Approved Provider up to, and including, termination.
8. Any updates to the Code of Conduct will be required to be acknowledged by all employees, as outlined in item

Conduct for All Persons Interacting with Children

- The service expects all persons interacting with children connected to the service will display the highest level of professionalism, respect, and safety.

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- The service has outlined expectations for any individual with an opportunity to interact or form relationships with children who access the service.
- Details of this code of conduct will be made available to employees, management, families, volunteers, and visitors.
- Any persons failing to meet the standard of conduct expected and described in this code will be counselled, and/or be suitably sanctioned or discipline (as appropriate) up to, and including, suspension or exclusion from the service.

Compliance Breaches

The service expects all persons must comply with the conduct outlined in this policy. Likewise, any persons suspecting breaches of this code are to report details to the Nominated Supervisor or Approved Provider for a response.

Any persons failing to meet the standard of conduct expected and described in this code will be counselled, and/or be suitably sanctioned or discipline (as appropriate) up to, and including, suspension or exclusion from the service, as relevant to their role.



Kelvin Grove OSHC Code of Conduct

1. General Principle

Kelvin Grove OSHC expects that all persons engaged with any of the operations, support, or management of the OSHC service will display the highest standards of professional and personal conduct in the discharge of their duties.

2. Coverage

The Kelvin Grove OSHC Code of Conduct applies to:

- The Approved Provider
- Kelvin Grove OSHC management
- All Kelvin Grove OSHC employees
- Volunteers engaged at Kelvin Grove OSHC

3. Obligations

The conduct of managers, employees, and volunteers (personnel) should uphold the service's commitment to safety, professionalism, and the service's philosophy in the delivery of education and care of children accessing the service.

In doing so, all relevant persons should:

- Comply with the organisation and community standards of behaviour in dealing with others, within, and beyond the organisation.
- Comply with the service's policies and procedures and legislative requirements and obligations.
- Perform duties in a responsible and professional manner.
- Display sound stewardship of the service's resources and belongings.
- Promote the service's reputation and the value to quality school-age care into the broader community.
- For person's working or interacting directly with children – these people must comply with the service *Code for Interaction with Children and Young People*.

3. Behaviour Standards

Kelvin Grove OSHC personnel are expected to:

- Treat everyone with courtesy, respect and consideration throughout their interactions and communication with others.
- Be sensitive and responsive to the dignity and rights of others, refraining from interacting in a manner that impacts on the rights of others, including not engaging in any form of:
 - harassment
 - discrimination (e.g., based gender, age, race, impairment, disability, religious beliefs, political beliefs, sexual orientation, or identity)
 - bullying
 - victimisation
- Act in good faith and honesty with the responsibility and delegation placed within your position.
- Uphold the professional boundaries of the relationships that develop through your engagement, including acting with transparency and ethical standards.

4. Teamwork

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Kelvin Grove OSHC personnel are expected to build cooperation and partnership, and should:

- Foster teamwork and collegiality among all internal stakeholders, expressing gratitude to the effort and contribution others bring.
- Consider the impact on your decision and behaviour on the wellbeing of others – refrain from acting in a manner that would reasonably distress, intimidate, undermine, or threaten a colleague or stakeholder.
- Display a constructive attitude when navigating conflict and grievances with others.
- Refrain from acting in any way that would unfairly harm the reputation or position of colleagues.

5. Privacy and Confidentiality

Kelvin Grove OSHC personnel are expected to maintain the service's commitment to privacy and confidentiality, particularly around the service's sensitive and personal information, and should:

- Not share or disclose information that is not consistent with a fair, just, or reasonable purpose
- Ensure that information collected by the service is only used for the purpose intended
- Ensure the security of information is maintained - as outlined by service policy, procedure, and expectations

6. Stewardship

Kelvin Grove OSHC personnel are expected to protect the resources and finances of the service, and should:

- Use the service's resources properly and responsibly for legitimate purposes only
- Use resources in a manner that does not contribute to risking the safety of others, the community or environment
- Strive to obtain value for the organisation's purchases and spending.
- Avoid waste and secure service's belongings against theft or fraud
- Maintain the integrity and security of the service's intellectual property

7. Professionalism

Kelvin Grove OSHC personnel are expected to be professional and should:

- Perform duties diligently, conscientiously and with integrity to the best of your ability
- Maintain knowledge of professional and ethical standards relevant to your area of expertise — engaging learning and development opportunities to enhance your capacity to perform, as required
- Strive to deliver the highest of quality education and care for our community
- Comply with any relevant legislative requirements

8. Conflicts of Interest

Kelvin Grove OSHC personnel are expected to act ethically for the best interest of the service and should:

- Not take improper advantage of any official information gained in the course of our employment
- Ensure that financial or non-financial interest does not conflict/appear to conflict with or compromise the obligations and requirements of your duties and performance
- Avoid actual or perceived conflicts of interest through transparency in decision-making and declaring potential conflicts of interest for impartial management

9. Safety and Health

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07 3553 7419 | kgoshc@gmail.com



Kelvin Grove OSHC personnel are expected to uphold a safe and healthy environment and should:

- Uphold a duty of care to children accessing the service and the broader community, responding to concerns about potential harm
- Take responsibility for the health and safety of yourself and others when carrying out duties.
- Present to your role with adequate fitness, alertness, and hygiene to perform the duties.

10. Fairness and Resolution

Kelvin Grove OSHC personnel are expected to deliver a fair and reasonable response to concerns of others and should:

- Facilitate a fair process for responding to compliance, grievances, and disputes
- Respond with integrity and advocacy for the rights of ourselves and others
- Uphold ethical decision-making to promote fairness, justice, and collaborative partnerships for stakeholders

11. Reputation

Kelvin Grove OSHC personnel are expected to promote the interest and character of the service and should:

- Engage the community with respect for individuals and their diversity
- Promote the service where possible in your professional interactions with others
- Refrain from presenting yourself as a spokesperson or acting on behalf of the organisation unless authorised to do so
- Refrain from engaging in any activity that may compromise the integrity and reputation of the service

12. Compliance Breaches

- All personnel must comply with this Code of Conduct and report any breaches to their manager or the Approved Provider, as appropriate.
- All personnel are expected to report any suspected corrupt, criminal, or unethical conduct directly to the Approved Provider.
- Any employee who displays conduct inconsistent with the standard outlined in OSHC's Code of Conduct will be counselled accordingly, and/or disciplined in accordance with the service's relevant policy and procedure

Code Interacting with Children and Young People

Guiding Principles

Kelvin Grove OSHC expects that all persons interacting directly with children and young people at Kelvin Grove OSHC will demonstrate the highest standards of personal conduct to uphold the commitment to safety and wellbeing of children.

The service recognises that the nature of providing quality education and care means fostering positive relationships between adults, children, and their families. It is critically important that in forming and maintaining these relationships and interactions we do not compromise children and young people's welfare. Therefore, the service has developed a clear outline of expected behaviour to support positive interaction and safety.

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This Code of Conduct for Interacting with Children and Young People has been developed to support the organisation’s *Child and Youth Risk Management Strategy*. Additionally, the service has additional obligation to maintain responsibilities, including (but not limited) to the following provisions:

- *National Quality Framework*
- *National Quality Standard*
- *Education and Care Services National Law and Regulations*
- *Working with Children (Risk Management and Screening) Act 2000 (Qld)*
- *Child Protection Act 1999 (Qld)*
- *Work Health Safety Act 2011 (Qld)*
- *Human Rights Act (2019)*
- *United National Convention on the Rights of the Child*

Conduct Expectations

The Kelvin Grove OSHC Code of Conduct for Interacting with Children and Young People applies to all people involved with the service, including:

- The Approved Provider
- OSHC Management
- OSHC Employees (including permanent, temporary, and casual)
- Volunteers
- Children and Young People
- Parents
- Consultants and Contractors
- Visitors

Relationships (and Professional Boundaries)

All persons will maintain professional boundaries in their relationships with children and families.

These features make it extremely important that all people involved in the service understand how to foster positive relationships in ways that do not compromise children and young people’s welfare. The professional boundaries outlined in this code apply beyond specific education or care premises and extend to the contact, communication and interaction that might be facilitated outside the bounds of the service. For example, where educators have a ‘*duality of roles*’ – meaning they support families of the service in another context as well.

The context and richness of the connection with people to their community can influence the likelihood of stakeholders within the OSHC service sharing social relationships and duality of roles (e.g., being an Educator and a local sporting coach). There can be legitimate reasons, on occasions, to attend social events which involve private and informal contact with the families that employees of the service work.



Appropriate was to manage external interaction

Following the guidelines will assist stakeholders in navigating the complexities of creating clear personal and professional boundaries, these form the expectation for people involved in our OSHC service:

- The trigger for external social contact and interaction ought to be generated via the relationship with the event or group, rather than by invitation of children or young people. A request by parents (adults) may be more appropriate. However, the employee will be transparent and either seek advice or disclose the social interaction from service management before proceeding.
- Employees should avoid being alone with children and young people on any occasion.
- People should conduct themselves in a way that will not give others a perception to question their suitability to interact with children or young people. For example, consuming alcohol in a social situation with families of the service in attendance may impact both the perception of professionalism and a person's judgement of a professional boundary.
- All persons privileged with service information should politely refuse to discuss matters relating to the workplace or service and never discuss children or young people's learning or social progress outside of policy guidelines.
- If a person feels unsure or uneasy about a situation, they should discuss it openly with a relevant service manager and if an employee develops an approved plan of action to be followed.
- Employees of the service are required to act consistently with the service's policies and expectation.
- Establish clear expectations for pre-existing non-professional relationships and ensure these are followed.



Inappropriate conduct and boundary violations include:

Personal and Inappropriate Disclosure	• Discussing personal details of self, other stakeholders, or children in a non-professional forum. • Seeking advice or support for personal matters from people whom you have a professional relationship. • Discussions of a personal or intimate theme with children and young people.
External Contact	• Inviting, allowing, or encouraging children or young people to attend a staff member's home. • Inviting, allowing, or encouraging children and young people access to a staff member's personal internet locations (e.g., social networking sites). • Attending children or young people's homes or their social gatherings. • Being alone with a child or young person outside of professional responsibility. • Offering overnight, weekend, holiday care of children and young people (where this is not through another formal and professional mechanism i.e., employed at a respite facility). • Any secretive or concealed contact or interaction.
Acting Outside Scope of Role	• Adopting an ongoing welfare role that is beyond the scope of a person's position or responsibility (e.g., an educator responding as an informal counsellor)
Possessions and Gifts	• Giving personal gifts or special favours. • Singling the same children and young people out for special duties or responsibilities.

Violation of Privacy and Dignity	• Entering change rooms or toilets occupied by children or young people when supervision is not required or appropriate. • Using toilet facilities allocated to children and young people. • Undressing using facilities set aside for children and young people (where inconsistent with procedures).
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People's Language and Communication All people involved with the service will use language and tone that meets community expectations and supports children to feel safe and belonging. The environment children use, and access should promote pro-social behaviours and communication. Children should be able to feel psychologically safe and have an opportunity to build interpersonal skills.	
 All people should display:	
Conduct consistent with service expectations includes: • Caring and compassionate response to children and others • Respectful and courteous communication • Welcoming and calm tone, being appreciative of the perspectives of others • Modelling language and communication that is expected from children	
 People should <u>never</u> use:	
Aggressive and Hostile Interactions	• Explicit language (swearing and offensive terms) • Abusive, harassing, or derogatory language • Hostile or threatening language and comments
Discriminatory and Offensive Behaviour	• Discriminatory, racial, or vilifying language or terms • Disrespectful treatment or interaction to any person based on a personal characteristic (ability, race, sexual orientation, affiliation etc.) • Behaviour that humiliates another person
Personal/ Intimate Themes	• Inappropriate comments around or directed towards a child or young person, including: ◦ Excessive flattering comments ◦ Inappropriate conversation or enquiries of a sexual nature (e.g., questions about a child or young person's sexuality or his/her sexual relationship with others) ◦ Inappropriate disclosure or seeking out of advice/support of a personal theme ◦ Sexual-themed jokes or innuendo of a sexual nature • Use of inappropriate pet names • Obscene gestures and language
Tone and Behaviour	• Shouting, yelling or aggression • 'Talking down' to others • Intimidating behaviour • Criticising others publicly

Physical Contact

At times it might be necessary to have physical contact while having the responsibility of caring for children. Adults are required to be responsible for their conduct and personal contact with others, especially children.



Appropriate physical contact may include:

Conduct consistent with service expectations includes:

- Injury management and administration of first aid
- Demonstrating a skill for the purpose of instructing an activity
- Assisting with personal care of young children
- Non-intrusive gestures to comfort a child or young person who is experiencing grief or distress, such as a hand on the upper arm or upper back
- Non-intrusive touch (e.g., congratulating a child or young person by shaking hands or a pat on the upper arm or back) and accompanying such contact with positive and encouraging words
- Seeking permission from a child or young person before physical touch
- Respecting and responding to signs a child is uncomfortable with touch
- In some circumstances, adults may need to discourage younger children from inappropriate expectations of hugs or cuddles. This should be done gently and without embarrassment or offence to the child.



People should never use or engage in:

- Violent or aggressive behaviour such as hitting, kicking, slapping, or pushing
- Corporal punishment (physical discipline, smacking etc.)
- Kissing or intimate contact
- Any unwanted touching either personally or with objects (e.g., pencil or ruler)
- Initiating, permitting, or requesting inappropriate or unnecessary physical contact with a child or young person (e.g., massage, kisses, tickling games)
- Facilitating situations which unnecessarily result in close physical contact with a child or young person
- Any touching of a sexual nature

Photography and Technology

Photos and information about children is captured by the service as part of the learning experience, communicating with families and the planning cycle. Likewise, technology is used as a tool to store, access, and share information with the OSHC community.



All people should display:

Conduct consistent with service expectations including:

- Using service owned devices to capture children's learning
- Displaying photos and images with consent and in a manner consistent with appropriate information sharing and service policy



People should never:

- Photograph or film children or young people (via any medium) when not authorised by the Nominated Supervisor, and without expressed parental consent
- Use images in a manner that is inconsistent with the informed consent provided by parents, e.g., uploading to the services Facebook page when permission has only been given for in-service display
- Using personal devices rather than service equipment to capture images or recordings of children without Nominated Supervisor and parent permission and without a valid reason for doing so
- Storing images or recordings of children and young people on personal equipment or kept in personal locations

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *National Quality Standard, Quality 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 97 and 168(2)(e)*

Policy Controls			
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8.5 Employee Performance Review and Support

Policy Statement

Kelvin Grove OSHC is committed to delivering quality education and care through providing supportive management that continually develops the performance and practice of its educators. Ongoing and collaborative evaluation of employee's performance will support planning that is focused on building upon the strengths and individual contributions of each employee. Employee performance will be formally and regularly reviewed and evaluated. These formal procedures will be enhanced through informal support and feedback throughout the employee's engagement.

The service also recognises its role in developing employees as part of the National Quality Standards, Quality Area 7 – Governance and Leadership. Individual plans will be created and implemented to support effectively direct every employee's learning and development opportunities.

Related Policies

- [3.1 Educational Program Development and Implementation](#)
- [8.6 Educator Professional Development and Learning](#)
- [8.7 Employee Qualifications – Monitoring Progress](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [8.15 Employee Remuneration and Entitlements](#)

Roles and Responsibilities

Approved Provider	• Lead the performance review and professional support of the Nominated Supervisor. • Establish procedures to ensure all Kelvin Grove OSHC staff have plans to enhance their knowledge, skills and ability relevant to their individual performance.
Nominated Supervisor	• Coordinate and undertake regular and ongoing supervision and developing planning of employees. • Collect and collate relevant observations and examples to provide feedback on the performance of staff. • Ensure supportive and collaborative plans are implemented as agreed.
All Staff	• Complete self-evaluation of performance and collaborate with service leaders in the planning and implementation of professional development activities.

Procedures

The procedures outlined in this policy apply to further developing the performance and practice of educators (and other relevant employees). Instances of misconduct and underperformance are managed through the steps outlined in the policy and procedure - **8.19 Employee Counselling and Disciplinary Actions**.

Performance Supervision Preamble

- The Nominated Supervisors will be responsible for coordinating performance supervision meetings (review and planning meetings) to ensure all educators (or other relevant OSHC staff) receive an opportunity to understand

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and contribute to their performance. It may be appropriate that other service leaders are delegated the task of facilitating performance supervision meetings.

- Employees will receive information on the service's performance supervision and management practices in their employee handbook.
- The procedures to develop and support performance should empower employees to identify their unique contributions to the service and highlight methods and practices that can be enhanced. Kelvin Grove OSHC will actively seek to undertake a process that builds and empowers employees, rather than delivering a remedial or corrective approach to developing performance and skills.
- Employee performance and their practices will be framed by their position description, the OSHC Professional Standards and any other relevant document or framework.

The *OSHC Professional Standards* will be the preferred framework used to understand and support educator performance; however, there could be occasions where alternative performance measures are more suitable for specific individuals. The Nominated Supervisor will be responsible for determining which supervisory tools will be used in guiding performance supervision and employee development.

Likewise, the Approved Provider will determine the most appropriate performance framework to support the development of the Nominated Supervisor.

Initial Performance Review and Planning

1. The Nominated Supervisor will inform the employee of a time to meet to discuss their employment, their performance and development opportunities. Communication will be positive, and time set aside should be adequate for feedback, collaboration, and a discussion in identifying development opportunities.
2. The initial performance review and planning meeting will occur between 1 to 2 months after initial employment - once induction learning material has been completed and as a function of finalising an employee's initial probation. Where there are concerns around an employee's performance and their suitability to be engaged beyond the probation period – policy 8.19 *Employee Counselling and Disciplinary Actions* will be followed.
3. In preparation of the performance supervision meeting, each employee will be provided with a copy of the OSHC Professional Standards Self-Assessment Tool to complete and forward to the Nominated Supervisor (or delegate) prior to the meeting.
4. A performance meeting will be coordinated to discuss the employee's performance and induction.
5. The meeting will be facilitated in a manner that provides discussion and collaboration. The Nominated Supervisor will come prepared with relevant feedback, including observations and examples. The format of each meeting will have three broad topics:
 - i. Identifying the person's area of strength, skills, and ability ('what has gone well?')
 - ii. Identifying areas of development, growth or vulnerability ('what are the opportunities for development?')
 - iii. Collaborating a plan for learning, development and support ('what needs to happen?')
6. The Nominated Supervisor (or delegate) is responsible for documenting the main points of the meeting and the agreed actions into a plan.
7. Action items should be specific and should outline who is responsible for coordinating specific steps. Approval for paid professional development session will need to be approved by the Approved Provider (see 8.4 Professional Development and Learning).

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8. Each plan will state a date of review. Typically, this will be six months. However, this may be negotiated to an alternative timeline where needed.
9. The educator will have an opportunity to review the draft and add any comments before being signed and agreed.

Interim Review

1. The interim review will be planned to occur around the midpoint of the plan's implementation.
2. The plan will outline an interim review date, where the educator and a service leader will have the opportunity to amend any action items if there has been significant change or actions that are not meeting their intended aim.

Ongoing Performance Reviews and Planning

1. Employee performance will be monitored through implementing an ongoing review process to reflect and support performance.
2. Each ongoing review will provide an opportunity to reflect and evaluate the previous learning and development opportunities, as well as current performance.
3. The ongoing supervision meetings will include:
 - Self-assessment prior to a supervision meeting
 - Feedback and work examples
 - Supervision meeting identifying strengths, aspirations and areas for improvement
 - A written learning and development plan

Nominated Supervisor Review and Planning

1. The Approved Provider will appoint an appropriate delegate to lead the review and planning of the Nominated Supervisor.
2. The Nominated Supervisor's performance review will follow a similar procedure as all other employees.

Privacy and Confidentiality

- All plans will be stored securely in the respective employee file (see [10.4 Information Handling \(Privacy and Confidentiality\)](#)).
- Employees will be provided with a copy of each of their plans, once signed and finalised.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *National Quality Standard, Quality Areas: 4 - Staffing arrangements; and 7 – Governance and leadership.*

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8.6 Educator Professional Development and Learning

Policy Statement

Kelvin Grove OSHC aims to support and facilitate the development of its employees through providing quality, ongoing training, and development relevant to their practice. The service is committed to ensuring all employees have access to training and development opportunities that ensure regulations and legislative frameworks are met as well as fostering individual learning and development for educators.

Related Policies

- [8.2 Educational Leader](#)
- [8.5 Employee Performance Review and Support](#)
- [8.8 Nominated Supervisor](#)
- [8.15 Employee Remuneration and Entitlements](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.13 Self-Assessment and Quality Improvement](#)

Roles and Responsibilities

Approved Provider	• Ensure budgets and approvals allow for educators to access suitable professional development opportunities to enhance their capacity and skills.
Nominated Supervisor	• Coordinate the procurement and selection of professional development opportunities which is consistent with delegation and budget. • Ensure all educators have fair and equitable access to professional development opportunities and these are aligned with the aims of the service and/or performance plans. • Retain records of completed professional development.
All Staff	• Engage with professional development opportunities. • Contribute to the planning and identification of valuable training topics.

Procedures

Internal Opportunities for Development

- The Educational Leader and Nominated Supervisor will support the development of educators’ practice through guiding professional reflection, providing access to relevant professional resources and articles, and through supervisory conversations.
- Some of the engagement in professional development activities will be outlined in the employee’s learning and development plan (see [8.5 Employee Performance Review and Support](#))

External Opportunities for Development

- Complementing the individual learning and development plans of employees, each educator should have fair and equitable access to relevant training opportunities based on their individual needs and with consideration of their professional interests.
- Professional development opportunities may be accessed through:

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- o online learning
 - o on or off-site workshops
 - o conferences, presentations or learning programs
- The Nominated Supervisor will explore opportunities for team-development opportunities including, but not limited to, in-service workshops or presentations. The Nominated Supervisor will collaborate with educators on a regular basis to contribute suggestions for the team’s training needs.

Training Records

- The Nominated Supervisor will be responsible for ensuring records of all professional development sessions/initiatives are maintained, including copies of certificates and attendance records.

Procurement and Approval

- The Approved Provider will be required to approve all professional development intentions and funding, including the service’s budget for training and professional development.
- The Approved Provider may delegate specifics, including the facilitator, to the Nominated Supervisor. The Nominated Supervisor will follow *10.13 - Procurement and Purchasing* policy to ensure value for money.
- Educators will be paid for attendance at approved training sessions and team meetings, in accordance with the award.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *National Quality Standard, Quality Areas: 4 - Staffing arrangements; and 7 – Governance and leadership.*

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8.7 Employee Qualifications – Monitoring Progress

Policy Statement

The service seeks to ensure that all employees enrolled and studying towards relevant qualifications are monitored and supported as they progress through their studies. This ensures that the service strives towards providing a suitably qualified level of educators and maintain compliance with Education and Care Service National Regulations (10 & 299A) for rostering of staff working directly with children.

Related Policies

- [8.1 Recruitment and Employment of Educators](#)
- [8.5 Employee Performance Review and Support](#)
- [8.6 Educator Professional Development and Learning](#)
- [8.15 Employee Remuneration and Entitlements](#)

Roles and Responsibilities

Approved Provider	• Establish processes to monitor and record the progress of employees' qualifications.
Nominated Supervisor	• Coordinate the recording of progress of employees and maintenance of documented evidence. • Liaise with employees and the Approved Provider where issues relating to the progress of employees arises.
All Staff	• Submit relevant evidence of qualification progress to the Nominated Supervisor.

Procedures

Employee Qualification and Study

- Employee records gathered during recruitment and induction will document the employee's current qualification enrolment.
- An employee's suitability and employability may be dependent on their continual progress (*actively working*) towards completing their relevant qualification.
- Employees are to notify the Nominated Supervisor when there has been a change in their study/qualification commitment or status. The Nominated Supervisor will notify the Approved Provider of any significant issues or relevant changes.
- Failure to notify the Nominated Supervisor will be treated seriously, and disciplinary action may be taken (see [8.19 Employee Counselling and Disciplinary Actions](#)).

Evidencing Progress

- All employees will be required to evidence the progression of their study and work towards their qualification.
- Typically, this will be through providing a copy of the transcript at the conclusion of each semester (every six months).
- Where this is not suitable, alternative agreements will be arranged with the Nominated Supervisor before the anticipated date that qualification progress would be supplied.



Addressing Changes in Qualification Progress

- Employees who are unable to fulfil their role due to change in their qualification status through no longer being classed as ‘actively working towards’ (*E&CS National Regulation 10*), may be subject to a review of their engagement with the service (see *8.19 Employee Counselling and Disciplinary Actions*).

Records

- All records and evidence supplied to the service will be stored and maintained securely in the respective employee file (see [10.4 Information Handling \(Privacy and Confidentiality\)](#)).

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *National Quality Standard, Quality Areas: 4 - Staffing arrangements; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 10, 299A*

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8.8 Nominated Supervisor

Policy Statement

The Approved Provider of Kelvin Grove OSHC, acknowledges its obligation to appoint at least one suitable person as the Nominated Supervisor at the service. The appointment of the service's Nominated Supervisor will review all relevant elements of suitability and qualification. The Nominated Supervisor will be delegated with the responsibility for managing the day-to-day operations and compliance of the service. Where the Nominated Supervisor is absent from the service, another suitably qualified and competent educator will act as the Responsible Person in charge.

The Approved Provider recognises its responsibility to comply with *Education and Care Services National Regulations* 24, 35 145 & 146.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.3 Educator to Child Ratios](#)
- [2.4 Arrivals and Departures of Children](#)
- [2.5 Positive Behaviour Support Practices](#)
- [2.6 Supporting Complex Behaviours](#)
- [2.7 Handling Disclosures and Reporting Suspicions of Harm \(Mandatory Reporting\)](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [2.9 Children who Arrive to OSHC Without a Booking](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [9.4 Bookings and Cancellations](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.4 Excursions](#)
- [3.5 Water Activities and Safety](#)
- [4.1 Infectious Diseases – Prevention and Response](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [4.6 Medication Administration](#)
- [2.14 Non-Smoking, Illicit Substance and Alcohol-free Environment](#)
- [4.5 Children with Medical Conditions](#)
- [4.4 Administration of First Aid](#)
- [9.8 Childhood Immunisation](#)
- [6.3 Workplace Health and Safety](#)
- [7.1 Emergency and Safety Equipment](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.1 Recruitment and Employment of Educators](#)
- [8.6 Educator Professional Development and Learning](#)

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- [8.3 Volunteers](#)
- [8.12 Employee and Volunteer Grievance](#)
- [8.11 Workplace Bullying, Discrimination and Harassment](#)
- [8.5 Employee Performance Review and Support](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.7 Employee Qualifications – Monitoring Progress](#)
- [8.14 Fit for Work](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [8.15 Employee Remuneration and Entitlements](#)
- [8.16 Transition from Casual Employment Engagement](#)
- [8.2 Working with Children Check \(Blue Card\) Management](#)
- [9.1 Access](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [9.6 Feedback and Complaints Handling](#)
- [9.5 Community Communication and Participation](#)
- [9.7 Acceptance and Refusal of Authorisations](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.2 Budgeting, Procurement and Financial Planning](#)
- [10.3 Setting, Reviewing and Managing Fees](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.6 Risk Management](#)
- [10.11 Policy Development, Review and Implementation](#)
- [10.13 Self-Assessment and Quality Improvement](#)
- [10.10 Conflict of Interest](#)
- [10.15 Managing Notifications](#)
- [10.16 Administration of Child Care Subsidy \(CCS\) and Additional Child Care Subside \(ACCS\)](#)

Appendices and Forms

- [Nominated Supervisor Determination Checklist](#)
- [Nominated Supervisor Compliance History Statement](#)
- [Nominated Supervisor Prohibition Notice Declaration](#)
- [Nominated Supervisor Consent Form](#)

Roles and Responsibilities

Approved Provider	• Ensure the service operates with a suitable Nominated Supervisor appointed. • Maintain records of the appointment and suitability assessment of each Nominated Supervisor.
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	• Provide notification to the Regulatory Authority where a change in Nominated Supervisor has occurred.
Nominated Supervisor	• Agree to their appointment in writing.

Procedures

Responsibilities and Function

The Nominated Supervisor is responsible for overseeing the overall operations and management of the service. They are to supervise the day-to-day events of the service and coordinate relevant management activities.

Appointment of the Nominated Supervisor

In determining a person's suitability hold the role of Nominated Supervisor, the Approved Provider will ensure that the person/s:

- Be 18 years or over
- Have adequate knowledge and understanding of the provision of education and care to children
- Ability to effectively supervise and manage an education and care service
- Compliance history with the National law and other relevant laws
- Prohibition history

Each person offered the role of Nominated Supervisor/s will be deemed suitable by the Approved Provider. The following documents will be completed and retained as evidence suitability and consent of the appointment:

- o [Nominated Supervisor Determination Checklist](#)
- o [Nominated Supervisor Compliance History Statement](#)
- o [Nominated Supervisor Prohibition Notice Declaration](#)
- o [Nominated Supervisor Consent Form](#)

If uncertainty or concern arises about a candidate's compliance history the Approved Provider will contact the Regulatory Authority and enquire if the person is subject to a prohibition notice in any state or territory.

Suitability Review

Where the Approved Provider has concerns impacting the Nominated Supervisor's ability to meet the requirements of their role, a reassessment will be made of the person's suitability to hold the position of Nominated Supervisor of the service. The re-assessment will review previous determinations and other relevant information and evidence of suitability. The Nominated Supervisor Determination Checklist (10.6.1) will be used to review and evidence any suitability reviews.

Notification to the Regulatory Authority

- When changes occur to Nominated Supervisor appointments at the OSHC service the Regulatory Authority will be notified through the NQA IT System (see [10.15 Managing Notifications](#)).
- Written consent (10.6.4) will be attached and submitted to the Regulatory Authority via the NQA IT System.

Records

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All relevant information relating to the appointment of the Nominated Supervisor will be retained by the Approved Provider (see 10.8 *Information Handling (Privacy and Confidentially)*) including employee details and consent for appointment (*Regulation 145 & 146*).

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *National Quality Standard, Quality Areas: 4 - Staffing arrangements; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 24, 35 145 & 146.*

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8.9 Determining the Responsible Person

Policy Statement

The Approved Provider must ensure that the education and care service has a Responsible Person in day-to-day charge of the service. This policy outlines the process for determining the Responsible Person.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 168 (2)(i)(ii), 150, 117A&B.*

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.4 Arrivals and Departures of Children](#)
- [4.1 Infectious Diseases – Prevention and Response](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [4.5 Children with Medical Conditions](#)
- [6.3 Work Health and Safety](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.15 Managing Notifications](#)

Appendices and Forms

- [Responsible Persons Determination Checklist and Consent](#)

Roles and Responsibilities

Approved Provider	• Ensure the suitability and capacity of persons identified to fulfil this duty. • Ensure relevant documentation is completed and stored. • Monitor and respond to issues relating to conduct, suitability or underperformance.
Responsible Person in Charge	• Lead and support the team of educators to provide quality education and care. • Report to the Approved Provider as required. • Develop a sound working relationship with the Nominated Supervisor debriefing relevant information for further management and support. • Demonstrate ability to understand and apply the service’s policies and procedures. • Report to critical events with diligence and timeliness. • Notify any circumstances that might impact on their suitability or capacity to the Approved Provider.



Procedures

A Responsible Person must be present at all times when the service is educating and caring for children. If the Approved Provider or Nominated Supervisor is absent, an appointed Responsible Person will be placed in day-to-day charge of the service.

The Nominated Supervisor of the service must meet the requirements/conditions of the *Education and Care Services National Law Act 2010 and Regulations 2011*.

In the absence of the Nominated Supervisor, the Approved Provider or Nominated Supervisor will designate an educator, with their written consent, to be placed in the day-to-day charge of the service. This person must meet the requirements/conditions of the *Education and Care Services National Law 2010 and Regulations 2011* with regard to ensuring suitability and that they are not prohibited under the *National Law*.

In determining the Responsible Person, the Approved Provider and/or Nominated Supervisor must determine if that person is suitable. This means considering the capacity of this person to ensure children's safety and wellbeing, having regard to their qualifications, skills, knowledge, work experience and age.

This includes the person's:

- understanding of the *Education and Care Services National Law Act 2010 and Regulations 2011 and compliance*
- understanding of other relevant laws and provisions such as Child Protection, Confidentiality, Grievance Management, Work Health, Food Handling, etc.
- capacity to implement emergency and evacuation procedures
- ability to attend to parent inquiries (either directly or by referral)
- capacity to supervise, manage and lead other educators
- ability to respond to incidents involving children's health and safety
- ability to respond to incidents involving the health and safety of educators, volunteers and family members present at the service
- knowledge (extensive) of service policies and procedures including opening/closing procedures
- capacity to ensure the safety and wellbeing of all children being educated and cared for while they are the Responsible Person
- ability to effectively make written records of incidents
- ability to effectively communicate with children, families, staff, school and relevant authorities
- ability to reflect and evaluate their performance as the Responsible Person
- ability to understand and articulate practice

The Approved Provider (or Nominated Supervisor on their behalf) will maintain a record with sufficient evidence of the educator's assessed capability and keep it on file to demonstrate compliance to the Regulatory Authority (e.g. Determining the Responsible Person Checklist, Delegation and Consent form). This will help to show that reasonable steps have been taken to comply with obligations under the *National Law* (See also 10.6.3 & 10.6.4).

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



The Approved Provider (or Nominated Supervisor on their behalf) will maintain a staff record including the name of the Responsible Person at the service for each time that children are being educated and cared for by the service (National Regulation 150).

In accordance with regulatory requirements, a sign stating the name and position of the Responsible Person in charge must be displayed at all times children are being educated and cared for (Regulation 173).

Relevant Laws and Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Child Protection Act 1999
- National Quality Standard, Quality Area 2 – Children’s health and safety; and 7 – Governance and leadership.

E&CS Legislative Compliance

- Education and Care Services National Regulations 168 (2)(i)(ii), 150, 117A&B

Policy Controls			
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8.10 Educational Leader

Policy Statement

The service acknowledges the need to establish a suitably qualified and experienced educator or service leader be responsible for the development and implementation of the program. This role should enhance the practices of educators and be focused on building a collaborative approach to incorporate the ideas and suggestions of a wide range of stakeholders to inform the development of the program.

The service recognises the requirement to maintain records of the designated Educational Leader.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [3.7 Children’s Media Viewing](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [3.8 Statement of Intent for Children's Play](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.2 Sharing the Program and Children’s Progress with Families](#)
- [3.3 Homework](#)
- [3.4 Excursions](#)
- [4.7 Sun Safety](#)
- [8.5 Employee Performance Review and Support](#)
- [9.3 Interactions and Communication with Families](#)
- [9.5 Community Communication and Participation](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.13 Self-Assessment and Quality Improvement](#)

Roles and Responsibilities

Approved Provider	• Ensure the suitability of the Educational Leader has been documented and the Educational Leader’s appointment has been agreed to in writing.
Nominated Supervisor	• Support the Educational Leader to develop and implement the service’s program. • Maintain the records for the designation of the Educational Leader.
Educational Leader	• Agree to their appointment in writing. • Undertake their role collaboratively and with professionalism.
All Staff	• Support the development and implementation of the service’s program through completing their duties in the programming cycle - adding to the service’s documentation and critical reflection to their capacity.



Procedures

Educational Leader Appointment

The appointment of the Educational Leader position will be based on identifying a suitably qualified and experienced educator (or another suitable individual) to fulfil the role for the service. The Nominated Supervisor will coordinate with the Approved Provider to identify and assess a suitable candidate. The Nominated Supervisor (or other appointed persons) will document their assessment of the person's suitability. This will be retained in the appropriate records, including their employee file.

The Approved Provider will ensure the designated Education Leader has confirmed their role in writing. The written evidence will be maintained by the service records, including in the employee file (see 10.8 Information Handling).

Programming Cycle Responsibilities

The Educational Leader will be responsible for:

1. Leading the development of the service program, using the My Time, Our Place: Framework for School Age Care in Australia to inform and guide children's learning and development, and ensure that clear goals and expectations have been established
2. Ensuring that curriculum decision making is informed by the context, setting and cultural diversity of the families and the community
3. Ensuring the foundation for the program is based on the children's current knowledge, ideas, culture and interests
4. Ensuring that each child's learning and development is assessed as part of an ongoing cycle of planning, documenting, and evaluating
5. Ensuring that critical reflections and evaluations of children's learning and development are used for planning and to improve the effectiveness of the program
6. Mentor educators in the implementation of the program, providing professional support to assist with further skills and knowledge
7. Provide opportunities to educators for ongoing reflection and feedback on current practices
8. Ensure that families have opportunities and support to be involved in the program and service activities as well as contributing to the review of service policies and decisions

The Approved Provider and Nominated Supervisor will ensure rostering and resources and adequate for the Educational Leader to fulfil their responsibilities.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children's health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

E&CS Legislation Compliance

- *Education and Care Services National Regulations 118 & 148.*

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



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8.11 Workplace Bullying, Discrimination and Sexual Harassment

Policy Statement

All employees have the right to work in a place free from harassment and bullying. Kelvin Grove OSHC is committed to establishing a culture where all employees are valued, respected, and appreciated by their colleagues, supervisors and employers. Workplace bullying, discrimination and sexual harassment can have a significant detrimental impact to the ongoing health and wellbeing employees. Workplace bullying is a psychological hazard that has the potential to harm a person, and it also creates a psychological risk as there is a possibility that a person may be harmed if exposed to it. The following guidelines will be implemented by Kelvin Grove OSHC to ensure effective reporting and management of allegations of bullying and harassment in the workplace place, therefore reducing the risk of it becoming an acceptable workplace behaviour.

Kelvin Grove OSHC is an equal opportunity employer. At all stages of the employment relationship (recruitment and selection, terms and conditions of work, training and professional development opportunities, promotion and transfer, retirement, retrenchment, and termination) staff will be treated on their merits and valued according to how well they perform their duties.

Kelvin Grove OSHC believes that all staff should be able to work in an environment free from bullying, discrimination, victimisation, sexual harassment, and vilification. We consider these behaviours unacceptable, and they will not be tolerated.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [6.3 Workplace Health and Safety](#)
- [8.12 Employee and Volunteer Grievance](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.14 Fit for Work](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [8.15 Employee Remuneration and Entitlements](#)
- [10.1.3 Managing Instances of Non-Compliance and Policy Breaches](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.10 Conflict of Interest](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Ensure employees are instructed on suitable conduct for interactions with colleagues or relevant others. • Monitor and respond to instances of inappropriate conduct. • Oversee investigation and response to allegations of harassment, discrimination, or bullying.
Nominated Supervisor	• Collaborate with the Approved Provider in responding to allegations of harassment, discrimination, or bullying.

	• Support employees to access mechanisms to report concerning conduct. • Provide instruction to employees about appropriate interactions with colleagues and others.
All Staff	• Ensure interactions with colleagues and others is respectful and free from harassment, victimisation, discrimination or bullying. • Report any instances of concerning conduct to Nominated Supervisor (or relevant other persons with management responsibilities).

Procedures

Workplace bullying is repeated, and unreasonable behaviour directed towards a worker or a group of workers that creates a risk to health and safety.

Unreasonable (Bullying) Behaviour

- Means behaviour that a reasonable person, having considered the circumstances, would see as unreasonable, including behaviour that is victimising, humiliating, intimidating, or threatening.
- Examples of behaviour, whether intentional or unintentional, that may be workplace bullying if they are repeated, unreasonable and create a risk to health and safety include but are not limited to:
 - abusive, insulting, or offensive language or comments
 - aggressive and intimidating conduct
 - belittling or humiliating comments
 - victimisation (treated unfavourably because they have made or supported a complaint)
 - practical jokes or initiation
 - unjustified criticism or complaints
 - deliberately excluding someone from work-related activities
 - withholding information that is vital for effective work performance
 - setting unreasonable timelines or constantly changing deadlines
 - setting tasks that are unreasonably below or beyond a person's skill level
 - denying access to information, supervision, consultation, or resources to the detriment of the worker
 - spreading misinformation, malicious rumours or submitting vexatious complaints/allegations
 - changing work arrangements such as rosters and leave to deliberately inconvenience a particular worker or workers.
- If the behaviour involves violence, for example, physical assault or the threat of physical assault, ***it should be reported to the police.***
- Unreasonable behaviour may involve unlawful discrimination or sexual harassment which, by itself, is not bullying. This behaviour (discrimination and sexual harassment) does not need to be repeated to be unlawful.

Reasonable Management Action

- An employer may take reasonable management action to effectively direct and control the way work is carried out. It is reasonable for managers and supervisors to allocate work and give feedback on a worker's performance. These actions are not workplace bullying if they are carried out in a lawful and reasonable way, taking particular circumstances into account.

- A manager exercising their legitimate authority at work may result in some discomfort for a worker. The reasonableness of the behaviour is viewed through the actual management action rather than a worker's perception of it. It can also include the degree to which there has been a significant departure from established policies or procedures, and whether the departure was reasonable in the circumstances.
- Examples of reasonable management action taken in a reasonable way include:
 - setting realistic and achievable performance goals, standards, and deadlines
 - fair and appropriate rostering and allocation of working hours
 - transferring a worker to another area or role for operational reasons
 - deciding not to select a worker for a promotion where a fair and transparent process is followed
 - informing a worker about unsatisfactory work performance in an honest, fair, and constructive way
 - informing a worker about unreasonable behaviour in an objective and confidential way
 - implementing organisational changes or restructuring,
 - taking disciplinary action, including suspension or terminating employment where appropriate or justified in the circumstances

Unlawful Discrimination

- Discrimination on the basis of a protected trait in employment is unlawful (also see [8.1 Recruitment and Employment of Educators](#)).
- Unlawful discrimination can include where a person or group of people are treated unfairly or less favourably than others because they have a particular characteristic or belong to a particular group of people.
- Protected traits include:
 - sex, age, race, gender identity or sexuality
 - relationship status
 - pregnancy, breastfeeding, family responsibilities or parental status
 - impairment
 - religious belief or activity
 - political belief or activity
 - trade union activity
 - status as a legal sex worker
 - it is also illegal to discriminate against someone on the basis of an association with a person identified by one of these characteristics

Sexual Harassment

- Sexual harassment includes unwelcome sexual advances, requests for sexual favours or other unwelcome conduct of a sexual nature that could be expected to make a person feel offended, humiliated, or intimidated.
- Sexual harassment in the workplace can take many different forms and can include:
 - Staring, leering or unwelcome touching
 - Suggestive comments or jokes
 - Unwanted invitations or requests for sex
 - Intrusive questions about a person's private life or body
 - Insults or taunts based on sex
 - Sexually offensive communications (phone, email, SMS, or other social media)
- Sexual harassment doesn't have to be repeated or continuous to be against the law.



Kelvin Grove OSHC treats all instances of **unreasonable behaviour, bullying, discrimination and sexual harassment** very seriously. Employees found to be engaging in this type of conduct (breaching this policy) will undergo disciplinary action, which can include action up to and including termination of employment.

Reporting Bullying, Discrimination and Sexual Harassment

- Incidents of unreasonable behaviour, discrimination, or sexual harassment are to be treated seriously, and immediate action must be taken to report allegations.
- If an employee feels they are a victim of this type of behaviour, they should tell the other person directly that their behaviour is harassing and unacceptable. Any person told their behaviour is harassing or unacceptable should immediately stop this behaviour.
- Employees may inform either the Approved Provider, Nominated Supervisor, or relevant other person with management responsibilities in person or writing using either the [8.12 Employee and Volunteer Grievance](#) or [9.5 Feedback and Complaint](#) procedure (where relevant) of the alleged conduct.
- Staff who make a complaint of bullying, discrimination or sexual harassment will not suffer any victimisation for making the complaint (where the complaint/allegation is made in good faith, i.e., not vexatious). This also applies to staff who agree to be a witness in a complaint/investigation or have a complaint made against them.

Respectful Conduct and Relationships

- Kelvin Grove OSHC Code of Conduct ([8.4 Code of Conduct and Code of Interactions with Children and Young People](#)) guides employee's expected standard of behaviour in the workplace and with colleagues.
- The service's culture and outcomes for children are improved through building respectful relationships with each other. Additionally, it reduces the risk of employees finding unreasonable behaviour acceptable.
- Examples of respectful and behaviour that should be promoted includes:
 - Being polite and courteous to others
 - Being inclusive of individuals and the diversity they bring to the workgroup
 - Raising issues of conflict before escalation, and pursuing these conversations constructively
 - Maintain an individual's privacy and confidentiality
 - Support fair and transparent decision-making

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health Safety 2011 (Qld)*
- *Guide for Preventing and Responding to Workplace Bullying (Worksafe Australia)*
- *Anti-Discrimination Act 1991 (QLD)*
- *National Quality Standard, Quality Areas: 4 - Staffing arrangements; and 7 – Governance and leadership.*

Policy Controls

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Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



8.12 Employee and Volunteer Grievance

Policy Statement

The service aims to maintain a fair and effective work environment through managing employee grievances effectively. Kelvin Grove OSHC is committed to addressing grievances in a just and timely manner, ensuring the rights of employees and the principle of natural justice are upheld throughout.

It is expected that the representatives of the service (employer) and the relevant employees will be guided by their obligations under relevant industrial instruments. Ideally, employee concerns can be addressed quickly and reasonably before escalation. Kelvin Grove OSHC recognises that from time-to-time there may be occasions where a grievance may be best resolved through utilising external support.

Kelvin Grove OSHC is committed to ensuring all grievances are handled fairly and free from bias. Employees should be free to raise a genuine grievance without fear of retribution or victimisation. Kelvin Grove OSHC is committed to supporting a culture that reflects an openness to address concerns held by employees in a fair and reasonable manner.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 2011* 168 (2)(o), 173(2)b.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [6.3 Workplace Health and Safety](#)
- [8.11 Workplace Bullying, Discrimination and Harassment](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.14 Fit for Work](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [8.15 Employee Remuneration and Entitlements](#)
- [10.1.3 Managing Instances of Non-Compliance and Policy Breaches](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.10 Conflict of Interest](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Establish fair and just procedures to manage the resolution of employee grievances, including investigation in a thorough, fair and impartial manner. • Manage significant and/or complex grievance matters. • Decide appropriate courses of action, including the appointment of a grievance-handler and/or third-party support.
Nominated Supervisor	• Typically, the initial contact for grievance matters, therefore ensuring relevant information is captured and documented. • Ensure the aggrieved (person presenting the grievance) is guided and supported through a fair procedure to resolve their grievance.

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



	• Where a grievance can be resolved initially, the Nominated Supervisor will be responsible for mediating and handling this process. • Communicate details of the grievance to the Approved Provider to notification or further support.
All Staff	• Maintain privacy and confidentiality where an employee holds information relating to a workplace grievance being handled by the service.

Procedures

Definition

A grievance is any concern or complaint related to an employee's work, especially related to unfair or unjustified treatment. A grievance can be about any act, behaviour, omission, situation, or decision impacting on an employee. A grievance can relate to almost any aspect of work including work health safety, training, leave, and rostering etc.

Initial Grievance Notice and Resolution

1. Any employees may raise their complaint or concern either verbally or in writing.
2. The Nominated Supervisor will be the preferred contact for initial grievances. However, the employee (aggrieved party) will have the ability to raise concerns with the Approved Provider directly.
3. The Approved Provider should be the contact for grievances where:
 - a. the grievance is about the conduct of the Nominated Supervisor
 - b. the aggrieved party is not comfortable taking the grievance to the Nominated Supervisor
 - c. the aggrieved party is not satisfied with the Nominated Supervisor's handling of the grievance
 - d. the grievance is regarding a matter of administration, management, or governance
4. Employees will be able to access the Approved Providers contact details from displayed signage at the service (see 9.5 Complaints and Feedback), if not already provided with these details elsewhere.
5. All grievances raised are to be documented on the Grievances Record Form and recorded in the Grievance Register. These records are stored in accordance with the service's information handling policy (10.8) – securely, maintaining privacy and confidentiality through password protection.
6. The Nominated Supervisor will notify the Approved Provider of any grievances or disputes raised by employees. The Approved Provider and Nominated Supervisor will discuss and plan who is most suitable to fulfil the role of grievance handler, where grievances have not been able to be resolved informally.
7. The grievance handler will consult with the aggrieved party to discuss the matter. They should be free from bias, impartial, have the capacity to manage the complexity and conflict, and be suitable within the criteria listed above (item 3).
8. Depending on the seriousness of the allegation, the Approved Provider may need to report the grievance to the Regularity Authority – see [4.3 Incident, Illness, Injury or Trauma](#) or other workplace authorities – see [10.15 Managing Notifications](#).
9. The grievance handler will contact the aggrieved party to discuss as soon as practicable (within 24 hours). The grievance handler should record the following information:
 - a. the nature and details of the grievance
 - b. the resolution sought

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07 3553 7419 | kgoshc@gmail.com



10. Where a resolution can be easily sought, the grievance handler will collaborate an action plan with the aggrieved party and confirm the agreement of a resolution. These items will be documented by the grievance handler and the grievance will be considered finalised.

Managing Complex Grievances

11. Where resolution is not easily sought due to:
 - a. strong dispute of the nature of the grievance or objection to the allegations
 - b. the complexity of the allegations
 - c. previous resolution or dialogue has been unsuccessful
 - d. the allegations involve sexual harassmentthen, escalation to the Approved Provider for handling and management will occur.
12. The Approved Provider will take steps to understand the nature of the allegations, where these are unclear. The aggrieved party may have an opportunity to be supported by a union representative at this stage.
13. The Approved Provider may choose to proceed in managing the grievance through formal workplace investigation, fact-finding enquiry, or mediation to bring a just resolution to the allegations. The nature of the matters raised will determine the appropriateness of the actions available.
14. The appointed grievance handler will notify the aggrieved party of the intended proceeding and outline anticipated timelines. If desired by either party, the matter will also be notified to the relevant union.
15. The investigation, mediation or other professional support may be coordinated by the Approved Provider of outsourced to an independent professional. Any appointed party should be impartial, free from bias, and have the capacity to undertake the task. The appointed person cannot be the employee's supervisor or manager.
16. The investigator (or professional support) will gather relevant information, including statements from all involved parties, and decide on, or recommend, another relevant outcome to the Approved Provider. Any meetings or conferences discussing the matters will uphold principles of natural justice and procedural fairness. This includes the invitation of support persons and the obligation for confidentiality. All statements and meetings will be appropriately documented.
17. The investigator, if a third-party, will report their findings back to the Approved Provider.
18. The Approved Provider will meet formally with the employee at the conclusion of any investigation to outline the recommendations moving forward. These could include disciplinary actions (see [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#))
19. The grievance handler or Approved Provider will advise the aggrieved party of the outcome of any investigation.
20. All documentation and reports relating to the matters will remain confidential and be maintained and stored by the Approved Provider.

Quality Improvement

The Nominated Supervisor and Approved Provider will review the grievances register periodically to identify opportunities to enhance the quality and address systemic issues not yet identified.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health Safety 2011 (Qld)*

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



- Fair Work Act 2009(Cth)
- Anti-Discrimination Act 1991 (Qld)
- National Quality Standard, Quality Areas: 4 - Staffing arrangements; and 7 – Governance and leadership.

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8.13 Employee Underperformance, Misconduct and Disciplinary Actions

Policy Statement

The service acknowledges the need to adequately manage employees to ensure quality care and high standards of safety for children. When responding to instances of employee underperformance or misconduct, the Approved Provider and respective service leaders will respond to performance issues promptly, and in a manner that supports the principles of fairness, natural justice and is compliant with legislative and relevant industrial instruments. The service recognises performance management and/or disciplinary action may be undertaken by the Approved Provider to address underperformance and misconduct issues.

Reasons for underperformance can include, but are not limited to:

- Unclear expectations or behavioural standards
- Interpersonal differences and conflict
- A mismatch between the capability of the employee and the job they are required to undertake
- Poor motivation or low morale in the workplace
- Personal issues, including stress, physical or mental health problems
- Cultural misunderstanding
- Workplace bullying

Not every underperformance issue requires a structured process; continuous feedback and guidance can promptly address issues relating to the performance of employees. The Approved Provider and relevant service leaders should, where possible, encourage feedback and an open discussion in an understanding and supportive environment.

The service recognises there can be a need for formal mechanisms to manage and understand performance and misconduct issues, including workplace investigations and disciplinary actions. In all instances, a fair and just process will be provided to employees to manage a resolution.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [6.3 Workplace Health and Safety](#)
- [8.12 Employee and Volunteer Grievance](#)
- [8.11 Workplace Bullying, Discrimination and Harassment](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.14 Fit for Work](#)
- [8.15 Employee Remuneration and Entitlements](#)
- [10.1.3 Managing Instances of Non-Compliance and Policy Breaches](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.10 Conflict of Interest](#)
- [10.14 Appropriate Governance](#)



Roles and Responsibilities

Approved Provider	• Establish fair and reasonable procedures for managing underperformance and misconduct. • Undertake fair and lawful actions in response to employee performance and conduct. • Ensure adequately skilled and capable persons are delegated to handle and investigate instances of underperformance and misconduct. • Ensure disciplinary actions are fair and reasonable.
Nominated Supervisor /Manager	• Respond to underperformance or behaviour concerns of employees in a timely and professional manner. • Report significant concerns to the Approved Provider for management and response.

Procedures

Employee Underperformance

Underperformance (or inappropriate conduct) can be exhibited in the following ways:

- unsatisfactory work performance - a failure to perform the duties of the position or to perform them to the standard required
- non-compliance with workplace policies, rules, or procedures
- unacceptable behaviour in the workplace
- disruptive or negative behaviour that impacts on co-workers

Underperformance and **misconduct** are separate and distinct management concepts. Misconduct is a very serious behaviour (including behaviours such as theft or assault), which may warrant summary dismissal or disciplinary action. Whereas underperformance is less serious and requires counselling and potentially performance management planning to support improvement.

The service's counselling and performance procedures will have three distinct (but not necessarily sequential) components:

- Casual conversation (informal counselling and feedback)
- Formal counselling; and
- Performance agreement (or direction)

Responding to Underperformance

Casual Conversation

1. Understanding the reasons for underperformance through a casual conversation (informal counselling and feedback) will be the typical first step. Where an employee can be gently guided to correct any performance, issues is the preferred option.
2. The Nominated Supervisor (or appropriate alternative manager) should invite the employee for a discussion to provide feedback on the issues related to the employee's performance/conduct. Before meeting, the manager should prepare to develop an understanding of the seriousness of the problem, the length the problem has existed and the gap between expectation and what is being delivered.

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07 3553 7419 | kgoshc@gmail.com



3. Typically, the casual conversation with the employee should:
 - a. establish the service's expectations
 - b. identify any reasons for the underperformance; and
 - c. potentially, identify any relevant supports required to improve performance
4. The conversation will be documented by the Nominated Supervisor (or relevant manager). These records should be stored confidentially in the employee's employment file (see [10.4 Information Handling \(Privacy and Confidentiality\)](#)).
5. On occasions where a casual conversation has not suitably impacted the employee's performance, the employee will be invited to attend formal counselling. The Approved Provider will be notified of any intention to proceed with formal counselling.

Formal Counselling

6. Proceeding with formal counselling should occur when a casual conversation has not satisfactorily improved performance or where the significance of the underperformance or conduct breach is serious enough to require a formal response.
7. The employee will be notified in writing of the intention to meet for formal counselling. Written communication with the employee should also include:
 - a. Time, date, and location of counselling discussion
 - b. The matter/s that will be discussed (i.e., specific details of the alleged underperformance/ conduct)
 - c. Notification that the meeting will be their opportunity to respond
 - d. Notification of who will be in attendance; and
 - e. The opportunity for the employee to invite a support person
8. The employee should be given sufficient time to prepare for the meeting (at least 24 hours' notice). However, time frames should not exceed more than seven days unless there are extenuating circumstances or where parties agree.
9. At the meeting, the relevant manager/employer (as agreed by the Approved Provider) and the employee will review and discuss the matter/s that prompted formal counselling, and the employee will be provided an opportunity to respond. The meeting should be an open discussion, and the employee should have an opportunity to have their point of view heard and duly considered. The employer should listen to the explanation of why the problem has occurred or any other comments the employee makes.
10. The employer (manager) should discuss the outcomes they wish to achieve from the meeting and, where possible, a joint solution should be devised. Emphasis should be placed on common ground with a focus on positive possibilities.
11. Assistance and support, such as further training, mentoring or redefining roles and expectations may be highly effective in the employer promoting adequate performance and appropriate conduct.
12. A clear plan of action should be developed with the employee to implement a solution. This can be in the form of a performance agreement or improvement/action plan. This plan should be agreed to by the employer and employee. The document will be stored confidentially (see [10.4 Information Handling \(Privacy and Confidentiality\)](#)).
13. Where there are strong disputes over the matters being raised, it may be appropriate to escalate to a workplace investigation (see below) to the established facts.
14. All persons involved with the counselling proceeding must maintain the confidentiality of the matters.



Employee Misconduct

It is generally held that the definition of 'misconduct' involves something more than inappropriate conduct, negligence or error of judgement/an innocent mistake. Misconduct would typically imply an act done wilfully with a wrong intention. Example of misconduct could include:

- Using abusive, harassing, or insulting language
- Wilfully contravening workplace policies
- Excessive and ongoing lateness
- Knowingly disclosing confidential information
- Misuse of workplace-owned equipment or resources.

Serious misconduct is more clearly defined. It is conduct that is wilful and deliberate, and that is inconsistent with the continuation of the employment relationship. It is also conduct that causes serious and imminent risk to the health and safety of a person or to the reputation, viability, or profitability of the employer's business. Serious misconduct includes:

- theft or fraud
- assault
- intoxication at work; and
- the refusal to carry out lawful and reasonable instruction consistent with the employment contract

Responding to Misconduct Allegations

1. All allegations of misconduct will be reported to the Approved Provider. The Approved Provider will delegate a relevant person to handle the matters, including the appointment of an investigator. The Approved Provider reserves the right to appoint an external party to undertake support and complete the investigation.
2. The Approved Provider (or delegate) will take steps to understand the allegations, where these are unclear, including through contacting potential witnesses to the alleged events.
3. The Approved Provider (or delegate) will notify the employee of the allegations in writing. The Approved Provider will request the employee to attend an investigation meeting to provide a response to the allegation/s. The written communication with the employee should also include:
 - a. Time, date, and location of misconduct meeting
 - b. The matter/s that will be discussed (i.e., specific details of the alleged misconduct)
 - c. Notification that the meeting will be their opportunity to respond
 - d. Notification of who will be in attendance; and
 - e. The opportunity for the employee to invite a support person
4. The employee should be given sufficient time to prepare for the meeting (at least 24 hours' notice). The amount of notice given to employees to prepare will depend on the severity of the allegations. However, time frames should not exceed more than seven days unless there are extenuating circumstances and where parties agree.

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07 3553 7419 | kgoshc@gmail.com



The purpose of a **workplace investigation** is to establish the facts and obtain accurate information in relation to a complaint of misconduct and then form a judgement to what happened. The investigation should determine if allegations actually occurred and identify any mitigating circumstances of the alleged incident/s.

Workplace Investigation

1. The Approved Provider must ensure the person conducting the investigation is not associated or involved in the allegations. An additional person to support the interview through notetaking may also be requested. This person should also not have had any involvement or association.
2. The interview should prepare by gathering all available evidence of the allegations being presented. Additionally, copies of relevant documents (policies, position descriptions, employment contract, and supporting evidence) should be collated.
3. A record of the interview will be maintained by the appointed investigator or note-taker.
4. The meeting will begin by confirming the roles of participants (in particular, the duties and scope of the support person) and the agenda.
5. The employee will be provided with an opportunity to respond to the allegations presented to them. The employee should be provided with sufficient details of the allegations to respond adequately and fairly. The investigator may ask questions to clarify and draw out relevant information.
6. The employee may identify if relevant, additional witnesses that can be interviewed to provide additional information or evidence.
7. Once the employee has provided their response to allegations, the meeting will conclude.
8. Where additional information is required/available or specific witnesses have been identified, the investigator should coordinate the collection of this evidence (*please note specialist advice should be sought when deciding not to interview named witness*).
9. Witness statement/s should be collected by the investigator in a formal manner. Witnesses requested to give a statement may invite a support person to the interview. Once the witness has provided a statement, the witness will be asked to sign a copy of the statement. All parties must maintain confidentiality in the investigation. All witness statements will be handled and stored confidentially ([10.4 Information Handling \(Privacy and Confidentiality\)](#)).
10. Where new and relevant information has been obtained, the employee must be provided with an additional opportunity to respond (following items 1-5 above).
11. It is critical the employee has had their responses to all allegations against them considered before a decision is made to the findings.
12. Once all relevant information has been collected, the investigator must consider it is more probable than not the allegations being investigated have occurred (known as the Briginshaw principle). Therefore, each allegation must conclude one of the following:
 - a. **Substantiated** (behaviour/allegations found to have occurred)
 - b. **Unsubstantiated** (there is not sufficient evidence to conclude the behaviour/allegation had occurred)
 - c. **Rejected** (there is clear evidence the behaviour/allegations did not occur).
13. The investigator will outline the investigation and their findings in a report that will be submitted to the Approved Provider. The report will remain confidential ([10.4 Information Handling \(Privacy and Confidentiality\)](#)).

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14. The findings of the investigation will be presented to the employee in an outcome meeting. The employee will be offered an opportunity for a support person at this meeting. The notification of this meeting will be made in writing.
15. Where the investigation has substantiated allegations of misconduct (or serious underperformance), the employer (Approved Provider) will consider the appropriate outcome, and if relevant, disciplinary action/s.

Performance Improvement Plans

1. Where it has been determined the employee has engaged in misconduct (or ongoing underperformance), the Approved Provider will establish a performance improvement plan (PIP) to support the employee to address the issues that have been identified. The PIP will include:
 - a. The desired **outcomes** for the employee's behaviour
 - b. The **strategies** the employee can use to reach the desired outcome
 - c. The **support** that can be accessed to assist
 - d. An outline of **responsibilities** for the employee and employer
2. The PIP will outline timeframes for the improvement in behaviour to occur. All PIPs will be supported by ongoing counselling from the employer to provide relevant feedback and support.

Disciplinary Actions

The term 'disciplinary action' means the actions taken by an employer in response to misconduct (or ongoing underperformance) in order to correct the employee's behaviour. The purpose of disciplinary action is to turn performance and/or conduct problems around by addressing problems, causes, and solutions.

Before disciplinary actions are taken, the Approved Provider should consider mitigating circumstances and if appropriate opportunity to improve performance has been taken. The Approved Provider should ensure their actions are fair and reasonable in the circumstances. Potential disciplinary action that can be undertaken includes, but is not limited to:

- Warning/s
- Change in duties
- Termination

Any disciplinary action undertaken by the Approved Provider will be communicated in writing. The employee will be provided with relevant information to the decision of the employer (Approved Provider).

Termination

Where the Approved Provider seeks to terminate an employee's employment, the employee will be requested to attend a **Show Cause Meeting**. The purpose of this meeting is to ask the employee to provide a rationale (i.e., mitigating factors) as to why their employment should not be terminated.

Summary dismissal (instance dismissal) is the most severe form of termination of employment. Summary dismissal is implemented without any notice or payment in lieu of a period of notice

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07 3553 7419 | kgoshc@gmail.com



(immediate effect). Summary dismissal can only be undertaken when **serious misconduct** by the employee has been substantiated.

Show Cause Meeting

1. Any termination should be considered as a final resort. The Approved Provider should ensure the action is fair and reasonable in the circumstances.
2. Notification for an employee to attend a show cause meeting will be made in writing, outlining:
 - a. Time, date, and location of misconduct meeting
 - b. The matter/s that will be discussed (i.e., outlining the intention to terminate their employment)
 - c. Notification that the meeting will be their opportunity to respond
 - d. Notification of who will be in attendance; and
 - e. The opportunity for the employee to invite a support person
3. At the meeting, the employee will be provided with an opportunity to respond to the intention to terminate their employment.
4. Once the employee has stated their case, the meeting will adjourn. The Approved Provider will consider the response of the employee and make a decision.
5. On recommencement of the meeting, the Approved Provider will outline the decision to the employee and steps moving forward.

In considering termination, the Approved Provider needs to ensure the employee is:

- Not being unfairly dismissed
- Is given the right notice of termination
- Is given the right final pay

Termination Entitlements

Except in the case of summary dismissal, employees terminated because of misconduct or enduring underperformance will be given notice as outlined in the Award (or relevant agreement) and will receive any outstanding leave and/or entitlements (where applicable).

A statement of service can be provided, but only on the request of the terminated employee.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *Fair Work Act 2009(Cth)*
- *Anti-Discrimination Act 1991 (Qld)*
- *National Quality Standard, Quality Areas: 4 - Staffing arrangements; and 7 – Governance and leadership.*

Policy Controls

Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
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8.14 Fit for Work

Policy Statement

The service seeks to uphold the safety of all children, community members and employees. To ensure the health, safety and compliance, the service will require all employees are fit and competent to fulfil their duties.

The Approved Provider recognises there are common elements that can impact and employee’s capacity to safely attend work, including being affected by:

- fatigue
- alcohol and/or other substance(drug) use
- medical fitness (if required for a specific role)
- mental health and wellbeing

All employees are required to report to their relevant manager if they are not in a state (sufficient level of fitness) to attend work. Any employees who present as unfit for work will be stood down with management action to identify the concerns.

The Approved Provider recognises their obligation to comply with Education and Care Services National Regulations 82 & 83.

Related Policies

- [4.3 Incident, Illness, Injury or Trauma](#)
- [6.3 Workplace Health and Safety](#)
- [8.12 Employee and Volunteer Grievance](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions.](#)
- [9.9 Visitors](#)
- [10.15 Managing Notifications](#)

Roles and Responsibilities

Approved Provider	• Ensure established expectations and processes are in place to ensure employees are fit for duty. • Manage and oversee concern about employee presentation and suspension from work.
Nominated Supervisor	• Be responsible for fairly monitoring and assessing the fitness for work of employees • Immediately stand down any employee suspected to be under the influence of alcohol, other drugs, or where it is not safe for them to continue their role.
All Staff	• Ensuring they do not present for work in an unfit capacity including under the effects of alcohol, other drugs, or fatigue. • Immediately notifying the Nominated Supervisors of concerns of their fitness for work



- Notifying the Nominated Supervisors, or Responsible Person of suspicions colleagues or other individuals are believed to be unfit for work

Procedures

Fatigue

The Nominated Supervisors is responsible for ensuring roster cycles are monitored and reviewed to address the potential for fatigue, especially among employees engaged in split shifts and/or potentially hazardous activities.

Where an employee is not fit to present to work due to fatigue, they are required to notify the Nominated Supervisor or Responsible Person immediately for the management of the roster. Employees should not present to work where they believe they do not have the capacity to fulfil their duties.

Alcohol and Substances

An employee must not be under the influence of alcohol or any other substance while engaged in their duty. The Approved Provider expects that all employees will not present themselves for work after consuming alcohol or other influencing substance (illicit or not).

Where the employee cannot fulfil their role because they have consumed alcohol, they are to immediately notify the Nominated Supervisor, Responsible Person, or the Approved Provider. The relevant manager will follow the roster contingency to find a replacement staff member. Under no circumstances is an employee who has consumed alcohol or influencing substances present for work.

Suspicion of Employee Being Under the Influence

Any employee being suspicious of a colleague (or relevant personnel) being under the influence of alcohol or other substance should report this concern to the Nominated Supervisor or Responsible Person immediately.

Indications of a person being under the influence include:

- slurred or impaired speech
- being aggressive in manner
- staggered, jerky movements could seem uncoordinated
- heavy eyes and/or flushed face; and/or
- a dull, tired appearance

The Nominated Supervisor or Responsible Person will assess the presentation of the employee (or relevant person). Where the Nominated Supervisor or Responsible Person holds a reasonable suspicion, an employee is under the influence they are to immediately stand down the employee and notify the Approved Provider.

The Approved Provider is to determine if the employee should be directed to take an oral or urine test for alcohol or substance at a medical centre. Costs of this test will belong to the Approved Provider.

Where an employee refuses to complete the drug or alcohol test, the Approved Provider will view this as a failure to follow a reasonable and lawful instruction, which may result in disciplinary action up to and including termination.

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07 3553 7419 | kgoshc@gmail.com



Prescription Medication

Any drugs prescribed by a medical practitioner must be used in accordance with medical advice. Any non-prescription drugs must be used in accordance with manufacturers’ recommendations. If an employee is taking prescription or non-prescription drugs, which could cause drowsiness or otherwise affect their fitness for work, they must advise the Nominated Supervisors so that their ability to work safely can be monitored. If necessary, medical opinion may be obtained.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Work Health Safety 2011*
- *National Quality Standard, Quality Areas: 2 – Children’s health and safety4 - Staffing arrangements; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 82-83*

Policy Controls			
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8.15 Employee Remuneration and Entitlements

Policy Statement

The Approved Provider recognises the value of a high-quality workforce and acknowledges the contribution that pay, and conditions have on employee satisfaction and performance. The Approved Provider/Employer will ensure that all employees are appropriately remunerated and receive entitlements in accordance with conditions that are no less than those prescribed in the relevant award.

Related Policies

- [8.1 Recruitment and Employment of Educators](#)
- [8.12 Employee and Volunteer Grievance.](#)
- [8.5 Employee Performance Review and Support](#)

Roles and Responsibilities

Approved Provider	• Ensure the employment conditions for staff is lawful and reflect the relevant industrial instruments. • Respond to requests for flexibility and above award conditions with care and timeliness.
Nominated Supervisor	• Develop and publish a weekly roster that reflects the needs of the business and conditions outlined in the award. • Process and approve timesheets for pay run. • Report concern to the Approved Provider for clarification.

Procedures

Employment Relations

A current copy of the relevant award will be available at the service in a location accessible to employees. All agreement and employment conditions will reflect the minimum conditions outlined in both the award and the Queensland Employment Standards.

All employees will have a current employment agreement signed and held on file. The agreement will reflect the employee’s classification and any relevant terms or conditions of their employment.

Workplace Flexibility

Request for flexibility arrangements

1. An employee seeking a workplace flexibility arrangement must make their request in writing (email) to the Approved Provider.
2. The Nominated Supervisor should, without prejudice, support employees to submit their request to the Approved Provider for determination.
3. Requests by the employee should include the following details:
 - a. State the change/request in sufficient detail to facilitate decision-making about the request
 - b. The reason for the request.

Decision-Making (by the Approved Provider)



1. The Approved Provider will acknowledge receipt of the employee's request and communicate potential timeframes for decision-making. The Approved Provider should, unless the circumstance does not permit, make a determination within 21 days.
2. The Approved Provider in considering the request will assess both merit and feasibility including:
 - a. the length of employment
 - b. level of qualification
 - c. employee's performance, conduct, and work history
 - d. financial impact and sustainability
 - e. impact on rostering and staffing composition
3. The Approved Provider may:
 - a. grant the request
 - i. in full
 - ii. in part; or
 - iii. subject to condition
 - b. refuse the request
4. The Approved Provider will give the employee written notice of the decision including the reasons for the decision, where relevant.

Remuneration Negotiation

To ensure the Approved Provider is able to provide a competitive employment arrangement recognising outstanding and/ or exemplary performance including the capacity to retain qualified, experienced, and skilful employees, as the employer, they may enter into negotiated arrangements with above award conditions for employees.

In making such a decision, the employer will consider factors including the employee's:

- performance
- experience
- qualification and training
- abilities and skills
- work ethic and service history
- feedback
- compliance history

1. Employees may request a review of their remuneration by written request to the Approved Provider.
2. The Approved Provider will advise the employee of any outcome relating to the request.
3. Changes to the remuneration of employees will require formal agreement from the Approved Provider.

Roster

1. Rosters are completed by the Nominated Supervisor or delegate.
2. A fortnightly roster is published for staff on a Wednesday of each fortnight via Tanda online.
3. Shift changes and request to fill unexpected vacancies may be communicated with less notice.
4. The Nominated Supervisor will endeavour to accommodate the needs of employees where possible and where it will not significantly impact on the operation of the business.

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Timesheets

- 1. All employees are required to sign in and out on Tanda to generate timesheets.
- 2. All timesheets are to be finalised for approval by Friday morning each fortnight.

Employment Concerns

Where an employee holds concerns or doubts about their working conditions, including the rate of pay, they should contact the Approved Provider directly for clarification.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *Fair Work Act 2009 (Cth)*
- *Anti-Discrimination Act 1991 (Qld)*
- *National Quality Standard, Quality Areas: 4 - Staffing arrangements; and 7 – Governance and leadership.*

Policy Controls			
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8.16 Transition from Casual Employment Engagement

Policy Statement

Kelvin Grove OSHC recognises its employees, particularly casual educators, may seek to have increased stability of their employment. Kelvin Grove OSHC appreciates the corresponding advantages to the continuity of care and impact on employee wellbeing as a result of a more routine and ongoing employment arrangement.

All requests made to the Approved Provider will be considered on their individual merits and be based on reasonable business needs. The Approved Provider will undertake a fair assessment, balancing employee’s wishes and business needs when deciding on the feasibility of an application.

Related Policies

- [8.1 Recruitment and Employment of Educators](#)
- [8.12 Employee and Volunteer Grievance.](#)

Roles and Responsibilities

Approved Provider	• Undertake a fair and reasonable assessment of the capacity of the service to accommodate employee requests.
Nominated Supervisor	• Support employees to communicate requests to the Approved Provider. • Support decision-making by providing accurate information and judgement to the feasibility or ongoing commitments to employee engagements.
An employee seeking permanent engagement	• Submit requests in writing with sufficient detail to support the Approved Provider in their decision-making.

Procedures

Request to Transition from Casual

4. A casual employee seeking to transition to a part or full-time engagement must make their request in writing (email) to the Approved Provider.
5. The Nominated Supervisor should, without prejudice, support casual employees to submit their request to the Approved Provider for determination.
6. Requests by the employee should include the following details:
 - a. Type of engagement the employee is seeking (part or full-time)
 - b. Where the request is for part-time, the number of hours per week the employee is seeking
 - c. The reason for the request

Decision-Making

5. The Approved Provider will acknowledge receipt of the employee’s request and communicate potential timeframes for decision-making. The Approved Provider should, unless the circumstance does not permit, make a determination within 21 days (consistent with flexible work arrangement requests).
6. The Approved Provider in considering the request will assess both merit and feasibility including:
 - a. The length of employment
 - b. Level of qualification
 - c. Employee’s performance, conduct, and work history



- d. Financial impact and sustainability
- e. Impact on rostering and staffing composition
- 7. The Approved Provider may:
 - a. grant the request
 - i. in full
 - ii. in part (offering a fixed-term contract or fewer hours than requested); or
 - iii. subject to condition (such as a change in responsibilities)
 - b. refuse the request (only on reasonable grounds)
- 8. The Approved Provider will give the employee written notice of the decision including the reasons for the decision, where relevant.

Conflicts of Interest

Where the Approved Provider a conflict of interest exists with the employee submitting the request and an Approved Provider, relevant procedures outlined in [8.1 Recruitment and Employment of Educators](#) will be followed.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Fair Work Act 2009 (Cth)*
- *Anti-Discrimination Act 1991 (Qld)*
- *National Quality Standard, Quality Areas: 4 - Staffing arrangements; and 7 – Governance and leadership.*

E&CS Legislation Compliance

- *Education and Care Services National Regulations 299A.*

Policy Controls			
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8.17 Educator Uniform and Personal Presentation Policy

Policy Statement

The Kelvin Grove State Collage P&C Executive Committee, as the Approved Provider, requires that educators and other staff working with children at Kelvin Grove Outside School Hours Care present themselves and wear a standard of dress appropriate to the circumstances and environment in which they will be working. In administering this policy, consideration will be given to any work, health and safety requirements and the need to ensure that clothing worn by educators is neither offensive nor hazardous while being appropriate for the setting.

Related Policies

- [4.7 Sun safety](#)
- [8.1 Recruitment and employment of educators](#)
- [8.3 Volunteers](#)
- [8.12 Employee and Volunteer Grievance](#)

Roles and Responsibilities

Approved Provider	• Ensure that policies are equitable and fair. • Ensure that policies take workplace health and safety procedures, cultural and professional aspects into consideration at all times. • Support the Nominated Supervisor in accessing adequate stock of uniforms to support the needs of the service.
Nominated Supervisor	• Ensure that staff have access to the correct uniforms that are appropriate and professional within the guidelines of this policy. • Ensure that the budget allows for the allowances and guidelines outlined in the QLD State P&C award (2016). • Provide staff with opportunities to order uniforms throughout the year.
Management Team	• Role model the standard for all staff • Assist the educators in following this policy by reminding educators of appropriate wear and how to access the work uniform.

Procedures

Dress Code

Educators' appearance and attire should be professional, appropriate, and support active engagement with children while considering workplace health and safety requirements, including sun safety. Clothing that complies with cultural or religious standards is welcomed, provided it does not pose a foreseeable risk to health, safety, or sun protection in the workplace.



Upon employment, educators and staff will receive a Kelvin Grove Outside School Hours Care uniform shirt, which must be laundered and kept in good condition. A daily laundry allowance will be provided as per the relevant industrial award.

On their start date, all employees will either be provided with or have a uniform shirt ordered for them, depending on their working requirements. Each year, educators may request one replacement shirt at the service's expense to ensure uniforms remain in good condition.

While on duty, all educators and staff must wear the Kelvin Grove Outside School Hours Care shirt or an approved alternative (e.g., OSHC vest). The uniform may also be worn before and after designated shifts. However, educators must conduct themselves in a manner that does not harm the reputation of the service when in public view.

Until their allocated service uniform is provided, educators must avoid wearing clothing that is:

- Tight or revealing (e.g., midriff tops, clothing that exposes undergarments, spaghetti straps, or low-cut tops).
- Displaying inappropriate images or words.
- Damaged, including ripped or torn clothing.

If an educator is not in uniform, they must wear a Kelvin Grove Outside School Hours Care vest over their non-uniform shirt or jumper.

Educators are responsible for supplying their own shorts or pants, which must be appropriate for active work with children. These items must meet the following standards:

- Shorts or pants should be at least mid-thigh in length.
- Clothing that may ride up or down or expose parts of the body is discouraged.

The Service Manager or Approved Provider will use their discretion to make reasonable adjustments or provide guidance based on individual circumstances, stakeholder feedback, and emerging fashion trends.

For special events, conferences, courses, or seminars, the Kelvin Grove Outside School Hours Care uniform policy remains in effect unless the Service Manager or Approved Provider states otherwise.

Educators will be issued a name badge, which must be worn at all times while on duty. Badges should be kept clean and clearly visible.

If wearing the standard uniform is impractical due to pregnancy or religious requirements, educators should comply with general presentation standards and seek approval from the Service Manager or Approved Provider.

In instances where an educator's dress or appearance is considered inappropriate, the Management Team will assess whether the educator may continue working or needs to leave to change. If changing is necessary, this will be considered unpaid time. In such circumstances, the Management Team will ensure compliance with educator/child ratios.

Employees leaving the service must return all uniform shirts in a clean and laundered condition. Old or unwanted uniform items must not be donated or repurposed but instead returned to the service for proper disposal.

For themed days or special events, educators are encouraged to participate in fancy dress while adhering to the above dress code requirements.

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



Swim Wear

As a part of the Vacation Care program educators may be expected to go swimming with the children to maintain educator to child ratios. Educators' swimwear will follow the same provisions as everyday workwear in that it is sun-safe, appropriate and complies with personal safety. Educators are expected to adhere to the following:

- No bikinis or speedo or briefs type wear.
- Rash shirts or sun-safe shirts that cover shoulder and tops of arms are required.
- Shorts and/or boardshorts are to be worn at all times.
- Broad brimmed hats are to be worn at all times.

Personal Protection Clothing

Kelvin Grove Outside School Hours Care management will ensure that uniform shirts and hats supplied comply with recommended SunSmart guidelines and include a collar and mid-length sleeves.

To align with Policy 4.7 Sun Safety, all Kelvin Grove Outside School Hours Care educators and staff are required to wear a sun-safe hat when outdoors. Staff may choose to purchase their own sun-safe hat or opt for one provided by the service. Hats must meet the Cancer Council Australia guidelines, which recommend a wide brim of at least 7.5 cm for adults, legionnaire-style flaps, or a bucket hat with a brim size of at least 6 cm.

The service will also supply educators with a sun-safe hat and uniform shirt to ensure compliance and consistency. Staff are responsible for ensuring these items are available and worn during outdoor activities.

Educators are required to always wear enclosed and protective footwear to ensure workplace health and safety and to support active participation with children. The standard footwear requirement is a sandshoe or jogger. Other types of enclosed footwear may be considered if they fully enclose the foot and are not strap-on styles, such as sandals or open-toe shoes.

All footwear must meet the workplace health and safety requirements of Kelvin Grove Outside School Hours Care, providing adequate protection and support for physical activities and minimising the risk of injury.

Personal Safety

Educators or other staff with long hair must secure their hair and tie it back when working with the children and/or handling and preparing food.

Work, health and safety requirements must be considered when determining if excessive jewellery, body piercings and/or other accessories worn by educators are appropriate when working with children.

The Service Manager or Approved Provider will use their discretion to make reasonable adjustments or provide guidance based on individual circumstance and workplace health and safety.

Educators should ensure fingernails are kept safe and practical for their role. If wearing false nails or embellishments, additional measures such as wearing gloves may be required to prevent food contamination and ensure safety when working with children.

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07 3553 7419 | kgoshc@gmail.com



Personal Appearance

Educators are expected to maintain a high standard of personal care, ensuring that their:

- Hair is clean and tidy.
- Personal hygiene includes deodorant and/or antiperspirant.
- Choice of clothing is laundered and kept in good repair.

Kelvin Grove Outside School Hours Care acknowledges the educator's right to individual cultural and creative expression through piercings (facial, tongue or body) and/or tattoos. There is an expectation for educators to ensure that:

- All piercings comply with Kelvin Grove Outside School Hours Care work, health and safety requirements; and
- Tattoos visible to children and families are non-offensive.

The above is subject to the discretion of the Service Manager or Approved Provider.

Relevant Laws and Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Work Health and Safety Act 2011 and Regulations 2011
- Fair Work Act 2009(Cth) / Industrial Relations Act 2016 (Qld)
- Anti-Discrimination Act 1991 (Qld)
- National Quality Standard, Quality Areas: 4 - Staffing arrangements; and 7 – Governance and leadership.

Policy Controls			
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Policy Group 9 – Families and Community

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



9.1 Access

Policy Statement

Kelvin Grove OSHC will support families exploring education and care service for their children through providing fair access and relevant information to parents and caregiver. Kelvin Grove OSHC is available to all eligible school age children who are enrolled at Kelvin Grove. The service is non-discriminatory and provides education and care to children and families irrespective of background, culture, religion, gender, sexuality, disability, marital status, or income.

All members of the community will be respectful interactions with Kelvin Grove OSHC employees and the Approved Provider. Kelvin Grove OSHC will work collaboratively with potential families to understand and cooperate in planning to meet the needs of children intending to enrol in the service.

Kelvin Grove OSHC will prioritise children and families who are at risk of serious abuse or neglect or where working (or study) needs of families require the provision of care.

Related Policies

- [9.4 Bookings and Cancellations](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [9.6 Feedback and Complaints Handling](#)
- [9.5 Community Communication and Participation](#)
- [9.7 Acceptance and Refusal of Authorisations](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.1.2 Approval Requirements](#)
- [10.3 Setting, Reviewing and Managing Fees](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [8.9 Determining the Responsible Person](#)
- [10.14 Appropriate Governance](#)
- [10.15 Managing Notifications](#)
- [10.16 Administration of Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#)

Roles and Responsibilities

Approved Provider	• Establish equitable procedures to support fair access for families to utilise the service.
Nominated Supervisor	• Liaise with parents to collate enrolment and waitlist information. • Manage any potential waiting list, including communication with families and prioritising access.

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Procedures

Priority of Access and Waiting List

A priority of access is developed where demand for places provided Kelvin Grove OSHC exceeds those available. In this instance a waiting list will be created and managed by the Nominated Supervisor (or relevant delegate). The priority of access will be given based on:

- the vulnerability of families (risk of serious abuse or neglect)
- the booking is routine
- the child attends the hosting school
- the child is a sibling of a child/ren currently routinely attending the service
- the child is higher on the waiting list whose sole parent, or parents both satisfy the activity test through paid employment
- any other child
- only students of Kelvin Grove will be accepted on the waiting list unless exceptional circumstances arise, and permission is sought from the Nominated Supervisor.

However, as vacancies in a service arise, providers are asked to consider prioritising children who are:

- at risk of serious abuse or neglect
- a child of a sole parent who satisfies, or parents who both satisfy, the activity test through paid employment

The Nominated Supervisor (or relevant delegate) will provide information to families about the position on any waiting list when requested.

Relevant Laws and Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- A New Tax System (Family Assistance) (Administration) Act 1999
- Australian Government Child Care Provider Handbook
- National Quality Standard, Quality Area: 6 - Collaborative partnerships with families and communities

Policy Controls			
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9.2 Enrolment and Orientation

Policy Statement

The Service acknowledges its duty to ensure accurate and relevant information relating to the specific needs of each child is recorded and available. The Service enrolment process upholds its responsibility to obtain information in relation to the provision of quality education and care.

In addition to collecting enrolment information, the entry of a family into the Service is supported by a welcoming orientation process. The Service recognises that this is a critical step in forming a collaborative partnership with parents, children, and families. The Service is committed to ensuring families are provided with relevant information and knowledge to the Service's program, routines, policies, and practices.

The Approved Provider also recognises their duty to comply with *Education and Care Service National Regulations* 2011 168 (2)(k) and 160 -162.

Related Policies

- [2.4 Arrivals and Departures of Children](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [9.4 Bookings and Cancellations](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.4 Excursions](#)
- [2.15 Extra-Curricular Activities](#)
- [4.1 Infectious Diseases – Prevention and Response](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [4.6 Medication Administration](#)
- [4.7 Sun Safety](#)
- [2.14 Non-Smoking, Illicit Substance and Alcohol-free Environment](#)
- [4.5 Children with Medical Conditions](#)
- [4.4 Administration of First Aid](#)
- [9.8 Childhood Immunisation](#)
- [5.1 Food Handling, Preparation and Storage](#)
- [5.2 Food and Nutrition](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.1 Access](#)
- [9.3 Interactions and Communication with Families](#)
- [9.6 Feedback and Complaints Handling](#)
- [9.5 Community Communication and Participation](#)
- [10.3 Setting, Reviewing and Managing Fees](#) [8.8 Nominated Supervisor](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)

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- [8.9 Determining the Responsible Person](#)
- [10.16 Administration of Child Care Subsidy \(CCS\) and Additional Child Care Subside \(ACCS\)](#)

Roles and Responsibilities

Approved Provider	• Ensure enrolment records are kept for each child and contains the information set out in the <i>Regulations</i> • Ensure enrolment and orientation procedures are inviting and provide key information to new families. • Assess feedback and complaints in reviewing enrolment and orientation procedures.
Nominated Supervisor	• To liaise and coordinate enquiries for new enrolments, providing relevant information to parents and caregivers exploring OSHC services. • Undertake a re-enrolment process each year, where existing families update enrolment and booking information. • Collaborate with the Approved Provider to develop orientation practices, including communicating any feedback or complaints raised.
Responsible Person in Charge	• Understand the enrolment form contains key information to the care and wellbeing of children accessing the service. • Ensure privacy and confidentiality of enrolment information. • Support children's orientation of the service prior to or on their first arrival.
All Staff	• Access enrolment information as required for the provision of care and education of children accessing the service. • Support the orientation of families through active interaction and communication.

Procedures

Contact and Communication

The Nominated Supervisor and Administration Assistant are the key contacts for parents and caregivers interested in accessing and enrolling into the Service. All new parents and families are welcome to meet with the Nominated Supervisor (or other delegate) to discuss the Service's operations and program before commencing with the service.

Family Handbook – is a summary of the Service's information helpful for families using the service. It outlines the service's program routines and key policies. A copy of the Family Handbook can be provided to prospective and new parents.

Families wishing to enrol their child/ren into the service will be provided with a copy of the Family Handbook, which outlines key information for families when using the service. Families will be directed to information on how they can begin the enrolment process.

Enrolment Process

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The enrolment process will commence when a new family completes an enrolment form through our the Xplor enrolment form on the website. Once the enrolment form is submitted, an automatic email is sent to the service for approval. The service will contact the family and provide the family with:

- Additional service enrolment forms
- Family Handbook
- Relevant Policies and Procedures

No bookings can be made until a service delegate emails a confirmation of enrolment to the family. This indicates all required documentation has been provided / completed. Any bookings made prior to this confirmation email will be rejected / deleted.

Enrolment in the Kelvin Grove OSHC School Aged Care Program (Kelvin Grove OSHC) is dependent upon a child’s enrolment status at Kelvin Grove, or past enrolment in the program. To enrol in the service a child must be:

- an enrolled, attending student at Kelvin Grove; or
- a student who was enrolled in the Kelvin Grove OSHC at the conclusion of their grade 6 studies and is currently studying in grade 7: or
- a student enrolled and attending the Kelvin Grove OSHC in the school term prior to commencement of the school year, but who is enrolled at and attending another school

The *Xplor enrolment form* prompts families to complete the following information:

The enrolment form must be completed in full and contain the following for each child being educated and cared for. Details to be completed are:	
☐ Full name, date of birth and address of the child	
☐ Gender of the child	
☐ Name, address and contact details of:	☐ each known parent of the child
	☐ any person who is to be notified of an emergency (if any parent cannot be immediately contacted)
	☐ any person who is an authorised nominee¹
	☐ any person who is authorised to consent to medical treatment or medication
☐ Details of any court orders, parenting orders ² or parenting plans ³ provided to the approved provider relating to powers, duties, responsibilities, or authorities of any person in relation to the child or access to the child	
☐ Details of any other court orders provided to the approved provider relating to the child’s residence or the child’s contact with a parent or other person	
☐ Language used in the child’s home	
☐ Cultural background of the child and, if applicable, the child’s parents	
☐ Any special considerations for the child, for example any cultural, religious, or dietary requirements or additional needs	
☐ Details of any dietary restrictions for the child	
☐ Authorisations for (regulation 161):	• medical and hospital treatment • transportation by ambulance service

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	any regular outings
☐ Health and medical information including (regulation 162): The name, address and telephone number of the child's registered medical practitioner or medical service; and if available, the child's Medicare number	
☐ Any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to a specific healthcare need, medical condition or allergy referred to above - specific healthcare needs of the child, including any medical condition; and - allergies, including whether the child has been diagnosed as at risk of anaphylaxis	
☐ The immunisation status of the child ☐ If a staff member has sighted a child health record for the child, a notation to that effect	
The terms of use will also include authorisation for the staff to: - Administer first aid - Obtain medical treatment from a medical practitioner, hospital, or ambulance - Transport a child by an ambulance - Apply/assist to apply SPF+30 sunscreen - Take and/or display children's photographs - The opportunity to access the service's policy and procedures	
¹ Authorised nominee - means a person who has been given permission by a parent or family member to collect the child from the education and care service ² Parenting Order - means a parenting order within the meaning of section 64B (1) of the <i>Family Law Act 1975</i> ³ Parenting Plan - means a parenting plan within the meaning of section 63C (1) of the <i>Family Law Act 1975</i> and includes a registered parenting plan within the meaning of section 63C (6) of that Act.	

A child's enrolment **cannot be accepted** if all relevant information (as outlined above) is not completed by parents/caregivers.

Nominated Supervisors should consider the 4.19 - *Childhood Immunisation* policy prior to accepting any bookings and enrolment.

The Nominated Supervisor or delegate is to contact **parents** of children indicating an additional need for further clarification, follow-up, and planning. The Nominated Supervisor is to ensure [4.5 Children with Medical Conditions](#) is followed for children with additional medical needs (risk assessment, minimisation, and communication plan development).

All enrolment records will be stored securely as outlined in the 10.8 *Information Handling [Privacy and Confidentiality]* policy. All information is only to be used for the purpose of which it is obtained. Parents may access their enrolment information at any time.

During a child's first attendance at the service the Nominated Supervisor/Responsible Person in Charge will sensitively support and welcome the child, taking time to demonstrate the service's expectations, routines, and facilities (including access to toilets, personal items, food, water etc.) in a manner that reflects the child's needs. This may be



completed in large groups, such as at the start of the year with a new cohort of younger children. Upon request families are welcome to visit OSHC prior to starting care for a short stay and play to become familiar with the service.

During your child’s first day your child/ren will be shown who they can approach and talk to if they have a concern. All staff will be encouraged to ensure all children are supported as they build their engagement and orientation into the Service.

Ongoing enrolment at the Service

- Online enrolment information is to be reviewed and updated annually and/or when changes to contact details occurs.
- To confirm **re-enrolment for the following year**, and to cater for any changes to care required, current families will need to complete their re-enrolment and selection of required bookings at the re-enrolment date in preparation for the commencement of the following year.
- With in re-enrolment for the following year, parents are required to confirm any medical information such ongoing medications. Along with completing and providing a authorization form to administer said medications, risk minimisation and communication form and any requested supporting documents by the service administrator.
- It is the parents responsibility to ensure enrolment details are up to date and advise the service of any changes as needed.
- Information will be communicated to families via email, newsletter, and parent notice board as enrolment and re-enrolment commences.
- No bookings for the following year can be made without having completed a re enrolment and booking request form.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Department of Education and Training Childcare Provider Handbook*
- *National Quality Standard, Quality Area 2 – Children’s health and safety; 6 – Collaborative partnerships with families and communities*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168(2)(k) and160 -162*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
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9.3 Interactions and Communication with Families

Policy Statement

The service acknowledges the importance of effective communication with families and strives to encourage their participation and involvement to enhance the service provided.

Families are welcome to attend the service and talk to educators during its operations. The Approved Provider encourages families to voice their views in a way that will assist the service to be inclusive and responsive to individual’s needs and wishes.

Related Policies

- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [3.1 Educational Program Development and Implementation](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.6 Feedback and Complaints Handling](#)

Roles and Responsibilities

Approved Provider	• Establishes a culture of openness, transparency, and respectfulness.
Nominated Supervisor	• Be approachable and responsive to families, including making time for discussion. • Ensure relevant communication methods are established with families to support meaningful information sharing.
All Staff	• Are to be inviting, courteous and respectful in all interactions with families.

Procedures

Parents will be able to access their child anytime they attend OSHC. Parents and caregivers will have access to meet with the Nominated Supervisor throughout daily sessions and/or by pre-arranged appointment to discuss any issues or concerns with respect to their child and/or the service.

On enrolment, a Family Handbook will be provided as part of the service enrolment package. The information contained in the handbook is to guide parents on the expectations for themselves and their child(ren) while they access the service. It will also summarise important aspects of the operations and highlight key policies.

Information for parents will also be communicated through:

1. E-mails
2. office signage
3. meetings between Nominated Supervisor/educators and parents/guardians
4. posts and notifications sent through the service social networking site
5. monthly newsletters
6. Xplor comms centre



Parent conduct

Parents/guardians shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children (or other children as permitted) to and from the service.

Appropriate communication shall include, but not be limited to:

- appropriate language; and
- calm and considerate tone

Parents/guardians shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent have an issue or concern regarding the conduct of another child, family, or employee, they shall follow appropriate grievance procedures as outlined in this manual.

Parents/guardians who consistently breach the conduct expected of them whilst engaging with the service may be exposed to appropriate consequences which may result in the suspension of their family's enrolment with the service.

The police may be notified if parent/guardian conduct within the service is threatening or violent.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *National Quality Standard, Quality Areas: 6 - Collaborative partnerships with families and communities*

Policy Controls			
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9.4 Bookings and Cancellations

Policy Statement

Kelvin Grove OSHC is committed to delivering an efficient and effective service for children and families. Management of the bookings and cancellation is critical in providing an efficient, high-quality service for the community. Parents and families have a role in communicating bookings and cancellations with the service to ensure effective business practices are supported. The service will ensure the booking administration meets the needs of families through effective communication of clear process and expectations.

Related Policies

- [2.4 Arrivals and Departures of Children](#)
- [3.4 Excursions](#)
- [9.1 Access](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [10.3 Setting, Reviewing and Managing Fees](#)

Roles and Responsibilities

Approved Provider	• Ensure administration practices support the provision of quality care, including compliance with law, regulations, and CCS obligations.
Nominated Supervisor	• Provide effective communication to families to ensure their responsibilities and obligation to notifying the service of cancellations. • Monitor and support the application of the service’s fees and booking management procedures.
All Staff	• Support the administration of bookings and cancellation, including documenting notification as required.

Procedures

A child must be fully and actively enrolled at Kelvin Grove OSHC before any requests for booking can be processed or accepted (see [9.2 Enrolment and Orientation](#)). This includes:

- Enrolment paperwork completed in full
- Relevant supporting documentation (including but not limited to, medical information/action plans, inclusion support plans and immunisation records) provided to the service

Before and After School Care

Permanent Bookings

Bookings for Before and After School Care session can be made by the account holders (typically the child’s parents) or an authorised nominee, where consent has previously been obtained through the XPLOr home App or via Email. Where the service has reached or exceeded requests for bookings beyond the maximum number of children stipulated in the service approval the procedures outlined in [9.1 Access for Families](#) (management of waiting lists) will be followed.



- If placement is not available at the time the request is made, the request will be placed on a waiting list. An offer of placement may be made if a position becomes available.
- Should a position become available and offered to the family and the family does not accept, they may be placed back on the waiting list and the priority of access reappplies.

Care needs for those parents/caregivers that work a rotating roster

Parents with shift-working employment can have their needs addressed on a case-by-case basis. Parents with these circumstances will need to liaise with the Nominated Supervisor to negotiate this arrangement. Evidence (e.g., a copy of working roster) will be required when requested by the service. Bookings of this nature are considered a permanent booking. Therefore, these arrangements have the same conditions as permanent bookings.

Changes to Permanent Bookings

- Any changes to bookings will require notice of at least **one week** (7 days) prior to the day of care, any notice that is less than one week will incur the regular fee.
- All changes must be requested **via email**; any agreements of changes that have occurred outside of the email process will not be acknowledged.
- All fees associated with routine bookings, should the child not attend care due to any reason (including illness), shall be required to be paid in full if the service is not notified more than seven (7) days prior to the day of care. CCS will apply in accordance with allowable and approved absence provisions.

Casual Bookings

- Casual bookings will only be available where Kelvin Grove has approved places available. Permanent bookings will take a priority over casual vacancies.
- Casual booking requests must be made **via the Xplor Home app**, any agreements of changes that have occurred outside of this process will not be acknowledged.

Cancellation of casual bookings:

All fees associated with casual bookings, should the child not attend care due to any reason (including illness), shall be required to be paid in full if the service is not notified more than seven (7) days prior. CCS will apply in accordance with allowable and approved absence provisions.

Failure to sign in /out

Failure to sign your child/ren in or out of the service, will result in a follow up call or email from the Nominated Supervisor or delegate to confirm the safety and whereabouts of your child. This will incur a \$10.00 failure to sign in/ out fee per family. If a pattern of non – sign in / out occurs, you will be contacted by the Nominated Supervisor, and you may have your enrolment suspended or cancelled.

Advising of Absences

Should the child not attend a booked (either permanent or casual) OSHC session for any reason, fees for the session are still payable. CCS will apply in accordance with allowable and additional absence provisions.

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It is the responsibility of parents (account holders) to advise the service of absences for any reason. The notification requirements as follows:

BSC: Prior to 7:00am

ASC: Prior to 2:00pm

VAC: Prior to 2:00pm or 8:30am for excursions

It is preferred that cancellations are notified through the Xplor home app. Parents (or authorised nominees) should notify the service before the sessions of any planned absences. Notification of a child's absence can also be made via:

- e-mail

Failure to notify the service of your child/ren's absence prior to 2:00pm may incur a \$15.00 non-notification fee per child. If a pattern of non – notification occurs, you will be contacted by the Nominated Supervisor, and you may have your enrolment cancelled.

Vacation Care

Program and Forms

Due to the high demand for vacation care within the Kelvin Grove community we will only be accepting enrolments and bookings from families who are enrolled/ attend Kelvin Grove State College. We have a responsibility to ensure we are able to effectively meet the needs of our community.

Vacation Care bookings can be booked using the relevant booking process (Xplor home app) prior to the cut-off date. No bookings will be accepted after that time unless places become available. Families will be asked to book in under the correct rolls based on their age within the current calendar year.

It is the responsibility of the parent/ guardian to ensure they are reading the information provided by the service in relation to vacation care and ensuring they book their child/ren in correctly.

Pupil Free Day bookings will have individual booking forms (when offered). The planned program and relevant information will be attached to booking forms. Details including fees, timelines for booking, and session capacities will be noted on the program/form. Unless stated otherwise, Pupil Free Days will have the same conditions as vacation care.

In the event that a requested day is not available, it is advised that families submit a booking request for the day via the Xplor home App and the service will accept the request when a space becomes available. Management reserves the right to remove bookings where a child has been booked into the incorrect roll, families will be notified via email and where possible management will assist with booking the child in to the correct roll where space is available.

Vacation Care Cancellation and Changes to Bookings

All fees associated with bookings, should the child not attend care due to any reason (including illness), shall be required to be paid in full if the service is not notified by Monday of week 9 of term prior to the vacation care program. CCS will apply in accordance with allowable and approved absence provisions.

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Vacation Care bookings may not be taken if an account is not paid up to date as per our fees policy.

Cancellation of Fees – Discretionary Waiver

In recognition of the diverse and sometimes complex needs of families, the Nominated Supervisor holds the discretionary authority to waive fees, either partially or in full, on a one-off basis in response to extenuating circumstances.

Each request will be assessed on a case-by-case basis, taking into account the individual family situation and the impact on service operations. The decision to waive fees will be guided by professional judgment and a commitment to equitable and compassionate support for families.

Considerations may include, but are not limited to:

- Staffing availability and required staff-to-child ratios
- Budget and financial sustainability of the service
- The nature and extent of the impact on the child or family
- Any associated costs the service may incur, such as incursion or excursion expenses

The nominated supervisor holds the right to ask for supporting documentation such as medical certificates to add to family files.

Childcare Subsidy

Accessing CCS

It is the responsibility of the parents/caregivers to communicate with Centrelink about their child/ren attending a care service. When the booking is added to the system and the child/ren have attended their first session, a Complying Written Arrangement (CWA) is generated. This requires parents/guardians to approve the booking through their Centrelink online account (accessed through MyGov or the Centrelink app), prior to any CCS being payable to the service as a fee reduction for the family. Parents will also need to check their CWA via the Xplor home app and confirm the arrangement. Parents should notify the service via email if their CWA is incorrect.

Reporting Absences (CCS)

Childcare Subsidy is payable for up to 42 absence days for a child in a financial year for sessions of care a child is enrolled in and did not attend and where there is still a liability to pay a fee for the session.

Once 42 absence days have occurred in a financial year, *Childcare Subsidy* can only be paid for any additional absences where they are taken for a reason set out in Family Assistance Law. These reasons are:

- the child, the individual who cares for the child, the individual's partner, or another person with whom the child lives is ill and the service has been given a medical certificate by a medical practitioner
- the child is attending preschool
- alternative arrangements have been made on a pupil-free day

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- the child has not been immunised against an infectious disease, the absence occurs during an immunisation grace period and a medical practitioner has certified that exposure to the infectious disease would pose a health risk to the child
- the absence is because the child is spending time with a person other than the individual who is their usual carer as required by a court order or a parenting plan, and the service has a copy of the relevant court order or parenting plan for the child
- the service is closed as a direct result of a period of local emergency
- the child cannot attend because of a local emergency (for example, because they are unable to travel to the service), during the period of the emergency or up to 28 days afterwards
- the individual who cares for the child has decided the child should not attend the service for up to seven days immediately following the end of a period of local emergency

Childcare Subsidy and *Additional Child Care Subsidy* is payable for all additional absences and there is no limit on the number of additional absence days a recipient may claim, providing the absence days are taken for specified reasons and supporting documentation, where required, is provided.

The Nominated Supervisor (or relevant delegate) will liaise with families to ensure relevant supporting documentation is received from families where this is required. Families failing to produce a valid reason and/or supporting documentation may not receive a subsidy payment and will, therefore, be liable for the full fees for the absent session.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *A New Tax System (Family Assistance) (Administration) Act 1999*
- *Australian Government Child Care Provider Handbook*
- *National Quality Standard, Quality Areas: 2 – Children’s health and safety; 3 – Physical environment; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

E&CS Legislation Compliance

- *Education and Care Services National Regulations 99 and 101.*

Policy Controls			
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9.5 Community Communication and Participation

Policy Statement

The service acknowledges the importance of its local community and seeks to act both in the interests of its community and in enhancing the experience of children as members of the community. The service is committed to practice that reflects Quality Area Six of the National Quality Standards, in particular, building and engaging in strong relationships with the community.

Related Policies

- [3.1 Educational Program Development and Implementation](#)
- [3.4 Excursions](#)
- [8.2 Educational Leader](#)
- [9.6 Feedback and Complaints Handling](#)
- [10.13 Self-Assessment and Quality Improvement](#)

Roles and Responsibilities

Approved Provider	• Will ensure the service’s practices reflect the National Quality Framework, including the Service Philosophy reflecting the views and wishes of the community.
Nominated Supervisor	• Establish local connection with individuals and groups and seek out engagement opportunities. • Collect and maintain relevant community resources to assist in facilitating and extending connection between families and their community. • Respond to community members with professionalism and in a manner that upholds the service’s reputation and philosophy.
Educational Leader	• Develop a program that is shaped by meaningful engagement with families and the community.
All Staff	• Display conduct that is inclusive, respectful, and inviting to the community. • Respond to opportunities for community connection/engagement with professionalism.

Procedures

Engagement through the Program

The service will seek out opportunities to connect with and maintain relevant relationships with their local community. The service’s planning will reflect opportunities to explore and experience the community surrounding OSHC, and where possible, invite individuals into the service to establish partnerships for children.

Families of the service will be encouraged to suggest suitable and appropriate community venues that may be considered for excursions, incursions etc.

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The Educational Leader will be supported to ensure the service’s practices are shaped by meaningful engagement with families and the community. The Educational Leader will be encouraged to facilitate educators to actively engage in dialogue, open communication, and partnerships with families.

Service Delivery and Engagement

The service is committed to upholding a philosophy and program that reflects the needs and worldview of the families that attend and participate. The service will review the Service Philosophy as needed. Opportunities for feedback and information gathering to reflect on the service’s connection to the community will be an embedded practice in the quality improvement processes of the service.

Community Services and Resources

The service will retain a collection of helpful resources to support their community of families. The Nominated Supervisor is responsible for collecting and maintaining this catalogue of information and contacts.

Responding to the Community

The Nominated Supervisor will treat all enquiries and concerns seriously. All interactions with community members are to be respectful and courteous. Questions, answers and required information should be responded to promptly and with integrity.

Any concerns about the service which are identified can be managed through *9.5 Feedback and Complaints* policy.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Privacy Act 1988 (Cth)*
- *My Time, Our Place - Framework for School Age Care in Australia*
- *National Quality Standard, Quality Area: 6 - Collaborative partnerships with families and communities*

Policy Controls			
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9.6 Feedback and Complaints Handling

Policy Statement

The service recognises feedback and complaints can be essential to ensuring a high standard of education and care is provided to children accessing the service as well as the broader community. These mechanisms inform quality improvement practices, promote inclusive access to services required to meet the needs of individuals and uphold the rights of children and families.

The service acknowledges the right of children, parents, and others to raise a complaint about any issues that impact the service delivery, or the quality of care provided. All individuals will be provided with accessible complaint procedures and information on opportunities to raise a complaint.

Concerns held by stakeholders can range in their level of severity/seriousness. The service’s policy reflects this, recognising that **feedback** can be either positive, affirmative communication or alternatively observations about possible suggestions or improvements, whereas **complaints** are a more serious view that something is unsatisfactory or unacceptable. The service is committed to ensuring all claims are handled in a manner consistent with principles of natural justice. Individuals should be free to raise a complaint without fear of retribution or victimisation. The Approved Provider is committed to leading a culture that reflects an openness to address concerns held by stakeholders in a fair and reasonable manner.

The Approved Provider also recognises their duty to comply with the *Human Rights Act (Qld) 2019* and when relevant follow Departmental policy in handling complaints relating to potential violations of any human right, additionally the Approved Provider recognises duties to comply with *Education and Care Services National Regulations 168 (2)(o) and 173(2) b*.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [8.12 Employee and Volunteer Grievance](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [10.14 Appropriate Governance](#)
- [10.17 Promoting and Protecting Human Rights](#)

Appendices and Forms

- [Complaint Record](#)

Roles and Responsibilities

Approved Provider	• Will ensure information about how to provide feedback or make a complaint is provided through enrolment information and staff induction. • Will support the Nominated Supervisor in handling any complaints raised by parents and staff by providing guidance and advice as required.
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	- Periodically review the register of complaints to identify systemic issues not being addressed. - Ensure complaints are managed in a fair manner, giving an opportunity for issues to be managed free from bias. - Provide opportunity for complaints to be raised directly with the Approved Provider where the complainant feels it necessary to do so.
Nominated Supervisor	- Lead a culture of fairness and ethical practice, supporting individuals to raise a complaint without fear of retribution or victimisation. - Be the initial point-of-contact for most parent, community and employee raised complaints. - Demonstrate a willingness to constructively address feedback raised by stakeholders.
All Staff	- Be open to accept feedback and complaints raised by children and parents (or other stakeholders). - Communicate complaints through reporting lines described in the procedure. - Demonstrate a willingness to access complaints mechanisms, raising concerns or complaints as outlined in the procedure where appropriate. - Acknowledge the opportunity to develop practice as a result of feedback and complaints.

Procedures

Children

- Children should be supported to express and raise concerns freely. Sensitivity may be required to fully understand the Children's perspectives and interests. Educators should demonstrate proactive openness to hear and understand the concerns and feedback raised by children.
- All issues and concerns expressed by children will result in support and guidance from Educators, who will seek a timely and fair resolution.
- Educators will communicate resolved and unresolved concerns to the Nominated Supervisor.
- Where a resolution isn't immediately found, educators will model constructive behaviours and skills by assisting children to define the problem, its cause, discuss options and solutions, assess strategies, and arrive at an agreed course of action.
- Issues of a serious nature will be dealt with by the Nominated Supervisor and/or Approved Provider and in the appropriate forum.
- Serious concerns raised by children will be communicated to parents at the earliest possible convenience, ensuring this is completed by the Nominated Supervisor or Responsible Person in Charge within 24 hours.
- Serious concerns reaching the threshold for complaint may require incident reporting and notification to the Regulatory Authority (see [4.3 Incident, Illness, Injury or Trauma](#) policy and [10.15 Managing Notifications](#)).

Parents, Stakeholders and Employees

Parents will be advised of the Feedback and Complaints Policy on enrolment. Details will be contained in the OSHC Family Handbook. Information about the name and position of the person to whom complaints may be directed will

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be displayed in a prominent location. This will also include their contact information including telephone number and email address.

Feedback

Parent feedback is welcomed and encouraged. Parents are welcome to communicate their feedback constructively at any point. Where concerns cannot be immediately addressed, the Nominated Supervisor will follow up with the parents for discussion and steps to resolution. The person taking the feedback (Nominated Supervisor, educator etc.) should clarify if the person is indeed expressing feedback or if they would like to raise a complaint for further management and/or resolution.

Complaints Process

21. Parents, stakeholders, and employees may raise their complaint either verbally or in writing. Any staff member can receive a complaint. Details of the complaint should be directed to the Nominated Supervisor for initial handling.
22. The Nominated Supervisor will be the preferred contact for initial complaints. However, the complainant will have the ability to raise concerns with the Approved Provider directly.
23. The Approved Provider should be the contact for complaints where:
 - a. the complaint is about the conduct of the Nominated Supervisor.
 - b. the complainant is not comfortable to take the complaint to the Nominated Supervisor.
 - c. the complainant is not satisfied with the Nominated Supervisor's handling of the complaint.
 - d. the complaint is regarding a matter of administration, management, or governance.
24. Any complaints relating to misconduct of a staff member will be handled in accordance with relevant underperformance or misconduct procedures.
25. All complaints raised are to be documented on the 'Complaints Record' and recorded in the 'Complaints Register'. These records are stored in accordance with the service's information handling policy – securely, maintaining privacy and confidentiality through password protection.
26. The Nominated Supervisor will notify the Approved Provider of any complaints. The Approved Provider and Nominated Supervisor will discuss and plan who is most suitable to fulfil the role of complaint handler. They should be free from bias, impartial, have the capacity to manage the complexity and conflict, and be suitable within the criteria listed above (item 3).

Where a complaint relates to the possible violation or restriction on a **human right**, the Approved Provider will report the details to the principal for handling. Where the complaint is referred for Departmental handling, the service will be directed by Departmental representatives before proceeding further.

27. Matters of a complaint relating to compliance with the *Education and Care Services National Law and/or Regulations* or the quality of care provided are required to be notified to the Regulatory Authority. If in doubt, a representative should refer to the Regulatory Authority for further guidance and/or assistance.
28. Where the nature of the alleged complaint is suitable to be managed by the Approved Provider (internally), the complaint handler will contact the complainant to discuss (within 48 hours), seeking to identify:
 - a. the nature and details of the complaint
 - b. the resolution sought

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29. Where a resolution can be easily addressed, the complaint handler will collaborate an action plan with the complainant and confirm the resolved status of the complaint. These items will be documented by the complaint handler and the complaint will be considered finalised.
30. Where resolution is not easily sought due to:
- a. strong dispute of the nature of the complaint or objection to the allegations
 - b. the conclusion will benefit from procedural fairness
 - c. previous resolutions have been unsuccessful, or
 - d. there is a conflict of interest
- the Approved Provider will take steps to either mediate between the relevant parties (if appropriate) or investigate the matter to conclusion.
31. The complaint handler will notify the complainant of the intention to either undertake mediation or investigation. The complaint handler will also outline anticipated timelines of either process with the complainant at this point. All anticipated timelines should be reasonable in the circumstance.
32. The mediation or investigation may be facilitated by the Approved Provider or outsourced to a third-party. Any mediator or investigator appointed should be free from bias, impartial and have the capacity to undertake the task.
33. Where an investigation is undertaken - the investigator will gather relevant information, including statements from the complainant and/or additional information from relevant parties. The investigator's role is limited to establishing the facts based on the evidence at hand and the balance of probability. The investigator will report back to the Approved Provider addressing if they have found the allegation to be either substantiated or unsubstantiated.
34. The Approved Provider will review the findings of any investigation and provide an outcome to the complainant.
35. All finalised documentation and reports will be stored confidentially (see [10.4 Information Handling \(Privacy and Confidentiality\)](#)).

Quality Improvement

The Nominated Supervisor and Approved Provider will review the complaints register periodically to identify opportunities to enhance the quality and address systemic issues not yet identified.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Department of Education and Training Childcare Provider Handbook*
- *National Quality Standard, Quality Area 2 – Children’s health and safety; 6 – Collaborative partnerships with families and communities; and 7 – Governance and leadership*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(a), 173(2) b.*

Policy Controls			
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Date implemented:	23/01/2024	Date families notified	9/01/2024

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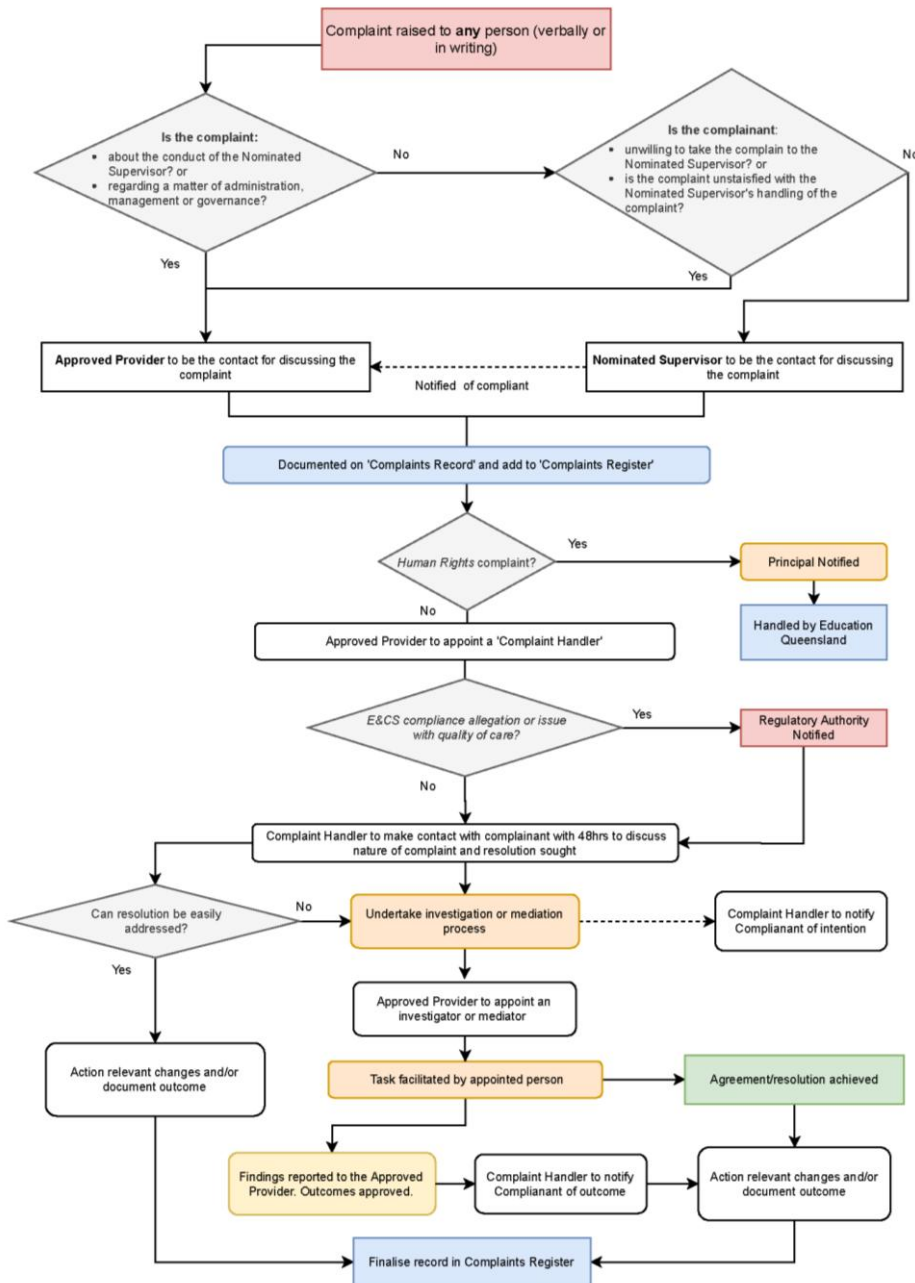


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9.6.1 Complaint Handling Flowchart

Commented [KM2]: Up to here





9.7 Acceptance and Refusals of Authorisation

Policy Statement

The Approved Provider acknowledges the importance of ensuring parents/guardians/authorised nominees are aware of the process for authority to be given and/or refused for children to participate in relevant aspects of the program through the initial enrolment procedure. Such authorisations and/or refusals must be received in writing and will be handled in accordance with the service’s Information Handling (Privacy and Confidentiality) Policy.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations* 168 (2)(m), 158, 160-162.

Related Policies

- [2.4 Arrivals and Departures of Children](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [9.4 Bookings and Cancellations](#)
- [2.10 Children’s Property and Belongings](#)
- [3.7 Children’s Media Viewing](#)
- [3.3 Homework](#)
- [3.4 Excursions](#)
- [3.6 Physical Activity](#)
- [2.15 Extra-Curricular Activities](#)
- [3.5 Water Activities and Safety](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [4.6 Medication Administration](#)
- [4.7 Sun Safety](#)
- [4.5 Children with Medical Conditions](#)
- [5.1 Food Handling, Preparation and Storage](#)
- [5.2 Food and Nutrition](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [9.6 Feedback and Complaints Handling](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.6 Risk Management](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)

Roles and Responsibilities

Approved Provider	• Will ensure parents have the opportunity to authorise or decline relevant elements of the service’s programs
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	• Ensure these requests are followed by the service
Nominated Supervisor	• Lead the service authorisation and record keeping practices to ensure information is received and collate information in a manner that ensures authorisations are followed as parents have requested. • Communicate with parents and support flexibility of amending authorisations.

Procedures

Through the service enrolment process parents will have opportunity to give and/or refuse authority for the following (including but not limited to) the following:

- Sharing of information, relevant to the care of their child (e.g., health, wellbeing and/or cultural requirements) amongst educators and/or support workers who are working within the SAC program.
- Provision of emergency medical treatment including obtaining any medical, hospital and/or ambulance service in the case of an accident or emergency involving their child.
- Service educators to liaise with other health/medical professionals in relation to the care of their child.
- Service educators to assist their child to apply a SPF 30+ sunscreen prior to outdoor activities; and
- Service educators to take photos of their child to record important events and special activities as part of the program.
- Any personal information shared on social media/publications.

Parent authority, in writing, will be required before any child will be allowed to leave the approved area of the service. This includes (but is not limited to):

- excursions.
- extra-curricular activities; and
- Regular outings.

Verbal authorisations will be accepted by the Centre however the following procedure will be implemented:

1. Confirm the identity of the person providing the authorisation.
2. Ensure the person is an authorised person on the child's enrolment form.
3. Document the nature of the authorisation being sought/given; and
4. Record the name of the person, how the identity was confirmed and the time and date of the verbal authorisation.

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

Procedures for parents/guardians/authorised nominees to give and/or refuse authority for children's participation is contained within the relevant policies of this service (e.g., Arrivals and Departures, Excursions and Extra-curricular Activities Policy).

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Parents/guardians are responsible for and have the right at any time to change authorisations given to the service in relation to their child and their child’s participation in the program. This may be done through completion of an updated enrolment form or other written authorisation.

Relevant Laws and Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Privacy Act 1988 and Regulations 2013
- National Quality Standard, Quality Area 7 – Governance and leadership

E&CS Legislative Compliance

- Education and Care Services National Regulations 168 (2)(m), 158, 160-162.

Policy Controls			
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9.8 Childhood Immunisation

Policy Statement

The service acknowledges their obligation under the Education and Care Services National Regulation 2011, in ensuring that children are free from the risk of harm. This extends to limiting exposure to health and safety risks that may arise from the incidence of vaccine-preventable diseases. Upon enrolment, the service will request parents/caregivers to provide their child’s immunisation history statement, in order to determine if enrolment and subsequent attendance will be accepted.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [4.2 Hygiene, Health and Wellbeing Practices](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [6.3 Workplace Health and Safety](#)
- [8.14 Fit for Work](#)
- [9.1 Access](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [9.7 Acceptance and Refusal of Authorisations](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)

Roles and Responsibilities

Approved Provider	• Establish procedures to document children’s immunisation status to manage the outbreak of infectious disease.
Nominated Supervisor	• Collaborate with families in the collection of immunisation history information. • Ensure records are maintained and stored to protect the privacy of families. • Communicate the policy and potential exclusion of children in the event of an outbreak of infectious disease.

Procedures

- Through the service enrolment procedures, parents/caregivers will be requested to provide a copy of their child’s immunisation history statement. This information will be recorded with the children enrolment details and stored in accordance with the procedures outlined in [10.4 Information Handling – Privacy and Confidentiality](#)
- This policy will be available to parents/families on request. Information will also be provided to families via the service Family Handbook. The service’s communication will detail the potential impacts on their child’s enrolment or attendance if their child’s immunisation status is deemed not up to date.
- The service will establish risk management procedures relating to monitoring and managing the spread of vaccine-preventable diseases at the service, this is outlined in [4.2 Infectious Disease](#). Procedures will include but not limited to:
 - o Monitoring and recording children immunisation status through enrolment.



- o Monitoring and recording staff immunisation status.
- o Communication regarding infectious disease outbreak and management; and
- o Limiting attendance for vulnerable children during times of infectious disease outbreak (if enrolment has been accepted).

Immunisation History Statement

The Nominated Supervisor (or delegate) will request copies of each child's immunisation history upon enrolment. Where a family chooses to refuse to provide a copy of the immunisation history, it will be assumed the child has no immunisation history and may be excluded from the service in the event of an infectious disease outbreak (see 4.2 *Infectious Disease*)

- An immunisation history statement says whether a child's immunisation status is up-to-date or not up to date. This can be:
 - o an official record issued by the Australian Immunisation Register
 - o a letter from a recognised immunisation provider (e.g., a GP or immunisation nurse).
- The Personal Health Record (the 'red book') from Queensland Health is not acceptable proof of immunisation because it only contains handwritten updates.

Vulnerable Children

For child/ren who do not have a current immunisation history statement on file, their immunisation status will be considered 'unknown' or 'not up to date', until such time as the correct immunisation documentation is provided.

If the parent/guardian does not provide the child's immunisation history statement within the reasonable timeframe allowed, the child's enrolment may be:

- Refused or cancelled.
- Accepted with conditions, such as attendance refused until an Immunisation History Statement or other documentation from a recognised immunisation provider demonstrates full immunisation status; or
- Accepted, with specific conditions in place. Specific conditions may include restricting care during an outbreak of infectious disease at the service.

Families of vulnerable children (i.e., those children whose immunisation status is deemed 'not up to date') whose enrolments have been accepted (with or without conditions) will not be eligible for Childcare Subsidy (CCS)

Medical Contraindication

Enrolment and/or attendance for a child cannot be refused on the basis of their immunisation status if they have a medical contraindication to some or all scheduled vaccines. Whilst not technically vaccinated, these children are still classified as having an 'up to date' immunisation status and this should be indicated on their immunisation history statement.

Conscientious Objection

Children of families who have recorded a conscientious objection to vaccination through the 'Australian Childhood Immunisation Register' will have their immunisation status registered as 'not up to date'. Acceptance or refusal of enrolment will be as per the procedures of this policy relating to vulnerable children.

Relevant Laws and Provisions

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- Education and Care Services National Law Act, 2010 and Regulations 2011
- A New Tax System (Family Assistance) Act 1999
- Public Health Act 2005 (Qld)
- National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.

E&CS Legislative Compliance

- Education and Care Services National Regulations 162 (f).

Policy Controls			
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9.9 Visitors

Policy Statement

The service seeks to provide an open and friendly environment, which values and actively encourages community participation and inclusion. In doing so, the service will remain compliant with education and care service legislation providing a safe and supervised environment for children. All visitors (and non-authorised persons) will remain in direct supervision by an educator while children are attending the service.

Visitors are defined as all people other than:

- Employees.
- Children enrolled and attending the service; and
- Parents, caregiver, or authorised persons delivering or collecting children from the service.

The service recognises its obligations to comply with section 170 of the *Education and Care Services National Law*.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [7.2.2 Lockdown Plan](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.3 Interactions and Communication with Families](#)
- [9.6 Feedback and Complaints Handling](#)
- [9.5 Community Communication and Participation](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [8.9 Determining the Responsible Person](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Establish effective procedures to ensure suitable persons interact directly with children being cared for by the service. • Establish mechanisms to uphold the safety and protection of children being cared for by the service.
Nominated Supervisor	• Provide supervision and leadership to ensure established procedures are followed.
All Staff	• Ensure children are not left unsupervised with visitors or unauthorised persons. • Support all visitors to present to the OSHC office to be signed in/identified. • Monitor for and respond to situations that might risk the safety and wellbeing of children.

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Procedures

Any person’s unknown to educators of the service will be requested to present to the OSHC office in order to identify themselves. The Nominated Supervisor or Responsible Person will confirm their identity with enrolment records.

Invited Visitors

Other visitors to the service could include incursion staff members or other community members supporting the service’s program. All invited visitors will be asked to document their visit in the **Visitor Record**. Regardless of their engagement, where children are being provided care and education, an educator will remain in direct supervision of visitors at all times.

Community Members

At times teachers or other relevant school community members may be in the vicinity of the service’s activities. Educators’ welcome collaboration and participation by the school community but will ensure that where children are being provided care and education, an educator will remain in direct supervision at all times

Suspicious or Harassing Persons

Any persons who do not have a valid or suitable reason for being on the premises will be respectfully asked to leave by the Nominated Supervisor, or where this is not practicable any other educator.

Where any educator is suspicious or reasonably believes there may be a potential threat to safety or wellbeing for any persons will initiate the service’s *Lockdown Plan* (see 7.2.3).

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *Privacy Act 1988 (Cth)*
- *Work Health Safety 2011 (Qld)*
- *National Quality Standard, Quality Areas: 2 – Children’s health and safety; and 6 - Collaborative partnerships with families and communities.*

E&CS Legislative Compliance

Education and Care Services National Law Act Section 170

Policy Controls			
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Policy Group 10 – Governance, Management and Administration

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10.1 Managing Legal and Operational Compliance

Policy Statement

The Approved Provider is committed to ensure every aspect of Kelvin Grove OSHC’s operations is compliant with all relevant legal obligations through the various roles as a business, employer and Education and Care Service.

The Approved Provider will be assisted by the service’s management to develop sound procedures and systems to meet the outcomes and expectations required. The Approved Provider is committed to ongoing quality improvement and will routinely review and assess the efficacy of implemented action to achieve compliance. All employees will be supported and encouraged to communicate issues or concern of legal compliance to their manager or the Approved Provider for the assessment, review and (potentially) the development of practices or procedures.

Any and all instances on non-compliance with legal obligations will be treated seriously. Review and evaluation to address issues will be a priority of the Approved Provider and its management team.

Related Policies

- [2.7 Handling Disclosures and Reporting Suspicions of Harm \(Mandatory Reporting\)](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [2.9 Children who Arrive to OSHC Without a Booking](#)
- [3.1 Educational Program Development and Implementation](#)
- [6.3 Workplace Health and Safety](#)
- [7.1 Emergency and Safety Equipment](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.1 Recruitment and Employment of Educators](#)
- [8.2 Working with Children Check \(Blue Card\) Management](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.1.2 Approval Requirements](#)
- [10.1.3 Managing Instances of Non-Compliance and Policy Breaches](#)
- [10.1.4 Managing Other Legal Obligations and Requirements](#)
- [8.8 Nominated Supervisor](#)
- [10.5 Insurance](#)
- [10.14 Appropriate Governance](#)
- [10.15 Managing Notifications](#)

Roles and Responsibilities

Approved Provider	• Lead a culture of quality service delivery and sound business practices. • Active in monitoring and supervising service outcomes and practices to ensure the service is meeting obligations and expectations. • Respond diligently to any concern or non-compliant issues, including relevant reporting.
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Nominated Supervisor	• Support the supervision and monitoring of practices and the implementation of procedures. • Immediately notify the Approved Provider of concern or instances of non-compliance. • Provide insight to opportunities for practice and policy development to support the outcomes and compliance of the service.
All Staff	• Ensure practices and conduct reflect the service policies, procedures, and management instructions at all times. • Participate in quality improvement practices and reviews by contributing ideas and perspectives on opportunities for more robust systems and procedures to meet obligations and responsibilities.

Procedures

Awareness of Obligations

The Approved Provider is committed to having a sound understanding of its legal obligations and will maintain an ongoing and contemporary understanding of the responsibilities of themselves and their employees.

The Approved Provider will collaboratively develop and implement policies and procedures to assist in meeting the organisation's legal obligation. These documents will aim to reflect and articulate the responsibilities of all employees, managers, and volunteers of the organisation.

Commitment to Quality Systems and Practices

All developed and implemented practices should reflect the high-quality expected by the Approved Provider.

The Approved Provider, Nominated Supervisor and all other relevant stakeholders will be supported to collaborate on procedures and practices that uphold a commitment to compliant and high-quality practices.

Responding to Non-Compliance

Any instances of non-compliance will be addressed with timeliness, ethical integrity, and diligence.

In the event of a non-compliant or reportable incident, the Approved Provider will provide all relevant notifications to specific authorities, as it applies.

In responding to compliance incidents and concerns the Approved Provider will review evidence and resources to address any applicable procedures, practices, and expectations.

Relevant Laws and Provisions

- *A New Tax System (Family Assistance) Act 1999 (Cth)*
- *Anti-Discrimination Act 1991 (Qld)*
- *Building Fire Safety Regulation 2008 (Qld)*
- *Child Protection Act 1999 (Qld)*
- *Disability Discrimination Act 1992 (Cth)*

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07 3553 7419 | kgoshc@gmail.com



- Education and Care Services National Law Act 2010 and Regulations 2011
- Electrical Safety Act 2002 (Qld)
- Fair Work Act 2009(Cth)
- Fire and Emergency Service Act 1990 (Qld)
- Food Act 2006 (Qld)
- Health (Drugs and Poisons) Regulation 1996 (Qld)
- Fair Work Act 2009 (Cth)
- Privacy Act 1988 (Cth)
- Public Health (Medicinal Cannabis) Act 2016 (Qld)
- Public Health Act 2005 (Qld)
- Queensland Education (General Provisions) Act 2006 (Qld)
- Racial Discrimination Act 1975 (Cth).
- Sex Discrimination Act 1984 (Cth)
- Transport Operations (Road Use Management) Act 1995 (Qld)
- Work Health Safety Act and Regulations 2011 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
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10.1.1 Managing Compliance with The National Quality Framework (NQF)

Policy Statement

As an education and care service, Kelvin Grove OSHC is committed to provide quality and legislative compliant education and care for our community. In doing so we recognise our obligation to meet statutory requirements outlined in the National Quality Standard and the requirements for Approved Providers and Nominated Supervisors under the *Education and Care Services National Law Act and Regulations*. The management and governance of the service have been designed and developed in such a way as to best fulfil our responsibilities to educate and care for children. The service expects all personnel (staff and the Approved Provider) to carry out the agreed policies and procedures of the service when discharging their duties.

The service’s Philosophy (see [Policy 1.1](#)) reflects the commitment quality education and care consistent with the National Quality Framework. The service’s Philosophy reflects the values promoted by the Approved Provider and the Nominated Supervisor and underpins all elements of the service’s operations.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [3.1 Educational Program Development and Implementation](#)
- [8.2 Educational Leader](#)
- [8.5 Employee Performance Review and Support](#)
- [8.8 Nominated Supervisor](#)
- [8.9 Determining the Responsible Person](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.2 Approval Requirements](#)
- [10.1.3 Managing Instances of Non-Compliance and Policy Breaches](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)

Roles and Responsibilities

Approved Provider	• Develop and implement policies, procedures, and systems to uphold compliance with the National Quality Framework. • Monitor and respond to identified issues in a timely and professional manner.
Nominated Supervisor	• Implement procedures to ensure the day-to-day compliance of the service. • Address issues in consultation with the Approved Provider.
All Staff	• Follow the service’s policies and procedures.

Procedures

Policies and Procedures

- The service’s policies and procedures have been developed to be consistent with the requirement of the provision of the National Quality Framework.

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- The service will regularly review, and update written policies for the conduct of the service to reflect best practice and legislative requirements.
- The service has developed and managed the implementation of policies required by the *Education and Care Services National Regulation 168* and items outlined in the *National Quality Standard*.

Day-to-Day Compliance

- The Approved Provider will appoint a suitable and qualified Nominated Supervisor for the day-to-day management of the service's operations (see [8.8 Nominated Supervisor](#))
- The Nominated Supervisor is to be responsible for day-to-day compliance of the NQF through:
 - Monitoring and establishing systems and processes to ensure compliance with the NQF.
 - Providing ongoing training to all service employees on compliance with the NQF.
 - Monitoring, recording, and acting on non-compliance by the service or its employees (see [Policy 10.1.3](#)).
 - The Nominated Supervisor is to report on all NQF compliance matters to the Approved Provider.
 - Maintaining up-to-date knowledge of the *Education and Care Services National Law, Regulations* and the National Quality Standard which may affect or require an update to any of the policies and procedures of the service.

Consultation and Collaboration

The Nominated Supervisor and Approved Provider will ensure that all educators within the service:

- Are consulted, as appropriate, in the development and modification of all relevant policies and procedures.
- Are provided with an up-to-date Educator Handbook containing relevant information to support and guide their understanding of the service's policies and procedures; and
- Are provided with suitable instruction to their obligations in ensuring compliance with Education and Care Legislation on employment (see [8.1 Recruitment and Employment of Educators](#))

Professional Support and Supervision

The Nominated Supervisor in conjunction with the Approved Provider is responsible for regular supervision and support of educators (see [8.5 Employee Performance Review and Support](#)).

Access to Legislation

A copy of the *Education and Care Services National Law* and *National Regulations* will be made accessible at the service's premises at all times for use by the Approved Provider, Nominated Supervisor, staff members, volunteers, and parents of children at the service.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- 'My Time, Our Place' Framework for School Age Care
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children's health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

Policy Controls

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



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07 3553 7419 | kgoshc@gmail.com



10.1.2 Approval Requirements

Policy Statement

As part of the service risk management and compliance obligations, the Approved Provider and the Nominated Supervisor/Nominated Supervisor will jointly be responsible to ensure that the service complies with the approval requirements under the *Education and Care Services National Law 2010 and Regulations 2011*.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [3.1 Educational Program Development and Implementation](#)
- [8.2 Educational Leader](#)
- [8.8 Nominated Supervisor](#)
- [8.9 Determining the Responsible Person](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.1.3 Managing Instances of Non-Compliance and Policy Breaches](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)

Roles and Responsibilities

Approved Provider	• Ensure service/s does not operate at any time a person or body does not hold a current approval. • Submit a written application to the relevant regulatory authority when seeking Provider or Service Approval. • Provide notification of relevant information including Nominated Supervisor information and location information.
Nominated Supervisor	• Provide written consent to their role.

Procedures

An application for Provider Approval must be made, in writing, to the relevant regulatory authority prior to the service being operational.

An Approved Provider may apply in writing, to the regulatory authority for Service Approval to operate an education and care service and will be responsible for the management and control of the service.

Information required to be provided to the regulatory authority as part of the service approval process includes, but is not limited to:

- The location and street address of the proposed service
- Plans prepared by a building practitioner showing the location of:
 - All buildings, structures, outdoor play, and shaded areas.
 - Location of entry and exits.
 - Location of toilets and hand washing facilities.
 - Floor plan showing unencumbered indoor and outdoor spaces.

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- o Calculations verifying regulated space requirements.
- A right to occupy (See Policy 6.7 Occupancy Agreement)

As part of the service approval process, a Nominated Supervisor for the service must be delegated and provide written consent to perform in this role (see [Policy 8.8](#)). A notification must be made to the Regulatory Authority about the Nominated Supervisor/s (see [Policy 10.15](#)).

Whilst the service provides, or aims to provide, education and care for school age children, the Approved Provider and the Nominated Supervisor are jointly responsible to ensure that the service will not operate at any time if some person or body does not hold a current approval in respect of the service.

The Approved Provider/ and the Nominated Supervisor are jointly responsible to ensure that:

- The service complies at all times with the specific conditions of the approval applicable to the service.
- The approval is renewed (by way of payment of annual fee) and kept current in accordance with the legislation.
- The relevant current Provider Approval and Service Approval is to be kept on display at the service whenever the service is providing education and care to children.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

Policy Controls

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



10.1.3 Managing Instances of Non-Compliance and Policy Breaches

Policy Statement

The service recognises that strategies must be in place to remedy any breaches with relevant legislation. This policy is designed to identify the various legislation and government authorities where compliance is required and clear strategies for steps to be taken when non-compliance is identified.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [8.2 Working with Children Check \(Blue Card\) Management](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.1.2 Approval Requirements](#)
- [8.8 Nominated Supervisor](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.11 Policy Development, Review, and Implementation](#)
- [10.12 Service Closures](#)
- [8.9 Determining the Responsible Person](#)
- [10.14 Appropriate Governance](#)
- [10.15 Managing Notifications](#)

Roles and Responsibilities

Approved Provider	• Lead a culture of quality service delivery and sound business practices. • Active in monitoring and supervising service outcomes and practices to ensure the service is meeting obligations and expectations. • Respond diligently to any concern or non-compliance issues, including relevant reporting.
Nominated Supervisor	• Support the supervision and monitoring of practices and the implementation of procedures. • Immediately notify the Approved Provider of concern or instances of non-compliance. • Provide insight to opportunities for practice and policy development to support the outcomes and compliance of the service.
All Staff	• Ensure practices and conduct reflect the service policies, procedures, and management instructions at all times. • Participate in quality improvement practices and reviews by contributing ideas and perspectives on opportunities for more robust systems and procedures to meet obligations and responsibilities.



Procedures

The service will take immediate action to remedy any non-compliance and policy/procedure breaches identified through:

- Internal compliance monitoring activities (in accordance with Policies 10.1 & 10.10)
- External compliance monitoring activities such as:
 - Spot checks undertaken by the Regulatory Authority
 - External audits

Compliance History Record

In accordance with Regulation 167, the service will keep a record of its compliance history and make it accessible upon request. The history must include:

- Details of any amendment of the service approval made by the Regulatory Authority under section 55 of the Law.
- Details of any suspension of the service approval (other than voluntary suspension).
- Details of any compliance direction or compliance notice issued to the approved provider in respect of the service.

The information in the service's compliance record must not include any information that identifies any person other than the approved provider.

Policy and Procedure breaches

Any action undertaken by employees, volunteers and management that is inconsistent with service policy and procedure will be considered a breach.

The action taken to remedy breaches may include:

- Reviewing the policy and procedure and updating as required
- Retraining in the policy and procedure
- Undertaking performance management procedures (see *8.19 Underperformance, Misconduct and Disciplinary Actions*)
- Policy and procedure breaches resulting in non-compliance with the law will be reported in accordance with policy (See [10.15 Managing Notifications](#))

Positive Notice Blue Card Compliance and Breach action

- All employees (Paid or Exemption), volunteers (Volunteer) and Business Owners must hold a current and valid Working with Children Check – Blue Card.
- Prospective paid employees will not be engaged to work at the service unless their physical blue card is able to be produced, with the exception of Volunteers who can hold a volunteer card and submit a transfer application form and produce receipt of the application submission. Required evidence of such application will be maintained at the service.
- A blue card register will be maintained at the service containing copies of blue cards of all employees, volunteers, and the Approved Provider. The register will be referred to by the Nominated Supervisor/Administrator on a regular basis to track expiry dates.

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07 3553 7419 | kgoshc@gmail.com



- All employees, volunteers and the Approved Provider holding existing blue cards prior to their involvement with the service will be required to complete appropriate documentation to have their engagement with the service recorded e.g., <https://www.bluecard.qld.gov.au/pdf/forms/DJAG008-Link-an-applicant-or-cardholder.pdf>.
- All employees, volunteers and the Approved Provider will be provided with information regarding their responsibilities in holding a blue card.
- Any breaches to these obligations will be reported to the Approved Provider and immediate action taken to remedy the breach.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- Education and Care Services National Law Act 2010 and Regulations 2011
- Working with Children (Risk Management and Screening) Act 2000
- Australian Government DET Child Care Provider Handbook
- Privacy Act 1988
- Work Health and Safety Act 2011 and Regulations 2011
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(b), 175 (2)(d) &(e) and 85.*

Policy Controls			
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10.1.4 Managing Other Legal Obligations and Requirements

Policy Statement

The service recognises that strategies must be in place to ensure ongoing compliance with relevant legislation applicable to the business’s operation. This policy is designed to identify the various legislation and government authorities where compliance is required. It presents clear strategies for ensuring the service actively implements and monitors compliance processes.

The Approved provider is committed to ensuring relevant policies, procedures and governance is established to ensure robust compliance against all aspects of the service’s legal obligations.

Related Policies

- [2.7 Handling Disclosures and Reporting Suspicions of Harm \(Mandatory Reporting\)](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [2.9 Children who Arrive to OSHC Without a Booking](#)
- [3.1 Educational Program Development and Implementation](#)
- [6.3 Workplace Health and Safety](#)
- [7.1 Emergency and Safety Equipment](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.1 Recruitment and Employment of Educators](#)
- [8.2 Working with Children Check \(Blue Card\) Management](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.1.2 Approval Requirements](#)
- [10.1.3 Managing Instances of Non-Compliance and Policy Breaches](#)
- [8.8 Nominated Supervisor](#)
- [10.5 Insurance](#)
- [10.14 Appropriate Governance](#)
- [10.15 Managing Notifications](#)

Roles and Responsibilities

Approved Provider	• Lead a culture of quality service delivery and sound business practices. • Active in monitoring and supervising service outcomes and practices to ensure the service is meeting obligations and expectations. • Respond diligently to any concern or non-compliant issues, including relevant reporting.
Nominated Supervisor	• Support the supervision and monitoring of practices and the implementation of procedures. • Immediately notify the Approved Provider of concern or instances of non-compliance. • Provide insight to opportunities for practice and policy development to support the outcomes and compliance of the service.



All Staff	• Ensure practices and conduct reflect the service policies, procedures, and management instructions at all times. • Participate in quality improvement practices and reviews by contributing ideas and perspectives on opportunities for more robust systems and procedures to meet obligations and responsibilities.
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Procedures

Legislative Context

In addition to compliance with the *Education and Care Services National Law, 2010 and Regulations 2011* (see [Policy 10.1](#)), the service will actively work towards compliance with:

- *Family Assistance Law (Childcare Subsidy).*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011.*
- *Child protection and workplace safety legislation.*
- *Employment Legislation, including:*
 - *Industrial Relations Act.*
 - *Workplace health and safety legislation and relevant codes of practice; and*
 - *Anti-discrimination legislation*
- Any other law(s) that impacts or prescribes how the provision of OSHC should be conducted.

Compliance monitoring strategies will be implemented, including:

- Developing compliance management tools for use within the service on a regular basis (i.e., checklists and standards).
- Where there are expectations and responsibilities for legislative compliance, the Approved Provider will ensure policy or instruction is provided to ensure employees and volunteers meet the service's obligation.
- The Approved Provider will ensure relevant training and instruction for all employees and volunteers is provided to outline appropriate expectations of conduct and statutory responsibilities.
- Monitor the implementation and compliance of the organisation's policies and compliance systems.
- Review and update compliance checklists on a regular basis or, as new information regarding changes to the implementation of regulations, legislation or standards becomes available.
- Seeking reputable organisations to conduct external audits and to provide reports regarding compliance issues to the service on a regular basis.
- Acting on any relevant recommendations or notification to changes in compliance requirements immediately.

Information will be made accessible to families, volunteers and employees regarding the service policies and procedures in relevant handbooks as well as having access to a full copy of the service policies and procedures at the service.

Updates, changes, and other relevant information will be communicated to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

Relevant Laws and Provisions

- *A New Tax System (Family Assistance) Act 1999 (Cth)*
- *Anti-Discrimination Act 1991 (Qld)*

Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



- *Building Fire Safety Regulation 2008 (Qld)*
- *Child Protection Act 1999 (Qld)*
- *Disability Discrimination Act 1992 (Cth)*
- *Education and Care Services National Law Act 2010 and Regulations 2011*
- *Electrical Safety Act 2002 (Qld)*
- *Fair Work Act 2009(Cth)*
- *Fire and Emergency Service Act 1990 (Qld)*
- *Food Act 2006 (Qld)*
- *Health (Drugs and Poisons) Regulation 1996 (Qld)*
- *Fair Work Act 2009 (Cth)*
- *Privacy Act 1988 (Cth)*
- *Public Health (Medicinal Cannabis) Act 2016 (Qld)*
- *Public Health Act 2005 (Qld)*
- *Queensland Education (General Provisions) Act 2006 (Qld)*
- *Racial Discrimination Act 1975 (Cth).*
- *Sex Discrimination Act 1984 (Cth)*
- *Transport Operations (Road Use Management) Act 1995 (Qld)*
- *Work Health Safety Act and Regulations 2011 (Qld)*
- *Working with Children (Risk Management and Screening) Act 2000 (Qld)*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

Policy Controls			
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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



10.2 Budgeting, Procurement and Financial Planning

Policy Statement

The Kelvin Grove OSHC Approved Provider seeks to implement measures which provide financial protection and minimise the risk of fraudulent, inappropriate, or negligent financial practices. The service takes a responsible approach to fiscal planning and spending to ensure these risks are well managed. The service's financial management practices are designed and implemented to protect both the financial reputation of the organisation and its ongoing viability.

To ensure the effective and efficient management of the service, the Approved Provider and Nominated Supervisor will work collaboratively together to develop workable and responsible budgets and financial planning guidelines for the ongoing operation of the service.

The following principles will be adopted and reflected in all purchasing decisions of the service:

- Open, transparent, and effective communication
- Value for money
- Enhancing the capabilities of local business and industry
- Environmental protection
- Ethical behaviour and fair dealing

Related Policies

- [3.4 Excursions](#)
- [6.1 Space and Facilities Requirements Requirements](#)
- [6.2 Resources and Equipment](#)
- [8.6 Educator Professional Development and Learning](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.15 Employee Remuneration and Entitlements](#)
- [9.6 Feedback and Complaints Handling](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.2 Approval Requirements](#)
- [10.3 Setting, Reviewing and Managing Fees](#)
- [10.5 Insurance](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.6 Risk Management](#)
- [10.9 social media and ICT Usage](#)
- [10.10 Conflict of Interest](#)
- [10.14 Appropriate Governance](#)

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



Roles and Responsibilities

Approved Provider	• Establish sound processes for the service's financial management consistent with established financial management procedures of the school. • Ensure budgets are prepared and are adequate to meet the needs of providing quality education and care. • Use judgement and act in a manner that supports the principles of the policy for purchasing decision.
Nominated Supervisor	• Monitor the service's day-to-day spending and financial management, ensuring compliance with organisational policy and procedures. • Support the Approved Provider in preparing, reporting, and reviewing service budgets and financial reports. • Coordinate and supervise the processing of fees and income. • Use judgement and act in a manner that supports the principles of the policy for purchasing decision. • Report any concerns or issues immediately to the Approved Provider.
All Staff	• Follow the service's procedures for spending within the level of authority, approval, or delegation.

Procedures

- All purchases made by KGOSHC must follow a formal procurement process. This process must include the following steps.
 - Identification of the need for the purchase
 - Research and identification of potential suppliers or vendors
 - Request for quotation (RFQ) or request for proposal (RFP) from potential suppliers or vendors
 - Evaluation of quotes or proposals
 - Selection of the supplier or vendor
 - Submit for approval authority from service manager or service provider
 - Receipt of goods or services
 - Invoice processing and payment
- Approval Authority
 - All purchase requests that are within the approved budget must be approved by the **Nominated Supervisor** before proceeding with any procurement process.
 - Any purchases request for items that exceeds the approved budget must be approved by the **Approved service provider**.
- Where possible, competitive bidding should be used to select suppliers or vendors. This process will help to ensure that the purchases are made at the most competitive prices and that the suppliers or vendors selected are the most suitable for the purchase.
- The selection of suppliers or vendors must be based on objective criteria, such as price, quality, availability, and reputation. KGOSHC will only select suppliers or vendors that meet its requirements and standards.
- All purchase orders, invoices, and other related documents must be retained and filed. This record keeping will help to ensure that all purchases made by KGOSHC can be properly tracked and audited.

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Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



- All purchases made by KGOSHC must comply with all applicable laws and regulations, including those related to procurement, tax, and accounting. Any breach of compliance may result in disciplinary action and legal consequences.
- KGOSHC will only do business with suppliers or vendors that conduct their business in an ethical and responsible manner. KGOSHC will not tolerate any form of corruption, bribery, or unethical conduct in the procurement process.
- This purchasing policy will be reviewed in line with any service fee review and revised as needed to ensure that it remains relevant and effective. Any changes to this policy must be approved by the service provider.

This policy is intended to guide the purchasing activities of KGOSHC, and all staff members involved in the procurement process must adhere to it. Any questions or concerns about this policy should be directed to the service provider

Annual Budget

1. A service budget will be prepared by the Approved Provider, this will provide guidance on spending and additional resourcing for the service.
2. The budget will reflect the provision of quality care and include at least the following items:
 - a. Staffing arrangements (remuneration and associated costs for qualified and adequate staff)
 - b. Facilities and asset maintenance/replacement
 - c. Program, medical and safety equipment (or replacement)
 - d. Professional development needs
 - e. Costs of care (food, consumables etc.)
3. The Approved Provider and Nominated Supervisor may seek external expertise to inform budgets using relevant industry standards.
4. Anything within the budget is within the service managers delegation and the replacement of items the service already has does not require approval and can be purchased by the service manager.

The service's approved budget will form the standard purchasing delegation for the Nominated Supervisor to purchase or procure items using the following guide to approval.

The Approved Provider will ensure that the purchasing policy does not negatively impact on the efficient operations of the service and that all purchase requests are followed up in a timely manner.

All purchasing will require an appropriate receipt to be retained. These financial documents will be stored and collated for bookkeeping and reporting purposes.

Relevant Laws and Provisions

- *Australian Government Childcare Provider Handbook*
- *National Quality Standard, Quality Area 7 – Governance and leadership.*

Policy Controls

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07 3553 7419 | kgoshc@gmail.com



10.3 Setting, Reviewing and Managing Fees

Policy Statement

The service aims to provide a quality service to families at a reasonable cost. The Approved Provider will set fees based on the annual budget required for the provision of a quality Outside School Hours Care service in keeping with the service’s philosophy statement, program goals, and these policies and procedures. Childcare Subsidy is available to all families who meet eligibility guidelines (including residency, activity, and immunisation).

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 2011* 168 (2)(n) and 172(2).

Related Policies

- [3.4 Excursions](#)
- [9.2 Enrolment and Orientation](#)
- [9.4 Bookings and Cancellations](#)

Roles and Responsibilities

Approved Provider	• Undertake an annual review of fees charged based on annual budget required for the provision of quality OSHC. • Comply with Child Care Subsidy requirements including the management being fit and proper people. • Ensure systems to manage fees (including third-party software) and record keeping practices reflect the requirement of the Child Care Provider Handbook.
Nominated Supervisor	• Respond to concerns or issues raised by parents/account holders. • Ensure practices reflect the requirements outlined in the Child Care Provider Handbook. • Communicate accrued debts and payment issues to the Approved Provider.
Administrator	• Undertake the issuing of statement and collection of fees as directed by the Approved Provider and procedures below. • Submit session report and enrolment information to Department of Human Services. • Collect payments from parents/account holders and issue receipts. • Monitor account debts and liaise with parents/account holders.



Procedures

The current fees for the Service are:

Session	Time	Cost
Before School Care (Permanent) (Includes breakfast)	6:30am – 9:00am	\$22.90 per session (full fees – not including Childcare Subsidy)
Before School Care (Casual) (Includes breakfast)	6:30am – 9:00am	\$25.00 per session (full fees – not including Childcare Subsidy)
After School Care (Permanent) (Includes afternoon tea)	3:00pm to 6:00pm	\$28.10 per session (full fees – not including Childcare Subsidy)
After School Care (Casual) (Includes afternoon tea)	3:00pm to 6:00pm	\$30.20 per session (full fees – not including Childcare Subsidy)
Vacation Care (Includes breakfast, morning tea, lunch, and afternoon tea)	6:30am to 6:00pm <i>Daily rate for days where no incursions or excursions are planned.</i>	Daily Rate \$67.80 per day (full fees – not including Childcare Subsidy)
Vacation Care Incursion Levy	<i>Daily rate for days where an incursion is planned.</i>	Full fees – not including Childcare Subsidy. To be charged when incursions are organised at OSHC this includes the daily rate and the incursion fee as listed on the program
Vacation Care Excursion Levy	<i>Daily rate for days where an excursion is planned.</i>	Full fees – not including Childcare Subsidy. To be charged when excursions are organised at OSHC this includes the daily rate and the excursion fee as listed on the program

Fee information is displayed in a prominent location near the entrance of the OSHC building.

Fees are reviewed annually by the Approved Provider in consultation with the Nominated Supervisor. Typically, fee adjustments will occur at the start of each school year. Fee increases are based on of the provision of quality Outside School Hours Care, reflecting the costs associated with meeting the service’s philosophy, goals of the program and within the framework of the Service’s policy and procedures. Communication of fee changes occur at least **14 days** before making changes to the rate of fees. Notification occurs via email, signage near entrance and the newsletter.

Cancellation Fees

- All fees associated with term time bookings, should the child not attend care due to any reason (including illness), shall be required to be paid in full if the service is not notified more than seven (7) days prior to the day of care. CCS will apply in accordance with allowable and approved absence provisions.

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- All fees associated with bookings for vacation care, should the child not attend care due to any reason (including illness), shall be required to be paid in full if the service is not notified by giving fourteen (14) days' notice prior to the day of care. CCS will apply in accordance with allowable and approved absence provisions.

In recognition of the diverse and sometimes complex needs of families, the Service Manager holds the discretionary authority to waive fees, either partially or in full, on a one-off basis in response to extenuating circumstances.

Each request will be assessed on a case-by-case basis, taking into account the individual family situation and the impact on service operations. The decision to waive fees will be guided by professional judgment and a commitment to equitable and compassionate support for families.

Considerations may include, but are not limited to:

- Staffing availability and required staff-to-child ratios
- Budget and financial sustainability of the service
- The nature and extent of the impact on the child or family
- Any associated costs the service may incur, such as incursion or excursion expenses
- Documentation requested by the Nominated supervisor to support the circumstances

Vacation Care Fees

Incursion fees are compulsory according to days booked and fees will be calculated following a cost analysis for each event. Excursion fees are charged to those who book their child in to the excursion roll.

Issuing of Statements and Payment of Fees

- Statements are available in real time via the Xplor Home App for the primary contact. This will indicate the amount to be deducted from accounts. Parents can also request a copy via email from the service.
- Account holders are required to keep their account two weeks in advance.
- Payments are made using Debit Success (direct debit). Parents who fail to keep their direct debit up to date will potentially have their bookings suspended for a period of time until the account is paid.
- Fees are paid using the direct debit system. Should account payments fail or fall into arrears or for any reason an unscheduled payment needs to occur, Families may pay via the pay now function on their Xplor home app.

Childcare Subsidy

The appropriate personnel will keep parents informed about the availability of Childcare Subsidy (CCS) by:

- Advising all parents of their option to apply for Childcare Subsidy with Centrelink through information provided in the family handbook; and
- Making information available for parents in newsletters, on websites, through Facebook page and by email.

To be eligible for reduced fees families are required to provide all personal information as requested on the enrolment form. Full fees will be payable without the subsidy until the service receives current and correct information from the family such as CRN's, DOB's and that information has been acknowledged by Centrelink. Families should lodge their claim for Childcare Subsidy prior to enrolling their child. Subsidy claims can only be backdated 28 days before the claims were made.

Credit for fees already paid will be made in accordance with the Australian Government's Childcare Provider Handbook.

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All CCS records will be kept for 7 years from the last entry on the record in accordance with the Australian Government's Childcare Provider Handbook (see [Policy 10.4](#)).

Late Collection Fees

The service closing time is 6.00pm, all children must be collected by 6:00pm. Parents who collect their children after this time will incur a late fee:

- \$20 per child (from 6:00pm to 6:15pm)
- + \$1 per minute per family (after 6:15pm)

If a pattern of lateness occurs, further additional charges will be added to families' account per term

- First offence – usual late fees apply (first reminder email from management)
- Second offence – usual late fees apply and additional \$25 per child added (second reminder email from management)
- Third offence – usual late fees apply and an additional \$50 per child is added (Formal letter from Nominated Supervisor)
- Fourth offence – care suspended for two (2) days (Formal letter from Nominated Supervisor)
- Ongoing occurrences and the Nominated Supervisor will advise the P&C and your enrolment may be cancelled

As the service runs a vacation care and student free day programs, these periods will be accounted towards the term it followed. The start of a new term is aligned with the first day of the school term.

Sign in / out

Failure to sign your child/ren in / out of the service, will result in a follow up call from the Nominated Supervisor or delegate to confirm the safety and whereabouts of your child. This will incur a \$10.00 non-notification fee per family. If a pattern of non – sign out occurs, you will be contacted by the Nominated Supervisor, and you may have your enrolment suspended or cancelled.

Non-notification Fees

Failure to notify the service of your child/ren's absence prior to 2:00pm may incur a \$15.00 non-notification fee per family. If a pattern of non – notification occurs, you will be contacted by the Nominated Supervisor, and you may have your enrolment cancelled.

Recovery of Overdue Fees (Debt Recovery)

Parents experiencing hardship are encouraged to discuss their individual circumstances with the Service's administration to explore possible options to pay family accounts. Steps should be taken prior to an account being in arrears.

Communication and Collaboration

Families experiencing hardship are encouraged to discuss their individual circumstances with the Service administration prior to accounts falling into arrears. The Service will work respectfully and consultatively with families to find reasonable solutions to fee concerns.

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We understand that unforeseen circumstances can impact a family’s ability to meet payment obligations. Where families collaborate with the Service, flexible options may be considered, where practicable, to resolve fee issues.

Identifying Debt Accrual

Every Wednesday the centre administration will review accounts, any accounts that have had direct debits not process due to lack of funds or other errors will be contacted. The automatic direct debit system auto-charges on a Thursday about mid-day.

Debt Management

Stage 1 – Initial Contact	• When an account is identified as overdue, the account holder will be contacted via Xplor to raise awareness of the failed direct debit. • If circumstances prevent payment, the Account Manager may arrange a payment plan to support the family. • All payment plans must contribute to reducing the accrued debt (i.e., the repayment amount must exceed the weekly booking fees). • Agreements are confirmed via email and retained by the Account Manager.
Stage 2 – First Escalation	• Escalation to Stage 2 will occur if: ◦ The account holder has not contacted the Service within 5 business days (by the following Wednesday); or ◦ The overdue amount remains unpaid following the automated direct debit; or ◦ A previously agreed payment plan has not been followed. • Actions: ◦ A payment reminder is sent before the next scheduled direct debit. ◦ If appropriate, the Account Manager may again offer a payment plan. ◦ All agreements must continue to meet the criteria outlined in Stage 1. ◦ A summary of contact and actions is recorded and retained.
Stage 3 – Formal Warning	• Escalation to Stage 3 will occur if: ◦ No contact has been made by the account holder; or ◦ The overdue amount remains unpaid; or ◦ A payment plan has not been adhered to. • Actions: ◦ A final reminder is sent via Xplor requesting funds be available for the upcoming direct debit. ◦ The email advises that continued non-payment may result in the suspension of all associated bookings. ◦ The Account Manager prepares a report for the Nominated Supervisor, outlining the outstanding debt, communication attempts, and payment plan history.
Stage 4 – Booking Suspension	• Escalation to Stage 4 will occur if: ◦ No payment has been made following Stage 3 communication; or ◦ No contact has been made; or ◦ A payment plan has again been breached. • Actions: ◦ All bookings associated with the account are suspended. ◦ The Nominated Supervisor initiates Stage 5 processes. ◦ The P&C Director and Approved Provider are notified of the suspension.



	Where genuine effort has been shown by the account holder, the Nominated Supervisor may, at their discretion, negotiate a revised payment plan. Continued breaches will trigger progression to Stage 5.
Stage 5 – Letter of Demand	- Where no payment has been made following suspension of bookings: - The Nominated Supervisor sends a formal Letter of Demand to the account holder. - The letter advises that: - Full payment must be received within 14 days to avoid formal debt recovery action. - The cost of recovery processes will be passed on to the account holder. - Bookings may be reinstated once full payment is received. - Ongoing debt concerns will result in a return to Stage 4 and may lead to permanent cancellation of enrolment. - If the full debt remains unpaid after this process, the account may be referred to a collection agency, and the family may be permanently excluded from holding an account with the Service.

Payment Plans

Kelvin Grove State College OSHC allows payment plans to be used as a tool to support families paying down overdue fees.

Payment plans should not unnecessarily expose the person to further debit. As per ACCC/ASIC guide- Debt collection guideline for collectors and creditors, it is unreasonable when considering payment plans for the Service to put families in a position of:

- having to access super early,
- borrow from family or friends to pay out the debt, or
- get further into debt to pay out an existing debt.

Payment plans should support families to clear outstanding balances within a reasonable timeframe. For the purposes of this policy, a *reasonable timeframe* is defined as repayment in full by the end of the current school term. In circumstances where additional flexibility is required, the Nominated Supervisor may, at their discretion, approve a payment plan that extends until the end of the calendar year—provided there is consistent effort and communication from the account holder.

The Nominated Supervisor is responsible for determining and preventing unreasonable debt accrual. Families with an outstanding balance who are on a payment plan may be restricted from enrolling in Vacation Care excursion days until their account has been settled in full. This approach helps ensure that debts remain manageable, does not place families at risk of financial distress, and allows the Service to operate sustainably while continuing to support all families equitably.

Cancellations and Refunds

Cancellations of bookings will be made in accordance with the Bookings and Cancellations Policy (see [Policy 9.4](#)) and will incur any relevant fees and charges according to such policy.

If a family has permanently cancelled care and their account is in credit, they must provide written instructions to the service indicating:

- A refund is required and have provide account details for transfer, or
- A donation of credit balance to the service

An administrative fee of \$10.00 will be charged to family accounts when processing a refund payment.

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Direct Debit Fee's

The service engages with a 3rd party company to be able to manage its direct debit service with the intent to keep administration processes streamlined and ensure that the organisation remains sustainable by avoiding bad debts. This company has its own fees associated that are passed on to parents.

These are, but not limited to:

- Transaction fee's
- Administration fee's
- Dishonour fee's

These fees are subject to change based on the 3rd party organisation's discretion. KG OSHC has no say in these fee's and their management. The exact fee's associated should be available in the enrolment process and on statements.

Changes to Collection of Fees

In the event the Service makes changes to the amount or the way in which fees are charged, the Service will communicate this change at least **14 days** before changes taking effect. Communication will occur via email, notices, and newsletter updates.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Department of Education and Training Childcare Provider Handbook*
- *National Quality Standard, Quality Area 6 – Collaborative partnerships with families and communities and 7 – Governance and leadership*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(n) and 172(2).*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	21/10/2024
Date implemented:	2/04/2025	Date families notified	19/03/2025
Version:	2.0 2024_2025	Date of review	10/01/2025



10.4 Information Handling (Privacy and Confidentiality)

Policy Statement

In providing education and care, the service collects, uses and stores personal and sensitive information relating to families, children, staff, and others. The service respects the privacy of all individuals and only obtains information which it needs to protect and care for children and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

The service respects and supports the principles of privacy and confidentiality and complies with the Australian Privacy Principles in relation to information gathered and stored by the service. The Approved Provider recognises their duty to ensure information collected by the service is not shared beyond the legislated provision, including:

- to the extent necessary for the medical treatment of a child.
- with the parent of the child.
- with the Regulatory Authority or an authorised officer.
- where authorised or permitted by law; or
- with written consent with the person providing the information.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations* 158, 160-162 & 168 (2)(l), 181 & 183.

Related Policies

- [2.4 Arrivals and Departures of Children](#)
- [2.6 Supporting Complex Behaviours](#)
- [2.7 Handling Disclosures and Reporting Suspicions of Harm \(Mandatory Reporting\)](#)
- [2.8 Supporting Additional Needs with Inclusive Practices](#)
- [9.4 Bookings and Cancellations](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.2 Sharing the Program and Children's Progress with Families](#)
- [3.4 Excursions](#)
- [4.1 Infectious Diseases – Prevention and Response](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [4.6 Medication Administration](#)
- [4.5 Children with Medication Conditions](#)
- [9.8 Childhood Immunisation](#)
- [6.3 Workplace Health and Safety](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.1 Recruitment and Employment of Educators](#)
- [8.3 Volunteers](#)
- [8.7 Employee Qualifications – Monitoring Progress](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)

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- [8.2 Working with Children Check \(Blue Card\) Management](#)
- [9.2 Enrolment and Orientation](#)
- [9.6 Feedback and Complaints Handling](#)
- [9.7 Acceptance and Refusal of Authorisations](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.1.2 Approval Requirements](#)
- [10.3 Setting, Reviewing and Managing Fees](#)
- [8.8 Nominated Supervisor](#)
- [8.9 Determining the Responsible Person](#)
- [10.15 Managing Notifications](#)

Roles and Responsibilities

Approved Provider	• Provide storage systems that ensure records are not accessible or visible by unauthorised persons. • Ensure adequate controls are established and discharging responsibilities for maintaining security of these storage systems. • Ensure staff are instructed on their role and responsibility in maintaining confidential and private information. • Ensure there are suitable facilities and practices maintained by the service to uphold the commitment of privacy and confidentiality. • Delegate the Nominated Supervisor to manage the retention schedule and collating of documents for archiving.
Nominated Supervisor	• Monitor, maintain and store all required records securely and for the appropriated timeframes in accordance with regulatory requirements • Manage and maintain records for Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS). • Ensure documentation is kept in a manner that upholds the privacy and confidentiality of children and families. • Ensure accurate and confidential processing of children's attendance records and information • Ensure any photographs of children are used appropriately, and respectful of family's requests for their child's photograph not to be taken or used. • Obtain signed consent and authority prior to publishing photos or children's work, including the use of photos by a student on a placement • Maintain records to assist in the delivery of quality care and education. • Support the Approved Provider's obligation to maintain compliance with regulations. • Approve the copying or removal of any records or files. Any removed records or files must be returned within 48 hours, logged into the Retention of Records Register and destroyed or replaced in the file

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	• Maintain and store documentation in a manner that keeps records safe • Develop procedures to assist staff and educators to understand their obligations with regards to record-keeping, management, and secure storage of records
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Procedures

The service aims to manage personal and sensitive information in an open and transparent way, with clear guidelines relating to how it is collected, stored and shared. All employees of the Service will acknowledge that everyone has the right to ensure their personal information is accurate and secure and will only be used or disclosed to achieve the outcomes it was initially collected for.

The Service will exercise care when needing to discuss personal matters with families or support professionals and will ensure the information remains confidential and cannot be overheard by anyone who is not involved in the matter under discussion. Educators will respect the privacy of children, families, other educators and staff within the Service and refrain from sharing any information that should remain confidential.

The Service will take reasonable steps to protect personal information from misuse, interference and loss, unauthorised access, modification or unauthorised disclosure and will regularly review service practices to ensure compliance with required measures.

Collection of Information

Families are advised at enrolment and through the Family Handbook of the procedures for providing the Service with information it needs in order to deliver its service, including the responsibilities to protect and care for children, families and educators.

The Service will only collect and record information it needs including (but not limited to):

- Personal information for children and families including Centrelink Customer Reference Numbers, names, addresses and contact details for family members and authorised nominees, and children’s medical details; and
- Personal information on employees such as emergency contact details, qualifications, recognised training and places of previous employment.

The service is required to maintain the following records and information (see table below):

Record Type		Details	Storage Medium
Child & Family Records	Enrolment Records	• Personal information for children and families • Centrelink Customer Reference Numbers • Authorisations • Names, addresses, and contact details for family members and authorised nominees • Court orders/parenting plans • Children’s medical/additional needs details	Hardcopy and Electronic (softcopy)

	Health and Medication Records	• Medical condition details (history, diagnosis, support) • Risk management plans • Action/management plans (including treatment and medication) • Medical practitioner/s details • Immunisation status	Hardcopy and Electronic (softcopy)
	Incident, Injury, Trauma, and Illness	Details of: • Events including observations, treatment and/or response • Witnesses • Notification and communication	Hardcopy and Electronic (softcopy)
	Accounts	• Account statement, transactions, and fees paid/owed	Electronic (softcopy)
Attendance Records		• Days of attendance and absence • Persons signing in and out	Electronic - CCMS
Evaluations of the Educational Program		• Evidence of the development of the program (reflections, observations, learning stories, planning documents) • Evaluations of children's wellbeing, development, and learning (reflections, observations, photos and stories)	Hardcopy and Electronic (softcopy)
Staff and Volunteer Record	Employee Personal Details	• Personal information on employees such as emergency contact details, qualifications, recognised training, and places of previous employment • Blue card records • Rosters and timesheets • Detail of performance reviews and workplace matters • Details of income and payment information	Hardcopy and Electronic (softcopy)
	Volunteer	• Records of volunteers and students including personal details and days and hours participating	
	Nominated Supervisor	• Record of the nominated supervisor and any person in day-to-day charge of the education and care, including suitability information	
	Responsible Person	• A record of the name of the responsible person at each session the service operates	
	Educational Leader	• A record of the name of the person designated as the Educational Leader	
	Workplace Health & Safety	• Details of accidents, incidents, and complaints • Risk management assessments • Copies of notifications supplied to WHS	
Management Records	Records of the service's compliance with the Law	Records of any amendment, suspension, compliance notice or compliance direction, including: • Reasons • Dates of effect and/or end dates • Steps to be taken	Electronic (softcopy)



	Complaints and Feedback Records	Information may contain: • Details of grievances, allegations, communication • Identifying information about complainants • Investigation details • Recommendations and outcomes	Hardcopy and Electronic (softcopy)
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Permission and Consent

The service will obtain written consent for the use of information by the service in regard to its operation, programming, and compliance with the service’s Duty of Care to children, employees, and other persons (including those giving the information). This consent is contained within the terms of enrolment.

The service will seek permission to share relevant information as required by law. This is done through the enrolment and other related procedures as new information is received. Families should not unnecessarily refuse relevant and appropriate information to be shared which will improve the service’s capacity to meet children’s individual needs in the education and care environment.

Relevant information will be shared amongst the educator team, as required, to support children’s health, safety, and wellbeing.

Documenting learning including Photos and Videos of Children and Young People

As part of the service program planning and documentation photos and videos of children may be taken to be viewed by educators, children and their parents/guardians as part of the service program. Through the Service enrolment process, parents/guardians give authorisation for their child’s photograph to be taken and stored by the service. Relevant programming documentation, photos and videos are stored securely and are accessible to educators when required for programming purposes.

If parents/guardians use cameras/videos at the Service, then parents/guardians will be requested to only record their child’s inclusion in group events and celebrations on the understanding that they will not publish any material on the Internet, including on their personal social media, as the Service has no control over these images once they are in the public domain.

All documentation, photos and/or videos taken for the purposes of the Service program will be kept for the regulatory required amount of time.

Record Collection Maintenance

The service aims to manage personal and sensitive information in an open and accountable manner, with clear guidelines relating to how it is collected and stored.

The Nominated Supervisor will ensure that the service’s records are reviewed and audited at least twice per year and otherwise immediately after receiving a request from a parent/guardian to update any detail in the child’s record. The service will ensure:

- Fair and open information collection practices.



- Processes and practices that ensure information collected about individuals and families is accurate, complete, and current; and
- Use and accessibility of personal information is monitored closely.

The service's electronic records will be backed up by the Nominated Supervisor on a regular basis. Any sensitive record will be stored securely on a password protected system.

Access and Requests for Information

Parents may request information from the Approved Provider with regard to their child/ren's participation and attendance at the service, with the exception of where there is a prohibition from a court order (or similar) preventing this access.

Parents are entitled access to:

- Enrolment records and child information/records (relating to their own children)
- Information about the educational program and menu
- Service policies and procedures
- Quality Improvement Plan
- Fees and statements
- Risk assessments

Family enrolment and other personal information can be accessed for the purposes of correcting information held by the service.

Requests for information can be directed to the Nominated Supervisor, Responsible Person and/or Approved Provider. Where there are concerns held to the right to information or breaching of confidentiality, all requests will be managed by the Approved Provider.

Information Security

- The service protects the rights of the individual's privacy by ensuring that the information collected is stored securely:
 - All relevant hard copy records will be stored in a locked filing cabinet
 - All electronic (softcopy) documents will be stored on a service owned or subscribed service only. All electronic devices/files are to be secured with suitable password protection
- The Approved Provider, the Nominated Supervisor or Responsible Person in Charge will have access to information that is sensitive and confidential in nature.
- All persons with responsibility for the security of confidential information will be expected to maintain a high degree of professionalism and conduct. Any breaches of confidential information will be treated seriously.
- Records held by the service are only to be accessed by persons who need them for the proper conduct of the service and to fulfil the service's Duty of Care and responsibilities to children and families.

Document Retention

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The service will maintain a document retention schedule (see 10.8.1), which will specify the records to be kept by the service and the length of time required by relevant provisions.

The Nominated Supervisor will report the details of the retention and disposal of documentation/records every year to the Approved Provider.

The Nominated Supervisor will prepare documentation for archiving each year. Archived documents will be clearly labelled with planned retention timelines. All archived documentation will be managed by the Approved Provider and stored securely.

The service recognised the current disposal freeze (Public Records Act 2002) applying to records of allegations, investigations or evidence of child sexual abuse and records containing possible corroborating evidence to support future allegations of child sexual abuse.

Sharing of Information in the Protection from Harm

The Approved Provider, Nominated Supervisor and educators are free from liability or breaching Privacy Principles when sharing confidential information, if they are acting honestly and if their actions in doing so are consistent with the purpose of information sharing under the *Child Protection Act 1999*.

Sharing of Information with appropriate stakeholders

The service recognises and prioritises the holistic care and wellbeing of children. With parent/guardian consent obtained through the enrolment, the service may share relevant information with key staff at Kelvin Grove State College — including teachers, school leadership, and support personnel such as guidance officers — to support the child's wellbeing and safety.

Information is shared only when it is in the child's best interests, relevant to their care, support and/or wellbeing, and consistent with the service's Duty of Care and confidentiality obligations.

This collaboration promotes continuity of care and enables a consistent approach across education and care environments.

Confidentiality and Conduct

The Approved Provider, Nominated Supervisor and employees of the service are bound by the code of conduct in the sharing of information and maintaining confidentiality. Breaches of the code will be treated seriously as outlined by the relevant disciplinary policy.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Department of Education and Training Childcare Provider Handbook*
- *Public Records Act 2002 (Qld)*
- *Privacy Act, 1988 and Regulations 2013*
- *Privacy Amendment (Notifiable Data Breaches) Act 2017*
- *Child Protection Act 1999*

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- National Quality Standard, Quality Area 2 – Children’s health and safety

E&CS Legislative Compliance

- Education and Care Services National Regulations 158, 160-162 &168 (2)(l), 181 & 183.

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
Date implemented:	23/01/2024	Date families notified	9/01/2024
Version:	1.0 2023_2024	Date of review	10/01/2025



10.5 Insurance

Policy Statement

Kelvin Grove OSHC recognises and acknowledges the need for a responsible approach to identifying and managing risks and therefore, will ensure there is adequate insurance protection for the service. Employees, children, parents, volunteers, and management will be protected from the financial repercussion of public liability through the service’s purchasing of suitable insurance.

Kelvin Grove OSHC also recognises the responsibility to comply with insurance requirements outlined in the *Education and Care Services Law (Section 51) and Regulations (29 & 180)*.

Related Policies

- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.2 Budgeting, Procurement and Financial Planning](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.6 Risk Management](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Ensure suitable insurance coverage, in particular, Public Liability Insurance is maintained. • Provided evidence of currency to the Nominated Supervisor for recording. • Monitor and respond to assessments of coverage for insurance products for potential liabilities. • Liaise with the relevant insurer when submitting an insurance claim.
Nominated Supervisor	• Retain evidence of Public Liability coverage at the service’s premises. • Monitor and inform the Approved Provider of suspected vulnerabilities in insurance coverage. • Communicate potential insurance claim details to the Approved Provider in a timely manner.

Procedures

Public Liability Insurance

- To comply with *Education and Care Services National Law and Regulations*, the Approved Provider will maintain public liability insurance with a minimum cover of \$10 million.
- Evidence of the Certificate of Currency will be retained at the service premises, through a copy being provided to the Nominated Supervisor on each renewal.

Additional Insurance

- The Approved Provider will source and manage relevant insurance products.



- Appropriate cover will also be taken for building and contents and other personal accident insurances.
- The Approved Provider will request the Nominated Supervisor monitor and gather information as necessary to enable an informed assessment and decisions on the insurance needs of the service.
- Where relevant, the Nominated Supervisor will provide Approved Provider with relevant details of activities and excursions undertaken as to assess if additional insurance coverage is required. The Approved Provider will liaise with their insurance broker when determining added cover.

Work Cover

- The Approved Provider is responsible for ensuring that the service has adequate worker’s compensation insurance for all staff including volunteers.

Insurance Claims

- The Nominated Supervisor will report any potential instances of insurance claims to the Approved Provider in a timely manner.
- The Approved Provider will collate relevant information and communicate these details with their insurer.
- The Approved Provider (or any relevant delegate) will follow all directions of the insurer and in the case of material or significant claims, seek legal advice for the service where necessary.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Education (General Provisions) Act 2006*
- *Work Health and Safety Act 2011*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Law Section 51.*
- *Education and Care Services National Regulations 29 & 180.*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
Date implemented:	23/01/2024	Date families notified	9/01/2024
Version:	1.0 2023_2024	Date of review	10/01/2025



10.6 Risk Management

Policy Statement

The Approved Provider recognises the duty for all aspects of the service to have effective measures to manage the diversity of risks associated with operating the service. Kelvin Grove OSHC is committed to complying with all legal, regulatory, industry and policy requirements of risk management. To support the responsibilities of the service's personnel, Kelvin Grove OSHC will implement recognised standards and best practice principles in its approach to following a framework and process to manage service risks.

The Approved Provider will ensure risk management is considered holistically to provide protection and value for each stakeholder group. The purpose and outcomes of effective risk management for our stakeholder groups will include (but is not limited to):

- **Children and Families** – ensuring access to professional service delivery and services that meet their needs and are inclusive, and planning and actions prevent harm.
- **Community** – the service provided is inclusive and accessible, the service does not contribute to the creation or continuance of risk or hazard to the school environment, and resources are inappropriately distributed or wasted.
- **Employees (and Volunteers)** – are empowered and contribute to professional service delivery, are aware of their duties to contribute to wellbeing and safety of children, families, and colleagues.
- **Management and Governance** – There are implemented supports to drive the (operational and financial) sustainability, professionalism and compliance of the service delivered. There is confidence the risks of the service are clearly understood and are managed effectively by all personnel. Decision-making in the organisation is supported by a risk-aware culture – identifying and responding to opportunities early. Learning from events is captured and both successes and failures result in changes to improve.

Kelvin Grove OSHC is guided by the AS/NZS ISO 31000:2009 11 Principles of Risk Management in our approach and design. Therefore, Kelvin Grove OSHC is committed to delivering the following:

1. **Creates and protects value** – Our risk management systems and processes contribute safety and protection for our children, families, staff, and community.
2. **Integral part of organisational processes** – Managing risks is factored into all parts of service decision-making and planned activities.
3. **Part of decision making** – Risks are managed through informed choices by decision-makers, with the assessment of relevant information driving the most appropriate action.
4. **Explicitly address uncertainty** - Through identifying our potential risks, we can implement controls to minimising the chance of loss or harm, while allowing opportunities to capture benefits and gains.
5. **Systematic, structured, and timely** - Processes of risk management are consistent across the service to ensure efficiency, consistency, and the reliability of outcomes.
6. **Based on the best available information** – We look to understand and consider all available relevant information and are aware that there may be limitations of that information and therefore our processes and plans reflect this.
7. **Tailored** – Our risks are assessed within their contexts, including the consideration of internal and external environmental factors.

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8. **Consider human and cultural factors** - Risk management activities take into consideration the influence people and the service's culture have on effectiveness and outcomes.
9. **Transparent and inclusive** – Our communication and consultation are key to identifying, analysing, and monitoring risks effectively.
10. **Dynamic, iterative, and responsive to change** – We are flexible and adaptable to our environment and emerging risks. Collectively we continue to identify new risks that present and respond to risks that no longer exist.
11. **Facilitate the continual improvement of organisations** - The maturity of our risk management culture is developed over time to demonstrate the ongoing and consistent performance of risk management practices.

Related Policies

- [3.4 Excursions](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [6.3 Workplace Health and Safety](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [8.8 Nominated Supervisor](#)
- [10.5 Insurance](#)

Roles and Responsibilities

Approved Provider	• Oversight and monitoring of the service's performance, especially the effectiveness of its control process. • Establish sound processes and expectation in planning, implementing, and monitoring risk assessment activities. • Provide oversight and authority for approval of all required risk assessment plans.
Nominated Supervisor	• Lead the day-to-day monitoring of risk management plans. • Lead the development and review of current risk management plans. • Ensure all developed plans meet the requirements of the service's obligation to statutory requirements. • Communicate issues and breaches with diligence to the Approved Provider.
All Persons	• Must take reasonable care of their own health and safety, take reasonable care for the health and safety of others, and cooperate with any decision made to reduce risks to uphold safety.

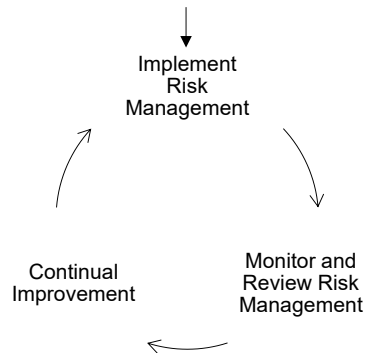
Procedures

Risk Management Framework

The service's risk management processes will be implemented through the risk management framework illustrated below:

Commitment to Quality and Effective Risk Management

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Risk Management Process

The development and management of risks throughout the service is a five-stage process to:

- Establish the context – what is the purpose and intention for the risk management plan
- Identify hazards – find out what could cause harm
- Assess risks – understand the nature of the harm that could be caused by the hazard, how serious the harm could be and the likelihood of it happening
- Control risks – implement the most effective control measure that is reasonably practicable in the circumstances
- Review control measures to ensure they are working as planned

The development of risk assessment activities and the management of work health and safety is an ongoing process.

Implementation and review of plans can be triggered when:

- 1) it is required by legislation
- 2) hazards or risks have been identified; or
- 3) there are changes that affect work activities that require management

Changes to work activities takes many forms, therefore implementing or reviewing workplace risk management should be considered when:

- changing work practices, procedures, or the work environment
- purchasing new equipment or using new substances
- new information about workplace risks becomes available
- responding to workplace incidents (even if they have caused no injury)
- responding to concerns raised by workers or others at the workplace
- required by the WHS regulations for specific hazards

Establishing the Context

The Approved Provider will, in conjunction with the Nominated Supervisor, take responsibility to develop, maintain and monitor a risk management program appropriate to the service, including a method of ensuring that the service takes appropriate steps to comply with:

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- The policies and procedures of the service.
- Working with children's requirements.
- Work health and safety practices.
- Equal opportunity employment.
- Adequate insurance.
- The service approval status applicable to the service (see [10.1.2 Approval Requirements](#)) and other relevant laws applicable to the Service.
- Maintenance of equipment and facilities.

Assessing Risk

Identification of Hazard

- A holistic assessment to identify and critically assess for all identifiable hazards will be expected.
- The Approved Provider and Nominated Supervisor will be supported through collaboration and risk assessment plans being reviewed by multiple stakeholders.
- Risk assessment plans will use a standardised document for explicit evaluation of hazards identified with any particular context (i.e., environmental risks vs excursions/activities)

Level of Risk

- Risk assessment plans will review the level of risk for any particular hazard against a standard matrix (level of risk is a combination of likelihood and consequence).
- The matrix will assist in identifying the priorities for controls (treatment) and the level of hierarchy to be implemented

Controlling Risks (treatment)

Hierarchy of risk control is a way of controlling risks that are ranked from the highest level (1) of protection and reliability to the lowest (6).

1. Eliminate - remove the hazard and associated risk
2. Substitute the hazard with something safer - replace hazard item
3. Isolate the hazard from people - physically separating the source of harm from people by distance or using barriers
4. Use engineering controls - uses a mechanical device or process to physically assist and reduce the chance of physical injury or fatigue
5. Use administrative controls - work methods or procedures that are designed to minimise exposure to a hazard
6. Use personal protective equipment (PPE) – face masks, gloves, aprons, and protective eyewear

Consultation (and Communication)

Consultation is a legal requirement and an essential part of managing health and safety risks. A safe workplace is more easily achieved when everyone involved in the work communicates with each other to identify hazards and risks, talks about any health and safety concerns, and works together to find solutions. This includes cooperation between the

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people who manage the work and those who carry out the work or who are affected by the work. By drawing on the knowledge and experience of everyone, more informed decisions can be made about how the work should be carried out safely.

Consultation involves giving others a reasonable opportunity to express their views and contribute to health and safety decisions. This may involve:

- providing a suitable time during work hours for consultation with workers
- allowing opinions about health and safety to be regularly discussed and considered during workplace meetings
- providing workers with different ways to provide feedback, for example using email

The Approved Provider and Nominated Supervisor must consider the views of staff and families before deciding. Consultation does not require consensus or agreement, but management must allow relevant people to contribute to any health and safety decisions made.

The Approved Provider, in conjunction with the service Nominated Supervisor, will develop and manage, through its regular meetings, an annual rolling program of reviews of all of the policies and procedures of the service, to ensure that they comply with relevant requirements.

Monitoring Obligations

The Nominated Supervisor (see [Policy 10.1](#)) is responsible to monitor changes in current laws and other regulatory requirements. To do this, the Nominated Supervisor will be proactive in maintaining up-to-date information through subscribing to appropriate information services and industry bodies and attending all relevant and appropriate forums about these issues.

The Nominated Supervisor informs educators of all such changes and requirements through the educator training program (See Policy [8.6 Educator Professional Development and Learning](#)), regular team meetings and/or relevant communication methods.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Australian Standard on Risk Management - AS/NZ ISO 31000:2009*
- *Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011*
- *Work Health and Safety Act 2011 and Regulations 2011*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
Date implemented:	23/01/2024	Date families notified	9/01/2024
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07 3553 7419 | kgoshc@gmail.com



10.7 Asset Management

Policy Statement

Kelvin Grove OSHC will maintain an assets register in order to have sound financial management, meet the requirements of auditing and insurance and for the benefit of future planning. The register will be maintained by the Nominated Supervisor and will itemise the non-consumable assets of the service. To support the accuracy of the register an inspection will be undertaken at least every six months.

Related Policies

- [6.1 Space and Facilities Requirements Requirements](#)
- [6.2 Resources and Equipment](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [10.2 Budgeting, Procurement and Financial Planning](#)
- [10.5 Insurance](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.6 Risk Management](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Authorise the disposal of significant asset write-off/disposal
Nominated Supervisor	• Maintain the service’s asset register – including review, updating and disposal changes.

Procedures

The Nominated Supervisor will maintain an accurate register of the significant (capital) belongings of the service. The register will include categories such as:

- Furniture
- ICT Equipment
- Outdoor/sporting Equipment
- Kitchen/cooking Equipment
- Child-related resources (other than consumables)

New Assets

Every fixed item purchased for the service (other than consumables) will be entered into the register immediately following the purchase. The details to be contained in the register in respect of purchases will include:

- Name or Description
- Asset code
- Date of purchase
- Item Type (Categorised)
- Purchase price

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- Supplier
- Warranty terms (if applicable)

Asset Review

- The register will be reviewed and updated every 6 months, in accordance with the financial year of audit.
- The date of review will be recorded in the asset register

Disposal of Items

- Items may be disposed of when they are damaged, aged, or unsuitable for their purpose.
- In the event that items need disposal, the Nominated Supervisor will reflect this outcome in the asset register and record the reasons for the disposal
- Any asset being disposed of with a value greater than \$500 will be included in either direct communication or formal reporting to the Approved Provider.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *National Quality Standard, Quality Areas3 – Physical environment; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(b), 175 (2)(d) &(e) and 85.*

Policy Controls			
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10.8 Intellectual Property and Copyright

Policy Statement

Kelvin Grove OSHC is committed to uphold it duties in the use of protected and/or copyrighted materials. The service will not use materials, resources, and documents it does not have the authority or permission to use.

For the interest of clarity for all parties, all materials, resources, and documents developed by employees or volunteers of Kelvin Grove OSHC will remain the intellectual property of the employer.

Kelvin Grove OSHC recognises that for the purposes of operating an OSHC service various written materials, resources and document need to be developed for compliance and service operations. These written materials include, but are not limited to:

- Policies and procedures manuals
- Handbooks
- Templates
- Registers
- Operational Documents and Forms

Related Policies

- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.4 Managing Other Legal Obligations and Requirements](#)
- [8.8 Nominated Supervisor](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.6 Risk Management](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Will endorse relevant materials for approval. • Monitor and maintain the integrity of the service’s intellectual property.
Nominated Supervisor	• Monitor the service’s compliance with copyright obligations to ensure compliance.
All Staff	• Ensure authority and/permission before using any material for the service. • Correctly reference and quote relevant materials, where required.

Procedures

Use of Materials

- The Approved Provider, Nominated Supervisor and all staff will ensure the service has relevant permission or authority to use materials, resources and documents before doing so.



- Copyright will be strictly observed with all photocopying and distributing of documents other than those owned by the service which may be copied freely for use of the service.
- Materials that have been purchased and provided copyright authority will be used specifically in accordance with the granted authority and permission for purpose.

Service’s Intellectual Property

- All written materials will be marked ‘draft’ until ratified or endorsed by the Approved Provider.
- Where employees are tasked to develop written materials specifically for the service, these materials will be dated and marked with the name of the service.
- If appropriate, the document will be further marked with the words ‘copyright’ or the relevant symbol. The document will also be labelled with the author of such document if considered appropriate (determined by the Approved Provider).
- Employees or other agents engaged by the service to produce written materials will observe intellectual property laws ensuring that all direct quotations and ideas are appropriately referenced and acknowledged.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Copyright Act 1968*
- *National Quality Standard, Quality Areas 4 - Staffing arrangements; and 7 – Governance and leadership.*

Policy Controls			
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10.9 social media and ITC Usage

Policy Statement

The service acknowledges the key role technology plays in the community and business, especially as a tool for communication. Therefore, the Approved Provider will support the effective and safe use of technology through suitable policies and procedures to ensure devices and tools are used appropriately and in the best interests of the children, families and employees who use the service.

Kelvin Grove OSHC recognises that their IT equipment is a critical resource in managing the privacy and confidentiality of business, family, and employee information. The service is committed to ensuring the management and use of equipment upholds the obligation and commitment to information handling. Likewise, the service understands that social media networking and other online communication platforms are an effective method for communicating with families who use the service. In doing so, Kelvin Grove OSHC is committed to ensuring and promoting safe and positive communications.

The established guidelines, policies, and procedures for:

- the administration of the OSHC social media pages/sites with the intention to ensure communication is respectful, ethical and is consistent with the purpose of community engagement principles
- the management of children's access to equipment and resources is appropriate and suitably supervised
- supporting the interaction and relationship of stakeholders and employees of the service to uphold safety and protection

Employees will be guided on expectation for the use of communication mediums (i.e., social media platforms) that could interfere with their employment and obligations and an employee. The service acknowledges that employees may access social networking sites (such as Facebook, Twitter, Instagram, etc.) to interact with friends, colleagues, and the community. This policy aims to establish guidelines on the access and usage of online social networking, with the aim upholding safety, protection and reputation for the service and its stakeholders.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.10 Children's Property and Belongings](#)
- [2.11 Promoting Protective Behaviours](#)
- [3.7 Children's Media Viewing](#)
- [2.13 Supervision of Children & Providing a Child-Safe Environment](#)
- [3.8 Statement of Intent for Children's Play](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.6 Physical Activity](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [6.2 Resources and Equipment](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.7 Acceptance and Refusal of Authorisations](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)

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- [10.6 Risk Management](#)
- [10.7 Asset Management](#)
- [10.8 Intellectual Property and Copyright](#)

Roles and Responsibilities

Approved Provider	• Provide guidance and expectations on the use of technology, devices, and social media etc. to support the safety and protection of children, families, employees and the business reputation.
Nominated Supervisor	• Respond and communicate instances of non-compliance. • Ensure the service's equipment and practices reflect the obligation of confidentiality and privacy owed to stakeholders.
All Staff	• Ensure children are provided with suitable supervision to support the expectations of the service social media and ICT policy.

Procedures

Devices, Technology and Programming

1. The use of electronic devices and technology will be included in the program as a valuable learning tool for children.
2. Potential resources include computer equipment, electronic games, internet access, tablets, and cameras.
3. Any internet usage by children will be effectively monitored and supervised by educators. Before any access is facilitated, children will be instructed on expectation and safe usage/access.
4. The service will ensure the games and media accessible to children are appropriate for children, using government classifications (G and PG-rated) as the guiding principle.
5. Parents will be instructed to ensure any devices or equipment brought from home is consistent with the service's expectations (especially rating requirements). Any items that are inappropriate will be stored in the office until the child is collected.

Employee social media and Communication

For the purposes of this policy 'social media' and online communication will refer to any online tool, functions or platform that allow people to communicate via the internet. This includes, but is not limited to, applications such as:

- Social networking sites (e.g., Facebook, Pinterest, LinkedIn, Instagram)
- Video and photo sharing (e.g., YouTube)
- Messaging platforms (Snapchat, Messenger)
- Blogging sites, forum, or discussion boards (e.g., Twitter, Reddit)
- Online gaming

Responsibilities

All employees have a duty to uphold the reputation of the service (see *Code of Conduct*). Communication and information sharing via social media/the internet have the potential to harm a stakeholder of the service or harm the service's reputation.

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Employees are to recognise their employment relationship extends beyond the hours of work; therefore, it is the responsibility of employees to ensure their conduct is consistent with the policies and guidelines of the service when using social media for personal use. Demonstrating professionalism and management of social boundaries is the responsibility of the employee. Interactions with employees and other stakeholders that harasses, threatens, jeopardises trust, or harms the reputation of the services will be treated seriously. Employees engaging in this conduct will be subject to disciplinary action, up to and including termination.

Guidelines

Employees are expected to display conduct consistent with the following guidelines to ensure safety and protection of others, themselves, and the service:

- There should not be any personal interaction with children of the service via social media, including being 'friends' or following accounts etc. If a child of the service attempts to interact with you online, **do not respond**. Review your privacy settings and notify the Nominated Supervisor or Approved Provider who will communicate the service's expectation with the family directly¹.
- Harmful, threatening, suggestive or harassing comments are not to be made about fellow employees or stakeholders. This will be viewed as cyberbullying (unlawful conduct) and will prompt disciplinary action.
- The service name cannot be mentioned in online posts or other online commentaries (either directly or implied).
- Privacy and confidentiality must be maintained at all times. Employees should not discuss or disclose work-related matters in any capacity.
- Photos of employees in work uniform are not to be placed online; and
- If anything is posted online by others which may harm the reputation of the service, its employees, or stakeholders, and you have the capacity to delete such information, the Approved Provider asks that you do so immediately.

Reporting Breaches

If any employees become aware of:

- conduct or communication that breaches this policy; or
- finds any online material that is potentially dangerous or damaging to the image or people of the service.

Then, the employee should immediately report this information to either the Nominated Supervisor or Approved Provider. This disclosure should not be shared with others.

Digital Devices

During Before and After School Care, no access to personal devices is permitted. This includes mobile phones, computers, and tablets. Wearable devices (e.g. smart watches) are permissible to be worn but notifications and access to phone calls and personal messages as well as games must be disabled at all times. The use of these devices is subject to appropriate use and OSHC staff reserve the right to remove the device and place it in the office should the device not be used appropriately. Children are requested to place their personal devices on the main desk until parents/guardians collect them from the service. During Vacation Care, personal devices are permitted at the Service, however usage is limited as part of the educational program. Wi-Fi and mobile data must be switched off and devices

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must not be used for communication measures. Photos are not to be taken on children’s personal devices while in the care of OSHC. Occasionally, television and movies are watched as part of the Service program. These are G or PG rated depending on the age group.

¹Employees who are also family members of children/service users may be excluded from this condition. Disclosure of the relationship with families and children of the service is **essential**. In these extenuating circumstances, the social media responsibilities will be managed on a case-by-case basis by the *Nominated Supervisor* or Approved Provider.

Relevant Laws and Provisions

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Working with Children (Risk Management and Screening) Act 2000
- National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 4 - Staffing arrangements; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.

Policy Controls			
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10.10 Conflict of Interest

Policy Statement

Kelvin Grove OSHC is committed to ensuring that business and operational decisions are not negatively impacted by either a perceived or actual conflicts of interest. The service expects all perceived or actual conflicts of interests will be declared and managed. The service recognises conflicts of interest may be pecuniary (relate to money) - actual or potential financial gain, or non-pecuniary without any financial element but may offer advantage for social benefit.

The management of conflicts of interest will be supported by the principles of probity transparency, and accountability. Procedures for managing conflicts of interest will be followed by all relevant decision-making stakeholder (the service’s governance, leaders, employees, and volunteers).

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.2 Budgeting, Procurement and Financial Planning](#)
- [10.3 Setting, Reviewing and Managing Fees](#)
- [8.8 Nominated Supervisor](#)
- [10.8 Intellectual Property and Copyright](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Ensure sound management of actual or perceived conflicts of interest. • Act ethically and transparently when managing instances of personal conflicts of interest.
Nominated Supervisor	• Ensure management plans and declarations are reported to the Approved Provider for approval. • Act ethically and transparently when managing instances of personal conflicts of interest. • Monitor employee compliance and report concerns to the Approved Provider.
All Staff	• Declare any instances of an actual or perceived conflict of interest. • Ensure compliance with agreements and plans to manage any instances of a conflict of interest.

Procedures

How does conflict of interest arise?

A conflict of interest occurs when the personal/private interests of a person come into conflict with their duty to act in the best interests of the organisation. Conflicts of interest are particularly relevant where the executive, employee or volunteer has a decision-making role.



Declaring Conflict of Interest

It is the responsibility of any persons (Approved Provider, employee, or volunteer) to make a relevant declaration of any actual or perceived conflict of interest as soon as this becomes known to the person.

- All employees and volunteers are expected to declare conflicts of interest to the Nominated Supervisor.
- The Nominated Supervisor will report the declarations and management plans to the Approved Provider.
- The Nominated Supervisor and Approved Provider members will declare any of their conflicts relevant to the operation and compliance with CCS.

Responding to a Conflict of Interest

Ideally, all conflicts of interest will be avoided.

Where this is not possible, conflicts of interest can be managed through one of the following strategies:

- **Restrict** – limit or remove the participation of decision making for a person with the conflict of interest.
- **Recruit** – source an independent person to oversee aspects of the relevant processes.
- **Remove** – absolve the responsibility of person/s with conflict of interest.
- **Relinquish** – surrender the private interest that gives rise to the conflict of interest.

A record of the declared conflict of interest and agreed management plans will be maintained. The Approved Provider must be satisfied with the efficacy of the proposed plans with expressed approval before progressing with any actions related to a conflict of interest. Where an Approved Provider member is a party of a conflict of interest, they will remove themselves from the approval of the conflict-of-interest management plans.

Non-Compliance

Failure to either declare or act consistently with agreed conflict of interest plans will be viewed seriously. Employees found to be engaged in conduct that has advantaged themselves or others through unethical or dishonest actions will result in disciplinary action up to and including termination.

Relevant Laws and Provisions

- *National Quality Standard, Quality Areas: 7 – Governance and leadership.*

Policy Controls			
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10.11 Policy Development, Review, and Implementation

Policy Statement

Kelvin Grove OSHC acknowledges the fundamental need for effective policy and procedures to guide and manage the service’s delivery and the duties of employees. The service’s policies should reflect the statutory obligation of the service and its employees. Therefore, policies should be developed through integrating a wide range of relevant information sources including legislation, guidelines, and operating handbooks.

The service’s policies and procedures will undergo regular review to support the effectiveness and coverage. The Approved Provider will maintain the authority to approve and endorse developed policy; however, the services employees will have an active role in the facilitating policy review and the drafting of new and amended policy. The service’s suite of policies will be reviewed at least every two years (2) preferably **annually** or where required.

The Approved Provider also recognises their duty to comply with *Education and Care Service National Regulations 168, 170-172* to ensure relevant policies are developed, accessible by employees and families. The service will ensure it upholds adequate notification to families where there are changes to policies.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [6.3 Workplace Health and Safety](#)
- [8.1 Recruitment and Employment of Educators](#)
- [8.13 Employee Underperformance, Misconduct and Disciplinary Actions](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.3 Interactions and Communication with Families](#)
- [9.6 Feedback and Complaints Handling](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.6 Risk Management](#)
- [8.9 Determining the Responsible Person](#)
- [10.14 Appropriate Governance](#)

Roles and Responsibilities

Approved Provider	• Develop and implement required policies for Regulation compliance. • Support ongoing development and review of service policies to drive quality education and care. • Review and endorsed (ratify) proposed policy suggestions. • Ensure access and compliance with policies, addressing concerns as they arise.
Nominated Supervisor	• Support the Approved Provider through identifying, drafting, and proposing amended changes to policies. • Maintain a record of amendments and changes to service’s policies.



	• Maintain accurate knowledge of service's requirements and advise the Approved Provider of any required policy developments. • Monitor and supervise the implementation and compliance of policies. • Ensure employees, families and other relevant stakeholders are provided with access and information to policies as required.
All Staff	• Contribute ideas, wishes and insights to the quality and coverage of policies. • Ensure policies and procedures are followed at all times.

Procedures

Policy and Procedure Quality Standards

- The service will develop policies and procedures which reflect the true nature of the service's operations.
- Where possible, specific roles will be identified to outline responsibilities and delegation.
- Translating legislative obligations will be reflected and explicitly stated.
- The service will ensure that generic policy documents, samples and templates adopted are reviewed and customised to meet the individual and unique circumstance of the service.
- All policies will include references to external documentation, resources, guidelines, and principles used to develop or guide the development of the policy.
- Version control will be used to manage policy development and communication records.
- Policy sourcing should also take into considerations other provisions such as copyright laws.

Policy Review

- Policies will be developed or amended either as needed or as a result of periodic review.
- The suite of policies will be reviewed by the Nominated Supervisor each year. The Nominated Supervisor can delegate out aspects of the review to suitably capable educators. The Nominated Supervisor will present a report of the review to the Approved Provider
- Any proposed amendments or policy development will be drafted and submitted to the Approved Provider for ratification/approval.

Policy Approval

- Policies and procedures may be drafted by
 - suitably capable employees
 - the Approved Provider; or
 - with prior approval, an appropriate third party
- Where substantial change is being proposed, the writer should consult with the Approved Provider to discuss a summary of the proposal. Additional consultation may be directed as part of policy development.
- The Approved Provider will review proposed policies and can either:
 - ratify
 - reject, or
 - request amendments
- All ratified policies will have the date and version recorded.



Policies Compliance

- Employees are expected to maintain compliance with service policies at all times.
- Employees will be provided with adequate induction to orientate their knowledge of the service’s procedures and expectations for performance and conduct.
- Policies will be made accessible, and where possible, will outline clear expectations and responsibilities to support employees in their duty.
- Where employee’s conduct for performance is not consistent with the service’s policies the employee will be managed by the procedures outlined in 8.19 *Underperformance, Misconduct and Disciplinary Actions*

Policy Accessibility

- The service’s full policy and procedure manual will be available at the service’s premises for employees, volunteers, and families to access when required.

Policy Notification and Communication

- The Approved Provider will ensure families are notified at least 14 days before any policy or procedure referred to in National Regulation 168 takes effect.
- Notification to families will include email messages and signage at the service.
- The date of notification will be recorded on the policy (where relevant)

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Working with Children (Risk Management and Screening) Act 2000*
- *National Quality Standard, Quality Areas: 4 - Staffing arrangements; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168, 170 -172*

Policy Controls			
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10.12 Service Closure

Policy Statement

Kelvin Grove OSHC acknowledges that there may be times when the service is required to close due to both planned and unforeseen circumstances. The service recognises that effective communication and management procedures must be established to meet family expectations, provider requirements and to uphold the safety and care for children.

The Approved Provider recognises the obligation to comply with *Family Assistance Law, Education and Care Service National Law Section 174* and *Education and Care Services National Regulation 175* in notifying the Regulatory Authority of service closures.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [6.3 Workplace Health and Safety](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.1.4 Managing Other Legal Obligations and Requirements](#)
- [10.14 Appropriate Governance](#)
- [10.15 Managing Notifications](#)

Roles and Responsibilities

Approved Provider	• Ensure the safety and protection of stakeholders accessing the service. • Ensure stakeholders (including government bodies) are suitably notified of any closures, disruptions due to emergency events, or another time the service cannot operate.
Nominated Supervisor	• Ensure the service is able to fulfil its duty to protect from harm. Where extreme and emergency events hinder the ability to care for children, ensure the safety and protection of children through sound management of service closure. • Deliver sound professional judgement and provide accurate information to the Approved Provider in consulting service closures. • Ensure communication with families and stakeholders adequately notifies of service closure and other relevant requirements.

Procedures

The service will operate as per the approved and advertised opening hours for each session of care where Childcare Subsidy is claimed unless there is an appropriate reason (i.e., emergency closure) and notification is given to:

- the Regulatory Authority (Queensland Government Department of Education - Early Childhood Education and Care)

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07 3553 7419 | kgoshc@gmail.com



- the Australian Government Department of Education

The service will not close early due to children being collected prior to the approved and advertised closing time unless prior approval has been granted by the Regulatory Authority (Department of Education - Early Childhood and Community Engagement) and the Australian Government Department of Education and Training.

Emergency Closure

Closure of the service may occur in the following instances:

- Extreme weather conditions
- Emergency situation, such as fire or other external threat
- Loss of power and/or water

Determination for closure will be made in consultation with the Approved Provider and/or emergency services personnel, if relevant.

Parent Communication

In the case of immediate closure of the service, the Nominated Supervisor will:

- Contact families to collect the children from the service
- Ensure the safety of all children and educators involved
- Notify the Regulatory Authority and Australian Government in accordance with Policy [10.15 Managing Notifications](#)

In the case of planned (or upcoming) closure, the Nominated Supervisor will:

- Communicate with families as soon as reasonably practicable.
- Provide information for the reason for closure; and where possible
- Provide anticipated timelines to the disruption.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Family Assistance Law*
- *Australian Government DET Child Care Provider Handbook*
- *National Quality Standard, Quality Areas: 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Law S174, Regulation 175*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
Date implemented:	23/01/2024	Date families notified	9/01/2024
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Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



10.13 Self-Assessment and Quality Improvement

Policy Statement

Kelvin Grove OSHC acknowledges and recognises that continuous improvement is an integral part of the National Quality Framework. Kelvin Grove OSHC will take a proactive approach to establish effective processes and systems for evaluating and reviewing current practices and identifying areas and opportunities for improvement. The service recognises self-assessment and continuous improvement is an ongoing process, building upon previous efforts and plans.

The Approved Provider expects the Nominated Supervisor and educators will actively work towards developing a culture of critical reflection, self-assessment, and continuous improvement in every aspect of service operations.

The Approved Provider will ensure the service's Quality Improvement Plan is developed, reflecting an assessment of the quality and area of improvement that has been identified. The Approved Provider will be supported by the Nominated Supervisor, educators and OSHC Committee members in developing and reviewing the document at least annually to maintain compliance with *Education and Care Services National Regulations 55 and 56*.

Related Policies

- [2.1 Interactions and Relationships with Children](#)
- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.5 Positive Behaviour Support Practices](#)
- [2.6 Supporting Complex Behaviours](#)
- [3.8 Statement of Intent for Children's Play](#)
- [3.1 Educational Program Development and Implementation](#)
- [3.2 Sharing the Program and Children's Progress with Families](#)
- [5.2 Food and Nutrition](#)
- [6.1 Space and Facilities Requirements Requirements](#)
- [6.2 Resources and Equipment](#)
- [6.3 Workplace Health and Safety](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.2 Educational Leader](#)
- [8.1 Recruitment and Employment of Educators](#)
- [8.6 Educator Professional Development and Learning](#)
- [9.3 Interactions and Communication with Families](#)
- [9.6 Feedback and Complaints Handling](#)
- [9.5 Community Communication and Participation](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.1.1 Managing Compliance with The National Quality Framework \(NQF\)](#)
- [10.2 Budgeting, Procurement and Financial Planning](#)
- [8.8 Nominated Supervisor](#)
- [10.11 Policy Development, Review, and Implementation](#)

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- [10.14 Appropriate Governance](#)
- [10.15 Managing Notifications](#)

Roles and Responsibilities

Approved Provider	• Ensure a QIP is developed and reviewed at least annually, and fulfils the requirements outlined in legislation.
Nominated Supervisor	• Support a culture of continuous improvement and high-quality expectation.
All Staff	• Provide copy of QIP as requested by the Regulatory Authority.

Procedures

Culture of Continuous Improvement

The Nominated Supervisor and educators will be empowered to identify and respond to opportunities for continuous improvement, which includes continuous monitoring of the quality of collective and individual educator practices.

As part of the service’s overall continuous improvement process, all standards and elements of the National Quality Standard will be reviewed on a regular basis in order to identify:

- Effectiveness of current practice in delivering quality outcomes for children, families, and educators.
- Improvements to current practices, procedures, and service routines; and
- Changes to be implemented as a result of review.

The Nominated Supervisor will be delegated to instruct and manage educators to improve any aspects of practice that has been identified. Where significant changes are required, the Nominated Supervisor will communicate intentions to the Approved Provider.

Quality Improvement Plan (QIP) Development and Review

All stakeholders (management, educators, families, and children) will be encouraged to be involved in the service’s continuous improvement process with ideas and suggestions for practice improvements welcomed.

The Approved Provider will ensure that a Quality Improvement Plan is prepared and maintained for the service that:

- Contains a statement of philosophy of the service
- Includes the assessment of the quality of practices of the service against the National Quality Standard and the National Regulations
- Identifies the areas requiring improvement, goals, and the steps to improve
- Maintains notes with dates of the progress being made

The Approved Provider will ensure that the service’s Quality Improvement Plan is reviewed and revised:

- At least annually, and/or
- Whenever directed by the Regulatory Authority

The Nominated Supervisor is responsible for ensuring all relevant improvement actions are documented in the service’s QIP. The Nominated Supervisor will provide reviewed versions of the QIP to the Approved Provider.



QIP Access

The Approved Provider will submit the service’s current Quality Improvement Plan to the Regulatory Authority on request.

The QIP will be accessible to educators, families and other relevant stakeholders for review and feedback.

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *‘My Time, Our Place’ Framework for School Age Care in Australia*
- *National Quality Standard, Quality Areas: 1 – Educational program and practice; 2 – Children’s health and safety; 3 – Physical environment; 4 - Staffing arrangements; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 55 &56.*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
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10.14 Appropriate Governance

Policy Statement

The Approved Provider is responsible to ensure that appropriate governance arrangements are in place to guide service decision making ensuring effective oversight for those with management and control of the service.

Governance (as defined by the Australian Institute of Company Directors) includes the management, rules, relationships, policies, systems, and processes whereby authority within an organization is exercised and maintained. Simply put, an organisation’s governance controls the manner in which its business is organised, managed, and operated. Governance defines who makes the decisions on what policies or processes are adopted, how risks are managed and how the organization remains financially viable.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Regulations 168 (2)(l)*

Related Policies

- [10.15 Managing Notifications](#)
- [10.16 Administration of Child Care Subsidy \(CCS\) and Additional Child Care Subside \(ACCS\)](#)

Roles and Responsibilities

Approved Provider	• Ensure relevant suitability and management capability checks are undertaken and reported. • Provide quality management practices to support and guide the service’s employees and leadership. • Ensure quality and risk management practices are sound to uphold the principles of protecting children from harm and risk to safety. • Fulfil reporting and notifying obligations.
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Procedures

The Approved Provider will ensure decision making is consistent with the organisation’s governance framework (conceptual structure and set of rules) as articulated in the company’s purpose and values.

The Approved Provider will ensure that decision making is informed by and consistent with the requirements articulated in the relevant laws and provisions, including (but not limited to):

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Family Assistance Law

The Approved Provider will ensure sound financial management is maintained to avoid risks associated with insolvency. The Approved Provider is committed to upholding ethical business practices and will cooperate with funding bodies to ensure compliance is maintained.

Professional Support

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07 3553 7419 | kgoshc@gmail.com



The Approved Provider will seek relevant opportunities to be supported in the management role, including maintaining membership with peak body and employer organisations.

Management Capability

The Approved Provider will be required to demonstrate ‘Management Capability’ as well as fitness and propriety. Management Capability includes (but is not limited to) the individuals’ qualifications, knowledge, skills, and experience in the areas of:

- Governance
- Human Resource Management
- Legislation and compliance
- Risk management and minimization
- Delivering quality programs and services

Refer also to Policy [10.16 Administration of Child Care Subsidy](#) and Policy [10.1 Managing Legal and Operational Compliance](#).

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Child Protection Act 1999*
- *National Quality Standard, Quality Area 7 – Governance and leadership*

E&CS Legislative Compliance

- *Education and Care Services National Regulations 168 (2)(l).*

Policy Controls			
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10.15 Managing Notifications

Policy Statement

The Approved Provider recognises its obligation to ensure sound reporting and information sharing is established and effective. The service will ensure notifications are made, as required, and to the relevant authority. The Approved Provider recognises as an approved Education and Care Service it must notify authorities within statutory guidelines to ensure compliance.

This policy and procedure developed by the service aims to identify specific obligations for staff and management to ensure proper internal and external reporting.

The Approved Provider also recognises their duty to comply with *Education and Care Services National Law Sections 39, 56, 59, 173 & 174* and *Education and Care Services National Regulations 12, 36, 37, 175, 176, & 168 (2)(b)(c)(d)(e)(o)*.

Related Policies

- [2.7 Handling Disclosures and Reporting Suspicions of Harm \(Mandatory Reporting\)](#)
- [4.3 Incident, Illness, Injury or Trauma](#)
- [6.3 Workplace Health and Safety](#)
- [7.2 Emergency Evacuation, Lockdown and Drills](#)
- [8.2 Educational Leader](#)
- [8.11 Workplace Bullying, Discrimination and Harassment](#)
- [9.3 Interactions and Communication with Families](#)
- [9.6 Feedback and Complaints Handling](#)
- [10.13 Self-Assessment and Quality Improvement](#)
- [10.1.2 Approval Requirements](#)
- [8.8 Nominated Supervisor](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.6 Risk Management](#)
- [8.9 Determining the Responsible Person](#)
- [10.16 Administration of Child Care Subsidy \(CCS\) and Additional Child Care Subsidy \(ACCS\)](#)

Roles and Responsibilities

Approved Provider	• Seek appropriate advice from the Regulatory Authority, when required. • Report all matters outlined in the regulations for notification to the Regulatory Authority. • Report other notifiable information to relevant bodies as required.
Nominated Supervisor	• Report relevant matters to the Approved Provider as relevant. • Seek support and advice from the Approved Provider for significant matters. • Communicate with parents routinely, ensuring significant matters are notified in a timely manner, and at a minimum within 24 hours. • Support staff to report and record information timely and accurately. • Ensure compliant storage of reports and information.



All Staff	- Record and report information necessary for notification to the Regulatory Authority. - Seek support from the Nominated Supervisor (or relevant other) where required.
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Procedures

1. All educators are to communicate any concern, incident or suspicions to the Nominated Supervisor or Responsible Person as soon as practicable.
2. Once an incident has been managed the Nominated Supervisor or Responsible Person has the role in ensuring reporting to the Approved Provider is completed within a lawful and reasonable timeline.
3. The Approved Provider will be the first contact. Where this is not achievable or suitable the Nominated Supervisor or Responsible person will accept the communication on behalf of the Approved Provider.
4. The Nominated Supervisor and Approved Provider will decide on a plan of action and tasks to be undertaken in order to adequately respond and meet reporting requirements.

Regulatory Authority Notifications

The *Education and Care Services National Law Act 2010 and Regulations 2011* sets out incidents and allegations that are notifiable to the Regulatory Authority while a child or children are being educated and cared for by the service. These are outlined in the following table:

Incidents and Complaints		
Serious incident - Death of a child		As soon as practicable, but within 24 hours
Serious incident	Any incident involving serious illness of a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital	Within 24 hours
	Any incident involving serious injury or trauma to a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner	
	Any emergency for which emergency services attended	
	A child is missing or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent	
	A child is mistakenly locked in or out of the premises or any part of the premises	
	Any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened	
Any incident that requires the approved provider to close, or reduce the number of children attending the service for a period		
The centre-based service is educating and caring for extra child/ren due to an emergency		
Any circumstance at the service that poses a risk to the health, safety or wellbeing of a child attending the service		
Any incident where the approved provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service		Within 7 days

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07 3553 7419 | kgoshc@gmail.com



Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service		
Change to information about Approved Provider		
Change to address or contact details of approved provider		Within 7 days
Any change relevant to approved provider’s fitness and propriety		
The appointment of receivers or liquidators to the approved provider or any matters that affect the financial viability and ongoing operation of the service		
Death of approved provider		
Notice of any appointment or removal of a person with management or control of service		Within 14 days
Notice of change in name of approved provider		
Change to information about education and care service		
Any change to the hours and days of operation of the service		Within 7 days
Any proposed change to the premises		
Ceasing to operate the education and care service		
A nominated supervisor is no longer employed at the service, is removed from the role, or withdraws consent to the nomination		
Adding nominated supervisor(s)		At least 7 days prior to commencement (or as soon as practicable but no more than 14 days after commencement)
Suspension or cancellation of a working with children card or teacher registration of a nominated supervisor, or disciplinary proceedings of a nominated supervisor under an education law		Within 14 days
Intention to transfer service approval		At least 42 days

The Approved Provider/Nominated Supervisor of the service, under the *Education and Care Services National Law Act 2010* will make notifications to the Regulatory Authority through the National Quality Agenda IT System (NQA IT System), or by contacting the office directly.

Department of Education and Training Notification (CCS)

The *Australian Government* require that Providers must notify the *Department Education and Training* of any of the following changes to their service(s), within the timeframe specified. Penalties may apply if providers fail to make required notifications.

Operators must notify about the following matters:

Matters to be notified	Timeframe
The number of anticipated vacancies (an ongoing OSHC full-session vacancy).	By 8.00 pm (AEST) each Friday.
The total hourly fee charged by the service including any change to the fee information.	Within 14 days
Any change to the operating hours.	
Ceasing to operate an approved childcare service.	At least 42 days

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Ceasing to operate to avoid being in breach of a law of the Commonwealth, a state, or a territory or due to circumstances beyond the provider's control (when 42 days' notice cannot be given).	Within 24 hours after ceasing to operate the service.
Change of physical or postal address of the provider or the service's premises.	No later than 30 days
Change to the name of the provider or the service.	Within 14 days
Change contact details (email, website, phone, fax) of the provider or service:	
Information about any new person with management or control of the provider (including any person who becomes responsible for the day-to-day operation of any of the provider's approved childcare services)	Within 7 days
Change of the name or contact details for a person with management or control of the provider (including any person who is responsible for the day-to-day operation of any of the provider's approved childcare services)	
The provider becomes aware, because of a background check undertaken for a specified person, that the person: - has a serious conviction or finding of guilt for any of the following offences under a law of Australia or of a foreign country - an indictable offence punishable by a maximum of two years imprisonment or 40 penalty units - an offence involving violence or a sexual offence - an offence involving fraud, stealing or dishonesty - is an undischarged bankrupt, or? - was a director or secretary of a corporation when the corporation went into administration, receivership, or liquidation, or at any time during the 12 months beforehand.	
An event or circumstance in relation to a person with management or control of the provider (including a person responsible for the day-to-day operation of any of the provider's approved childcare services) that reasonably indicates that the person is not likely to be a fit and proper person to be involved in the administration of Child Care Subsidy.	
A person stops having management or control of the provider (including when a person stops having day-to-day responsibility for the operation of any of the provider's approved childcare services).	
An educator obtains a childcare qualification from a registered training organisation	
A provider or a person with management or control of the provider obtains an interest, or is likely to obtain an interest, in a business which may affect their ability to comply with Family Assistance Law, where the approval may benefit the business or where a conflict of interest might reasonably be perceived to exist.	Within 24 hours
Change in the status of a working with children card (blue card) for anyone who is required to have such a card	
The provider enters into administration, receivership, liquidation or bankruptcy, and the details of this event.	



Unexpected closure of any of the provider’s approved childcare services due to unforeseen circumstances.	
A serious conviction or finding of guilt of a person with management or control of the provider (including a person who becomes responsible for the day-to-day operation of any of the provider’s approved childcare services),	

All of these notifications can be made through third-party software or the Provider Entry Point (PEP). Specific details, additional matters for notification and timeframes for notification can be accessed on the Department of Education and Training website.

Mandatory Reporting (Child Protection)

Where a staff member of the service has a reasonable suspicion, a child may need protection they are to follow the [2.7 Handling Disclosures and Reporting Suspicions of Harm \(Mandatory Reporting\)](#) policy and report the matter to Child Safety.

Work Health Safety

The *Work Health and Safety Act 2011* sets out what sort of incidents are notifiable to Work Health and Safety Queensland (WHSQ). An incident is notifiable if it arises out of the conduct of a business or undertaking and results in the death, serious injury or serious illness of a person or involves a dangerous incident. The business must keep a record of each notifiable incident for at least five (5) years from the date notified to WHSQ.

Reports and Records

All relevant reports and records will be stored in accordance with the procedures listed in [10.4 Information Handling \(Privacy and Confidentiality\)](#).

Relevant Laws and Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Privacy Act 1988 and Regulations 2013*
- *National Quality Standard, Quality Area 2 – Children’s health and safety; and 7 – Governance and leadership*

E&CS Legislative Compliance

- *Education and Care Services National Law Sections 39, 56, 59, 173 & 174*
- *Education and Care Services National Regulations 12, 36, 37, 168, 175 & 176*

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
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Kelvin Grove OSHC
Cnr L'Estrange Terrace and Tank Street (Gate 5)
07 3553 7419 | kgoshc@gmail.com



10.16 Administration of Childcare Subsidy and Additional Child Care Subsidy (ACCS)

Policy Statement

The service is committed to ensuring that Childcare Subsidy (CCS) and Additional Childcare Subsidy (ACCS) is administered effectively and in accordance with relevant legislation. The procedures outlined in this policy describe the steps taken to ensure compliance with the service's obligations as an approved childcare service for the purpose of administering ACCS.

Additional Childcare Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality childcare on a child's health, wellbeing and development, and the importance of continuity of care.

There are four different payments under Additional Childcare Subsidy:

1. Additional Childcare Subsidy (child wellbeing) — to help children who are at risk of serious abuse or neglect
2. Additional Childcare Subsidy (grandparent) — to help grandparents on income support who are the principal caregiver of their grandchildren
3. Additional Childcare Subsidy (temporary financial hardship) — to help families experiencing financial hardship
4. Additional Childcare Subsidy (transition to work) — to help low-income families transitioning from income support to work.

The service recognises that strategies must be in place to ensure the service complies with the requirements for the administration of Childcare Subsidy, including reporting and that the service has an obligation to design and implement procedures for the detection and prevention of fraud in relation to CCS payments.

Related Policies

- [2.4 Arrivals and Departures of Children](#)
- [9.4 Bookings and Cancellations](#)
- [9.8 Childhood Immunisation](#)
- [9.1 Access](#)
- [9.2 Enrolment and Orientation](#)
- [9.3 Interactions and Communication with Families](#)
- [9.7 Acceptance and Refusal of Authorisations](#)
- [10.1 Managing Legal and Operational Compliance](#)
- [10.2 Budgeting, Procurement and Financial Planning](#)
- [10.3 Setting, Reviewing and Managing Fees](#)
- [8.8 Nominated Supervisor](#)
- [10.4 Information Handling \(Privacy and Confidentiality\)](#)
- [10.12 Service Closures](#)
- [10.9 social media and ICT Usage](#)
- [10.15 Managing Notifications](#)

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Roles and Responsibilities

Approved Provider	• Ensure the service fulfils its duties for assessment of fit and proper persons. • Ensure only authorised persons has access to the service CCS administration software.
Nominated Supervisor and Responsible Persons	• Monitor the day-to-day compliance of the services IT systems to ensure only authorised persons are accessing CCS software. • Support families to access ACCS services as required. • Monitor and respond to 'at-risk' children to ensure access to ACCS (Child Wellbeing) as required.

Procedures

The service will implement the following procedures to comply with the administration requirements of childcare subsidy:

- Ensure that only ***authorised persons** within the service have access to the service's licensed software for the administration of CCS
- Ensure that all staff who require access to the system used to administer CCS meet the fit and proper requirements
- Ensure that all committee members of the 'Approved Provider' meet the **fit and proper** (see below) requirements
- Reconcile payments received with payments expected

The service will implement procedures to detect and minimize fraud, including:

- Ensuring all "Persons with Management or Control of the Provider" (e.g., the Board Members and Mangers), "Persons Responsible for the Day-to-Day Operation of the Service" (e.g., Nominated Supervisor, Responsible Person in Charge or Administrator of CCS) meet specified *fit and proper requirements
- Ensuring all service finances are handled in accordance with service policy, accounting manuals and best practice guidelines
- Ensuring there is no personal 'conflict of interest' of staff or the governing body in the management of CCS
- Ensuring staff are appropriately trained in CCS compliance and the use of service software

**Authorised person means a person who has been identified by the service in writing as having permission to access the service's CCS administration software and has been provided with a username and password to access the system. Access may include management of enrolments, bookings, absences, and cancellations. The Approved Provider will ensure 'Authorised' persons are appropriately trained and competent in the use of the software*

Fit and Proper Persons

A 'fit and proper person' is a person (who has met the requirements of Section 43 of the Child Care Subsidy Minister's Rules 2017) which requires a provider to undertake particular suitability checks for each Person with Management or Control of the Provider. These are:

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- An Australian National Police Criminal History Check dated no earlier than 6 months from the date the individual was linked to the organisation.
- A Working with Children Check (Blue Card) if the Person with Management or Control is required to hold such a check under their state or territory's regulatory law.
- National Personal Insolvency Index check performed using the Bankruptcy Register Search service provided by the Australian Financial Security Authority (AFSA) dated no earlier than 3 months from the date the individual was linked to the organisation.
- A Current and Historical personal name extract search of the records of the Australian Securities and Investments Commission (ASIC) dated no earlier than 6 months from the date the individual was linked to the organisation.
- Evidence that the person does not appear on the banned and disqualified register held by ASIC (in the form of a computer printout of the results of the search) dated no more than 3 months from the date the individual was linked to the organisation.

The service understands that evidence of these checks is required in a CCS application and, where personnel are added after CCS approval, the evidence must be made available to be shown to the department on request.

Additional Childcare Subsidy (ACCS)

The service will maintain access to a current copy of the Australian Government Childcare Provider Handbook to support in accessing relevant guidance on ACCS.

As Providers, the service is centrally involved in identifying children who require extra support through Additional Childcare Subsidy (child wellbeing). Providers are not involved in making applications for the other types of Additional Childcare Subsidy, although they may wish to help families whom they think may be eligible by encouraging them to contact Centrelink and apply for additional assistance. Providers will be advised of individuals using their service who are receiving these other payments.

An overview of these types of Additional Childcare Subsidy is available in the Australian Government Childcare Provider Handbook.

ACCS (Child Wellbeing)

Additional Childcare Subsidy (child wellbeing) provides additional childcare fee assistance to an individual (or provider) in respect of children at risk of serious abuse or neglect. It helps to address cost barriers families may experience, so that children can either enter or remain engaged with childcare.

For the purposes of Additional Childcare Subsidy (child wellbeing), a child is taken to be at risk of serious abuse or neglect if the child is at risk of experiencing harm, as a result of current or past circumstances or events that resulted in the child being subject to, or exposed to, any of the following:

- serious physical, emotional or psychological abuse
- sexual abuse
- domestic or family violence
- neglect

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07 3553 7419 | kgoshc@gmail.com



The Minister’s Rule sets out in detail the circumstances when a child is taken to be at risk of serious abuse or neglect for the purposes of Additional Childcare Subsidy (child wellbeing).

The definition of ‘at risk’ includes situations where the child is likely to experience those circumstances in the future (for example, the future risk is ‘real and apparent’). This allows families to be eligible for the subsidy at the appropriate earliest point and potentially before they are known to a child protection agency.

Any child who is identified as being at risk under state or territory child protection law will meet the definition of at risk and the individual (or provider) will, therefore, be eligible to receive the payment.

There are two ways for the service to access Additional Childcare Subsidy (child wellbeing):

- 1) Giving an Additional Childcare Subsidy (child wellbeing) certificate
- 2) Additional Childcare Subsidy (child wellbeing) determination

When accessing ACCS the Services will refer to the Australian Government Childcare Provider Handbook for up-to-date information and guidance.

Other Hardship

On a case-by-case basis, the Approved Provider may consider written requests for support from the Approved Provider when the hardship does not meet the threshold for ACCS, however, under Family Assistance Law the service is unable to waive the gap/parent’s co-contribution.

Relevant Laws and Provisions

- *A New Tax System (Family Assistance) Act 1999 (Cth)*
- Australian Government Childcare Provider Handbook
- *National Quality Standard, Quality Areas: 2 – Children’s health and safety; 5 - Relationships with children; 6 - Collaborative partnerships with families and communities; and 7 – Governance and leadership.*

Policy Controls			
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10.17 Promoting and Protecting Human Rights

Policy Statement

The Approved Provider, in providing an OSHC service on behalf of the state, recognises its duties are a *public entity* as defined within the *Human Rights Act (Qld) 2019*.

The Approved Provider is committed to protecting and promoting human rights; therefore, it will ensure the service's functions (the acts and decisions) are compatible with all human rights contained within the Act. In making decisions, the Approved Provider, its delegates, and employees are committed to giving proper consideration to human rights relating to these decisions. The Approved Provider, its delegates and employees will be familiar with the Act, including the human rights contained within it:

Human Rights (Human Rights Act 2019 s15-37)	
Civil and political rights	
• Recognition and equality before the law • Right to life • Protection from torture and cruel, inhuman, or degrading treatment • Freedom from forced work • Freedom of movement • Freedom of thought, conscience, religion, and belief • Freedom of expression • Peaceful assembly and freedom of association • Taking part in public life • Property rights • Privacy and reputation	• Protection of families and children • Cultural rights—generally • Cultural rights—Aboriginal peoples and Torres Strait Islander peoples • Right to liberty and security of person • Humane treatment when deprived of liberty • Fair hearing • Rights in criminal proceedings • Children in the criminal process • Right not to be tried or punished more than once • Retrospective criminal laws
Economic, social, and cultural rights	
• Right to education	• Right to health services

The service and the Approved Provider have developed and will implement fair complaints procedure to address any claim made regarding where the service is alleged to have limited a person's human right. The Association recognises where a complaint relates to unlawful human rights actions or decisions, it will be required to follow relevant Departmental policy and refer these complaints to the school's Principal for further investigation and management.

Related Policies

- [2.2 Commitment to the Health, Safety and Protection of Children](#)
- [2.1 Interactions and Relationships with Children](#)
- [8.12 Employee and Volunteer Grievance](#)
- [8.11 Workplace Bullying, Discrimination and Harassment](#)
- [8.4 Code of Conduct and Code of Interactions with Children and Young People](#)
- [9.3 Interactions and Communication with Families](#)



- [9.6 Feedback and Complaints Handling](#)
- [10.14 Appropriate Governance](#)

Procedures

Decision Making and Policy

The Approved Provider will consider the impact on the compatibility of an individual's human rights when developing policy and making a decision for the service, especially those with a direct and explicit connection to any human right.

The Approved Provider will reflect these considerations in the policy documents outlining, where relevant when specific human rights are being protected.

Employees, volunteers, and representatives will be expected to act consistent with policy and procedures of the service and make judgements that promote and protect an individual's human rights.

Where issues of human rights incompatibility are identified, the service will act promptly to rectify and respond to the matter.

Complaints

The service has established practices for fair complaints handling (see *9.5 Feedback and Complaints*). Where an individual believes the service has acted in a way that is incompatible with a person's human rights, the matter will be referred to the Principal for Departmental handling.

Any person (employee, volunteer, child, parent, community member, etc.) has the right to make a complaint if they believe any of their human rights have been infringed.

Where a complainant is not satisfied with the response from the Association or Department, they may be available to pursue the matter to the Queensland Human Rights Commission, via making a submission directly to the Commission.

The service will not prejudice any person's access to further proceedings and will at all times support an individual to access a just outcome.

Communication and Promotion

Information about the service's complaints process is displayed in a prominent location within the service. Additionally, further information is contained within the service's family handbook.

Relevant information will be supplied to families and stakeholders via notices, policy updates and appropriate resources.

The service's program will explore opportunities to promote children's awareness of their rights and the rights of others in innovative and child-focused methodologies.

Training and Orientation

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07 3553 7419 | kgoshc@gmail.com



Staff and volunteers will receive training and instruction on their obligation to promote and protect individual rights on commencement of engagement and routinely throughout their time with the service.

Relevant Laws and other Provisions

- Education and Care Services National Law Act and Regulations
- Human Rights Act (Qld) 2019
- Australian Government Department of Education Childcare Provider Handbook
- National Quality Standard, Quality Areas: 1 – Educational program and practice, 2 – Children’s health and safety, 3 – Physical environment, 4 - Staffing arrangements, 5 - Relationships with children 6 - Collaborative partnerships with families and communities, 7 – Governance and leadership

Policy Controls			
Endorsed by:	Approved Provider	Date Endorsed:	30/12/2023
Date implemented:	23/01/2024	Date families notified	9/01/2024
Version:	1.0 2023_2024	Date of review	10/01/2025



Appendix – Templates and Forms

[Self or Sibling Care Arrangement Written Permission Form](#)
[Behaviour Support Plan](#)
[Information Sheet for Mandatory Reporting by Education and Care Service Professionals](#)
[Incident, Injury, Illness, or Trauma Report](#)
[Bomb Threat Checklist](#)
[Evacuation Drill Evaluation](#)
[Educator Learning and Development Plan](#)
[Swimming Ability Form](#)
[Excursion Permission Form](#)
[Excursion Risk Management Plan](#)
[Excursion Checklist Template](#)
[Medical Risk Minimisation and Communication Plan](#)
[Medication Authority and Administration Form](#)
[Indoor Safety Checklist](#)
[Outdoor Safety Checklist](#)
[Evacuation Drill Evaluation](#)
[Nominated Supervisor Checklist, Delegation and Consent](#)
[Compliance History Statement for A Nominate Supervisor or Responsible Person](#)
[Prohibition Notice Declaration for Prospective Staff Members](#)
[ACECQA Nominated Supervisor Consent Form – NS01](#)
[Responsible Person Checklist, Delegation and Consent](#)
[Complaint Record](#)
[Behaviour Incident report](#)



Self or Sibling Care Arrangement Written Permission Form

Account Name			
Child/ren Names			
Applicable Dates/Days and Departure Time		Until	/ / or ☐ ongoing
Destination		Purpose	
Length of Journey		Mode of Transport	
Will the child(ren) be picked-up by sibling? If so, name and details.			
Agreed communication plan of departure and arrival			

OSHC Representative		Signature		Date	
Parent		Signature		Date	



Behaviour Support Plan

Details			
Child's Name	Child's name	Parent/s Name	Name of Parent/Carer(s)
Service Representative	Staff member name	Contact Details	Phone number/Email
Position	Role	Date of meeting	Date

Interests and Strengths
Identified interests and strengths of the child/YP

Background Information
Outline relevant information to understand behaviours of concern, any health assessments, diagnoses or relevant history

Functional Behavioural Analysis and Assessment		
<i>The process of uncovering why a person responds in a particular way is called a functional behaviour assessment (FBA). This helps the service and family understand what factors in the environment influence behaviour.</i>		
Behaviour 1	Behaviour of concern	Behaviour of Concern
	Description of behaviour <i>(Including frequency & duration)</i>	Behaviour Description
	Setting/Environment <i>(What makes it worse?)</i>	Setting and environmental factors
	Early warning signs/triggers	Warning signs and triggers
	Function of Behaviour	Behaviour Function
Behaviour 2	Behaviour of concern	Behaviour of Concern
	Description of behaviour <i>(Including frequency & duration)</i>	Behaviour Description
	Setting/Environment <i>(What makes it worse?)</i>	Setting and environmental factors
	Early warning signs/triggers	Warning signs and triggers



	Function of Behaviour	Behaviour Function
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Proactive Strategies	
<i>(Ideas to prevent behaviour from occurring)</i>	
Goal	Action
•	•
•	•
•	•

Response Strategies				
<i>(Ideas to support a child when we identify challenging behaviours)</i>				
	Trigger	Escalation	Outburst	Recovery
Possible Behaviours of Concern				
Educator Responses/Strategies	•	•	•	•

Training and Support Resources			
What	For Whom	When	Organised by
Details of support needs	Name	Date	Name
Details of support needs	Name	Date	Name
Details of support needs	Name	Date	Name

Agreement of Positive Behaviour Support Plan		
Name	Signature	Date
Name		Date
Name		Date
Name		Date
Name		Date

Information Sheet for Mandatory Reporting by Education and Care Service Professionals

Click on file (icon below) to open or accessible online via - <https://www.csyw.qld.gov.au/resources/dcsyw/child-family/protecting-children/info-sheet-1-mandatory-reporting.pdf>

Mandatory Reporting for ECEC Professionals



Responding to disclosures of abuse

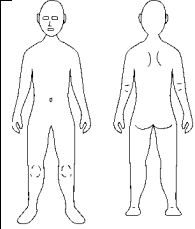


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Incident, Injury, Illness, or Trauma Report

To be completed as soon as practicable after the incident/injury/illness/trauma occurs.

Childs Name		Date of Birth	
Time of Event/ Symptom		Date	

Incident/Injury/Trauma - circumstances leading to the incident/injury/trauma:	
Details of any injury	
	
Name/s of witness	

Illness - circumstances surrounding the child being ill, including symptoms:

Action Taken - Details of action taken including first aid and/or administration of medications, and by whom:

Was Medical Advice Sought? Y/N – Details of advice and by whom

Treatment and Outcome Details

Initial Parent/Emergency Contact							
Name		Relationship		Contact Method		Time	
Name		Relationship		Contact Method		Time	
Name		Relationship		Contact Method		Time	
Name		Relationship		Contact Method		Time	

Person Completing the Report- should be the person responsible of the service at the time of the events					
Name		Signature			
Position		Date			
Witnesses					
Name		Signature		Date	
Name		Signature		Date	

Parental Acknowledgement of Notification			
Name			
Signature		Date	
Comments			

<i>Regulatory Authority Notification</i>
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Notified?	Y/N	Time		Date		Method	
Serious Incidents (E&CS Nat. Reg 12) require Parent and Regulatory Authority notification within 24 hours							

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Bomb Threat Checklist

DO NOT HANG UP — KEEP CALLER TALKING			
Call Details			
Date	/	/	Time : AM/PM
Exact Wording of Threat			
Prompts			
When is the bomb going to explode?			
Where exactly is the bomb?			
When did you put it there?			
What kind of bomb is it?			
What will make the bomb explode?			
Did you place the bomb?			
Why did you place the bomb?			
What is your name?			
Where are you?			
What is your address?			
Caller Description/Characteristics			
Voice	Accent; impediment; tone; speech; diction; manner		
Language	Polite; incoherent; irrational; taped; read out; abusive		
Noises/Environment	Voices; machinery; music; noises on the line		
Other	gender of caller; estimated age		
End of Call			
Reason Ended		Time	

Name		Signature		Date	
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Evacuation Drill Evaluation

Drill Details			
Date		Time	
Type of Emergency Responses	Evacuation	Lockdown	Other
Educators Participating			
Number of Children (Attach Role)			

Action	Yes/No	Comment
Educators		
Had all education provided with training or instructions in how to respond?		
Was the procedure clearly displayed?		
Did all educators understand their particular roles and duties?		
Were there any points of the drill that were unclear?		
Were any work health and safety issues noticeable during the drill, e.g., hazards?		
Were children adequately supervised and ratios maintained?		
Were directions given to children clear and accurate?		
Any improvements identified?		
Children		
Were all prepared with information in how to respond to the emergency drill?		
Did the children understand the reason for carrying out the drill?		
Did children understand the directions given by educators?		
Did children follow directions given by educators?		
Did children experience any difficulties?		
Were any children upset by the experience? If so, why?		
Feedback provided by the children after the drill?		
Evaluation		
Was the response timely?		
Did educators and children follow the procedures?		
Where all children and educators accounted for?		
Any issues that need improvement?		
Comments:		

Name		Signature		Date	
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Educator Learning and Development Plan

Name of Employee		Name of Role/Position	
Date of Supervision Meeting		Length of Employment	
Name of Supervisor/ Facilitator		Supervisor/ Facilitator Position	

Background and/or Evaluation of Previous Plan and Actions
Delete for initial L&D plan

Summary of Strengths, Skills, and Ability
- Outline what the employee/educator has identified through their self-assessment as a strength - Summarise feedback and examples of good practice or application of skill - Outline achievements or qualities that have contributed to performance and outcomes - Summarise the point of discussion in the performance collaboration and planning tool - Include any other relevant information

Summary of Areas of Development, Growth or Vulnerability
- Outline what the employee/educator has identified as a learning/developmental need (self-assessment tool) - Summarise feedback (where relevant) - Reflect on service needs, goals, and alignment - Focus on fulfilling unmet potential - Include any other relevant information

Learning and Development Actions		
Learning Topic or Outcome	Who, What? Where	Completion Date

Employee Comments

Development and Learning Plan Review Date	6 months (unless otherwise needed/appropriate)
Date for Interim Review	Approximately 3 months/ half-way

Employee Signature		Date	
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Nominated Supervisor Signature		Date	
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Learning and Development Plan Interim Review			
Name of Employee			
Date of Meeting			
Supervisor Name			
Interim Review			
• Summary and evaluations of actions completed (what has been done? Has it been effective?) • Have there been any significant changes? Is the plan still appropriate? • What is still pending?			
Variation(s) to Plan – Interim Action			
Describe any changes that need to occur or alternatives as the result of reflection on current plan			
Employee Signature		Date	
Nominated Supervisor Signature		Date	

Swimming Ability Form

Child's Name:		Age:	
Confidence around the water:			
Please check the appropriate space and provide comments if necessary: c Very confident c Somewhat confident c Not confident Comments:			
Swimming ability:			
c non-swimmer (cannot support themselves in water) c Novice (can support themselves in shallow water and are capable of moving short distances <5m) c Intermediate (can support themselves in deep water and can swim a length of the pool) c Advanced (can support themselves in deep water and can competently swim lengths of the pool)			
Please indicate any special needs or preferences that will enable the educators to support your child whilst participating in water/swimming activities:			
Signature			

Name of Parent/Guardian		Date	
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Excursion Permission Form

Excursion Details			
Excursion date:		Departure time:	
		Return time:	
Reason for the excursion:			
Excursion location, description, and address:			
Proposed activities to be undertaken:			
Method of transport:		Anticipated number of children attending:	
Anticipated number of educator (and other adults) to accompany and supervise children		Anticipated educator to child ratio:	

Child(ren)'s Details and Permission				
1	Child's Name		DOB	
2	Child's Name		DOB	
3	Child's Name		DOB	
4	Child's Name		DOB	
Comments or Additional Information:				
Please note: A risk assessment has been prepared for this excursion. It is available for viewing at the service.				
Permission				
I give permission for my child/ren to participate in the excursion/s as indicated above:				
Signature				
Name of Parent/Guardian		Date		
Contact Details				

Excursion Risk Management Plan

Excursion Details				
Date of Excursion	Select Date		Excursion Destination	
Departure and Arrival Times				
Proposed Activities			Water Hazards?	Choose an item.
Method of Transport				
Proposed route				
Responsible Person				
Contact Number				
Number of Children Attending		Number of Educators/Adults		Child to Educator Ratio
Do the risk posed by this excursion require an adult with specialist skills (e.g., lifeguard)?				

Excursion Checklist (Equipment to be taken)		
General Items		
Medical Equipment		

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Risk Assessment						
Hazard Identified	Risk Assessment (use matrix)	Control Measure	Location/ Activity	Person Responsible	Residual Risk (After Control Measure applied)	Rationale
	<i>Risk Level</i>	•			<i>Risk Level</i>	
	<i>Risk Level</i>	•			<i>Risk Level</i>	
	<i>Risk Level</i>	•			<i>Risk Level</i>	
	<i>Risk Level</i>	•			<i>Risk Level</i>	
	<i>Risk Level</i>	•			<i>Risk Level</i>	
	<i>Risk Level</i>	•			<i>Risk Level</i>	
	<i>Risk Level</i>	•			<i>Risk Level</i>	
	<i>Risk Level</i>	•			<i>Risk Level</i>	

Plan Prepared by:		Date:	Enter Date
Prepared in consultation with:	•		
Communicated to:	All attending educators		
Venue and/or additional safety information attached:	<i>Choose an item.</i> Comment, if needed:		

Monitor the effectiveness of controls and, if necessary, modify or review control measures to ensure identifiable harm is prevented.
 The risk assessment will be reviewed where any significant change occurs.

Consequence - Evaluate the consequences using the following guiding definitions.	
Insignificant	No injury
Minor	Injury or health issue requiring first aid
Moderate	Injury or health issue requiring medical attention
Major	Injury or health issue requiring hospital admission

Likelihood - Evaluate the likelihood of an incident occurring using the following guiding definitions.	
Rare	May occur somewhere, sometime (i.e., once in a lifetime)
Unlikely	May occur at some point over an extended period of time
Possible	May occur several times across over a period of time
Likely	May be anticipated multiple times over a period of time or may occur once every few repetitions of the activity or event
Almost	Prone to occur regularly or it is anticipated for each time the activity or

Risk Matrix						
		Consequence				
		Insignificant	Minor	Moderate	Major	Severe
Likelihood	Almost Certain	Moderate	High	High	Extreme	Extreme
	Likely	Moderate	Moderate	High	Extreme	Extreme
	Possible	Low	Moderate	High	High	Extreme
	Unlikely	Low	Low	Moderate	High	High
	Rare	Low	Low	Low	Moderate	High

Hierarchy of Risk Control		
+ > < Level of protection —	Level 1 Eliminate the hazards	+ > < Reliability of control measure —
	Level 2 Substitute the hazard with something safer Isolate the hazard from people Reduce the risk through physical modification/design of equipment	
	Level 3 Reduce exposure to the hazard using administrative actions Use person protective equipment	

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Acknowledgment of Understanding of Plan and Duties

All educators and/or volunteers participating in the excursion have read and understood the contents of this risk assessment, including their relevant responsibilities and duties.

Name	Position	Signature	Date

Excursion Checklist Template

Excursion Activity/Location		Proposed Date	
Item	Person Responsible	Date Completed [or N/A]	Notes
Preparation, Planning and Approval			
Discuss draft excursion ideas with Approved Provider	Nominated Supervisor		
Prepare Risk Assessment for approval, including identifying: • Purpose and rationale for the excursion • Transport method, route, and other relevant consideration for using transport (seatbelts, • Associated water hazards and other relevant risks • Any specialist required • Ratio and number of adults attending • Duration of excursion • Any items that should be taken on excursion	Nominated Supervisor / Educational Leader		
Submit to Approved Provider for approval (one month prior to excursion). Copy of risk	Nominated Supervisor		

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assessment kept in OSHC office for parent viewing.			
Where risk assessment identifies the need, visit excursion site assess: • Access to shade • Access to water and/or proximity water hazards • Accessibility to toilets • Relevant hazards • Any other critical factor	Nominated Supervisor/ Educational Leader		
Excursion authorised by the Approved Provider	Approved Provider		
Parent permission form developed (containing all required information) and distributed, where relevant, <i>Swimming Ability Form</i> included.	Nominated Supervisor		
Organise transport and any other relevant bookings.	Nominated Supervisor		
Authorisations, Records and Equipment			
Confirm parent permission forms completed in full	Nominated Supervisor		
Where relevant, confirm Swimming ability form returned and contain sufficient information/permission	Nominated Supervisor		

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Assess relevant needs of children (i.e., medical needs). Develop plans as required.	Nominated Supervisor		
Ensure emergency contact information is collated	Nominated Supervisor		
Inspect first aid kit for stock/supplies	Nominated Supervisor		
Day of Excursion			
Ensure the following items are packed:	Nominated Supervisor		
First aid kit			
Medication			
Mobile phones			
Walkie-talkies			
Sunscreen			
Details of transport company			
Details of Venue			
Roll (list of children attending)			
Emergency contact information			
Pen and notepad			
Any other items listed on the risk assessment			
Each child will need:	Delegated Educator		
Drink Bottles			

	Hat			
	Shoes			
	Sun-safe clothing			
	Bag and food (morning tea/lunch)			
	Wristband with contact information			
Debrief risk assessment with staff and confirm understanding of role and expectations, issue attending adults a run sheet for the excursion		Nominated Supervisor		
Debrief the following with children: • relevant risks and hazard, • excursion plan (itinerary for the day), • emergency procedures, and • expectations for behaviour • how to transition to and from the service to the transport/destination		Nominated Supervisor		
Headcount/roll call before leaving school site		Nominated Supervisor		

Educator Excursion Evaluation

	Excellent	Good	Satisfactory	Unsatisfactory
Suitability and planning of transport				
Shade, shelter and protection available				
Level of engagement and enjoyment of activity				
Coordination of children's transitions				
Provision of toilet facilities				
Food/drink facilities (BBQ, kiosk, drink taps)				
Facilities for people with disabilities				
Interactions with staff and public				
Suitability to a range of interests and abilities				
What made this excursion valuable and/or enjoyable?				

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Identify and explain the learning outcomes met by the children attending this excursion.			
What did children say about the excursion?			
Would you make any changes to the excursion?			
Educator Name		Date	

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Medical Risk Minimisation and Communication Plan

Child's Name		Date of Birth	Select Date
Parent's Details			

Medical Condition					
Diagnosed Medical Condition, Health Need, Allergy or Other				Supporting Documentation Provided	Y/N Details -
Medical Action Plan Supplied by Parent?	Y/N	Date Received	Select Date	Date to be reviewed	Select Date
Medication Required?	Y/N	Authorisation Completed?		Y/N	

Risk Assessment				
Risks Identified	Risk Assessment (use matrix)	Control Measure/Strategy	Location/Activity	Person/position Responsible
	Risk Level	•		
	Risk Level	•		
	Risk Level	•		
Risk relating to the <i>safe handling, preparation, consumption, and service of food</i> (if relevant)				
	Risk Level	•		

	<i>Risk Level</i>	•		
	<i>Risk Level</i>	•		

Notification relating to known allergens that pose a risk to a child			
Allergen	Areas of potential exposure	Strategies for Minimising Risks	Person/position Responsible

Medication	
How will the provision and access to medication be managed?	
Parents have been informed and acknowledge: - The service's policies require identify medication to be accessible to the service for the child to attend. - Where the child is without medication for any reason, the parent (or authorised nominee) will be called to collect the child.	Y/N

Communication and Training Plan
Location of the child's <i>Medication Management (Action) Plan</i> and medication
•
Strategies/training for staff and volunteers to be able to identify the child, the Medical Management Plan and medication

•
How parents can communicate any changes to health/medical needs, <i>Medical Management Plan</i> or <i>Risk Minimisation Plan</i> :
•

Plan Prepared by:		Date:	Enter Date
Prepared in consultation with:			
Parent Name		Signature	Date: Enter Date
Service Representative		Signature	Date: Enter Date

Please note: This plan must be read in conjunction with the service's medical conditions policy.

Communication to staff and volunteers:	Name (Role)	Date

Medication Authority and Administration Form

Authorisation and Medication Details			
Child's Name		DOB	/ /
Name(s) of medication(s) to be administered:			
Time and date the medication(s) were last administered			
The time and date [or the circumstances under which,] the medication should be next administered.			
Dosage of medication to be administered		Can the child self-administer medication?	
Method (e.g., oral) medication to be administered		Y/N	
Any additional instructions or information (i.e., medication required to be refrigerated)			
I,[parent or person named in enrolment form], give authorisation for the medication(s) listed above to be administered by the service, as described. ☐ I acknowledge the service can only administer medication from its original container, bearing the original label and instructions, and within the expiry/used-by date printed on the container/label. Where the medication is a prescribed medication, the label must have the name of the child whom the medication is to be given.			

☐ I recognise medication will only be administered by the service in accordance with the instructions attached to the medication or otherwise instructed by a registered medical practitioner.

Signature		Date	
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Administration Record									
Child's Name				DOB		/ /			
Medication Administered				Person Administering Medication		Witness			Parent Initial
Date	Time	Dosage	Method of administration (e.g., oral)	Name	Signature	Name	Confirmation of dosage and identity of child	Signature	

Indoor Safety Checklist

The following checklist must be completed by an educator before each session. Children will not have access to the area until the checklist has been completed.											
Date:		Monday		Tuesday		Wednesday		Thursday		Friday	
		/	/	/	/	/	/	/	/	/	/
Staff Name:											
OSHC Room											
Fire Safety	All exits/fire doors free from obstructions?										
	All doors/exits open easily?										
	Notices of evacuation procedures (including floor plan) displayed at each exit?										
	Fire/smoke alarms in working order?										
	Fire equipment (extinguishers etc) in good order and in their location?										
Electrical Safety	All lights working?										
	All electrical cords are secure and in good repair?										
	All electrical sockets are protected with safety covers?										
Environmental Hazards	All windows and/or glass doors free from damage?										
	Flooring clean and free from spillage?										
	Mats and flooring are secure/stable? No trip hazards identified?										
	Room is well-ventilated?										
	Play areas generally clean and tidy?										
	Broken play equipment removed?										
	No chemical or substances accessible?										
Toilets											
Toilets are in working order?											
Toilets are clean - no biological hazard present?											
Floors clean and dry?											

Sinks clean and taps working?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Toilet paper available?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Paper towels available (or other hand drying facilities)?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Hand soap available?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Bins clear and clean?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Kitchen										
Floor area clean and dry?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Any hot items (likely to burn) accessible?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Work surfaces clean and sanitised?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Sharp objects (knives) stored securely?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Poisons/chemicals locked and secure?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Bins clear and clean?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Any signs of pests?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Medication and First Aid										
All medication stored correctly	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Emergency medication in date and accessible?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Medication action plans displayed/communicated as required?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
First aid kits accessible and holds sufficient stock?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Any issues identified? (Include date and name)										
Actions taken? (Include date and name)										

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Outdoor Safety Checklist

The following checklist must be completed by an educator before each session. Children will not have access to the area until the checklist has been completed.											
Date:		Monday		Tuesday		Wednesday		Thursday		Friday	
		/	/	/	/	/	/	/	/	/	/
Staff Name:											
Playground											
Equipment	Any wear, broken elements, and/or other sharp objects/protrusions?										
	Insects or vermin?										
	Garbage/rubbish?										
	Dry and free of any slippery substance?										
Softfall	Been raked? Any areas with thin coverage (especially high use areas)?										
	Any foreign objects, sharps or other biological hazard identified?										
Undercover Area											
Area clear of rubbish, food scraps, and/or hazards											
Seating safe and secure											
Pathways clear											
Bag rack secure											
Outdoor Toilets											
Toilets are in working order?											
Toilets are clean - no biological hazard present?											
Floors clean and dry?											
Sinks clean and taps working?											
Toilet paper available?											
Paper towels available (or other hand drying facilities)?											
Hand soap available?											
Bins clear and clean?											
Oval											

Undercover shade areas are clear of rubbish and/or hazards	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Grass is a suitable length	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Fences and gates closed and in good repair	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Goal posts etc. secure	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Water accessible? Bubbler clean and hygienic?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Sandpit										
Free of foreign objects, animal faeces, or other biological hazards?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Equipment clean and in good repair?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
School Premises										
No [unauthorised] animals on site?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
No unauthorised visitors/persons identified?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Emergency assembly area accessible and free from obstruction?	☐	☐	☐	☐	☐	☐	☐	☐	☐	☐
Any issues identified? (Include date and name)										
Actions taken? (Include date and name)										

Evacuation Drill Evaluation

Drill Details			
Date		Time	
Type of Emergency Reponses	Evacuation	Lockdown	Other
Educators Participating			
Number of Children (Attach Role)			

Action	Yes/No	Comment
Educators		
Had all education provided with training or instructions in how to respond?		
Was the procedure clearly displayed?		
Did all educators understand their particular roles and duties?		
Were there any points of the drill that were unclear?		
Were any work health and safety issues noticeable during the drill, e.g., hazards?		
Were children adequately supervised and ratios maintained?		
Were directions given to children clear and accurate?		
Any improvements identified?		
Children		
Were all prepared with information in how to respond to the emergency drill?		
Did the children understand the reason for carrying out the drill?		
Did children understand the directions given by educators?		
Did children follow directions given by educators?		
Did children experience any difficulties?		
Were any children upset by the experience? If so, why?		
Feedback provided by the children after the drill?		
Evaluation		
Was the response timely?		

Did educators and children follow the procedures?		
Where all children and educators accounted for?		
Any issues that need improvement?		
Comments:		
Name		Signature
		Date

Nominated Supervisor Checklist, Delegation and Consent

Name:		Position:		Date of birth: <i>(Must be over 18)</i>	
The Role of the Nominated Supervisor The Education and Care Services National Law Act 2010 requires that a service has a Nominated Supervisor to operate. The Nominated Supervisor must provide their consent to the nomination in writing. As the person with responsibility for the day-to-day management of an Approved Service, a Nominated Supervisor has a range of responsibilities including: • Monitor and respond to the requirements and obligations set out under the Education and Care Services National Law Act (2010) and Regulations (2011), ensuring that the service operates within these legislative frameworks. • Manage the day-to-day operations of the service including the organising and coordinating of tasks. • Lead the delivery of the service ensuring the preparation and development of the services program meets the needs of children and families. • Monitoring compliance with the service’s policies and procedures and ensuring these guidelines adequately reflect the requirements needed in providing quality care and education. • Ensure practices to support the safety and wellbeing of children are followed and provide immediate response of suspicions of harm, incidents, illness, injury and trauma. • Communicate all incidents or significant events involving children, educators or visitors to the service to the Approved Provider as soon as practicable (must be under 24 hours). • Respond to requests and enquiries from parents, educators, and management; and • Attend to relevant operational requirements.					

Suitability Checklist			
Criteria	Indicator of Suitability	Comments and Evidence	
Qualifications			

Hold or be actively working towards minimum 2 year or higher relevant qualification	- Evidence of enrolment and progression - Qualification listed on ACECQA register 50% or more completion considered as a better practice in determining the responsible person		☐
Working with Children Check (Blue Card or Exemption)	Evidence of positive notice or exemption	- Number – Blue Card Number. - Expiry - enter a date.	☐
First Aid, Asthma and Anaphylaxis	- Evidence of completion/competency (certificate) - Details of course code/s (valid with ACECQA register) - Dates of expiry/validity		☐
No previous history of (non)compliance with National Law and other (including previous) relevant law	No disclosure of any decision to refuse, suspend, refuse to renew, or cancel a licence, approval, registration, certification, or other authorisation granted to the person under the National Law and other relevant laws	<i>Compliance History Statement and Prohibition Notice Declaration</i> can be completed and kept on file.	☐

Knowledge			
Understanding of the Education and Care Services National Law Act 2010 and Regulations 2011	- Management observations, feedback, and employee records - Completed training or demonstrated knowledge through testing/conversation or references - Completion of Responsible Persons training		☐
Understanding of relevant laws and provisions such as. <i>Child Protection Act 1999</i> <i>Work Health Safety 2011</i>	- Management observations, feedback, and employee records - Completed training in: - Child Protection - Work Health and Safety		☐
Demonstrated understanding of service's policies and procedures including sound knowledge of policies relating to: - Emergency evacuation procedures - Behaviour guidance and support practices	- Management observations, feedback and employee records demonstrates a working knowledge of service policies and expectation - Induction and orientation procedure completed – with signed staff handbook and/or acknowledgement of service policy - Educator's conduct is consistent with service standards		☐

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• Illness, injury, incident, and trauma • Children with additional and medical needs/conditions • Children's arrival and departures • Notification procedures	• Demonstrated understanding through communication with management or references • Participation in previous policy development and review		
Skills and Capacity			
Sound communication and interpersonal skills to supervise, manage and lead educators	• Management observations, feedback and employee records demonstrates the ability to communicate effectively and build collaborative relationships. • Recommendations from references • Previous experience, level of qualification and completed training		☐
Sound understanding and demonstrated practice in supporting children's behaviour, safety, and wellbeing	• Management observations, feedback and employee records demonstrate skilful in responding to the needs and behaviour of children • Recommendations from references • Previous experience, level of qualification and completed training • Completion of relevant training		☐
Capacity to provide adequate supervision and demonstrated responsiveness to needs, including prioritising and coordinate critical tasks	• Management observations, feedback and employee records demonstrate critical thinking and responsiveness • Previous engagement with quality improvement and compliance tasks • Recommendations from references • Previous experience, level of qualification and completed training		☐
Ability and Work Experience			
Demonstrated ability to respond adequately to incidents involving children's health and safety	• Can articulate responsibilities in managing and notifying of incidents • Observations and feedback of the ability to identify and manage risks appropriately • Experience in leading previous emergency drills • Recommendations from references • Previous experience, level of qualification and completed training		☐
Ability to lead emergency and evacuation procedures	• Can articulate role and priorities in coordinating emergency evacuation • Experience in leading previous emergency drills • Recommendations from references		☐

	Previous experience, level of qualification and completed training		
Can effectively collaborate and engage with external stakeholders	- Can articulate strategies for effective communication with family and the school community - Understand the types of information reasonably expected that a responsible person would communicate to parents/caregivers - Demonstrated experience in developing warm trusting relationships with families and parents - Can articulate a suitable capability to communicate with the Regulatory Authority during a compliance visit		☐
Demonstrated ability to work with ethical practice and meet expectations without close supervision.	- Management observations, feedback and employee records demonstrate the ability to autonomously - Experience with responsibility and decision-making is sound - Responds to receiving feedback and instruction constructively		☐
Suitability Assessment Completed by			
Name		Position	
		Date	

Acknowledgement of National Law and Regulation Obligations <i>(Completed by Proposed Nominated Supervisor)</i>	
Area of Responsibility	Initial
Educational program <i>(E&CS Nat. Regulation s168(2))</i> I understand that I am responsible to ensure educational programs are: - based on and delivered in accordance with My Time, Our Place – Framework for School Age Care in Australia - based on the developmental needs, interests, and experiences of each child - designed to take into account the individual differences of each child.	
Supervision and support of children <i>(E&CS Nat. Law s165(2), s166(2) & s167(2))</i>	

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I understand that I am responsible to ensure children are adequately supervised at all times that the children are in the care of the service and while children are being cared for, they are not subject to any form of corporal punishment or discipline that is unreasonable in the circumstances. I understand that it is my obligation to ensure every reasonable precaution is taken to protect children being educated and cared for from harms and hazards that are likely to cause injury.	
<i>Incident, injury, trauma, illness, and emergency procedures</i> (E&CS Nat. Regulation 85 & 95) I understand that I must follow the service's Incident, injury, trauma and illness policy and procedures when a child is injured, becomes ill or suffers a trauma. I understand that I will support the Approved Provider in ensuring telephone or other communication device is available to communicate with parents and emergency services in the event of an emergency.	
<i>Entry and departure from the premises</i> (E&CS Nat. Law s170, E&CS Nat. Regulation 99, & 157(2)) I understand I am responsible to ensure children do not leave the education and care service premises except when (accordance with the National Regulations): • given into the care of a parent, authorised nominee or a person authorised by an authorised nominee • leaving the premises in accordance with the written authorisation of the child's parents or authorised nominee (named in the enrolment) • take on an excursion (in accordance with regulations) • a child requires medical, hospital or ambulance care or because of another emergency I understand I am responsible to ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service, except when permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under the National Law, or where you reasonably believe permitting the parent's entry would contravene a court order. I understand I am responsible to ensure a person not authorised (as defined in the Nat. Law) is not at the service while children are present unless the person is under direct supervision.	

Food and beverages (E&CS Nat. Regulation 79(2) & 80(2)) I understand I am responsible to ensure adequate health and hygiene practices and safe practices for handling, preparing, and storing food are implemented at the service to minimise risks to children. I understand I am responsible to ensure children being cared for by the service have access to safe drinking water at all times and are offered food and beverages on a regular basis throughout the day. I understand I am responsible to ensure that, where food and beverages are supplied by the service, it is: • nutritious and adequate in quantity. • chosen with regard to the dietary requirements of individual children; and • a weekly menu accurately describing the food and beverages to be provided is displayed at the premises in a location accessible to parents.	
Administration of medication (E&CS Nat. Regulation 93(3), 94, & 95) I understand I am responsible to ensure that medication is not administered to a child being cared for by the service unless the administration is authorised (except in the case of anaphylaxis or asthma emergency) and is administered in accordance with the National Regulations and the services policy and procedures: • if the medication has been prescribed by a registered medical practitioner, from its original container, bearing the original label with the name of the child to whom the medication is to be administered, and before the expiry or use by date; or • from its original container, bearing the original label and instructions and before the expiry or use by date; and • in accordance with any instruction attached to the medication or provided by a registered medical practitioner. I understand in the case of an anaphylaxis or asthma emergency, medication is administered to a child without authorisation, I will ensure that a parent of the child and emergency services are notified as soon as practicable.	
Prescription medication, and alcohol (E&CS Nat. Regulation 83(2)) I understand that while educating and caring for children at the service, I must not consume alcohol or be affected by alcohol or drugs (including prescription medication) so as to impair my capacity to supervise or provide education and care to children.	
Sleep and rest (E&CS Nat. Regulation 81(2)) I understand my responsibilities in taking reasonable steps to ensure that the needs for children's sleep and rest of children are met. In doing so you will have regard to the ages, development stages and individual needs of children.	
Excursions (E&CS Nat. Regulation 100(2), 101 & 102)	

I understand my responsibility to ensure that a risk assessment is carried before authorisation for an excursion is sought. When completing a risk assessment for approval, I understand the E&CS Nat. Regulations require specific elements to be addressed. I must identify and assess risk and specify how these risks will be managed and minimised. I understand I must ensure that children being cared for by the service must not be taken outside of the service premises on an excusing without written consent by a parent or persons named on the enrolment form. This consent must outline specifics outlined in the E&CS Nat. Regulation 102 (4).		
Staffing (E&CS Nat. Regulation s169) I understand my responsibility to ensure the prescribed educator to child ratios are met and each educator at the service meets the qualification requirements relevant to the educator's role.		
Appointment of Responsible Persons (E&CS Nat. Regulation 117B & E&CS Nat. Law s162A) I understand that I must not place a person in day-to-day charge unless the person: • is over 18 years. • has had their compliance with education and care law and history has been declared. • has taken reasonable steps to ensure adequate knowledge and understanding of providing education and care. • has the ability to effectively supervise and manage a service; and • has received instruction to the awareness and application of the <i>Child Protection Act 1999 (Qld)</i> and their obligations as a mandatory reporter.		
Consent		
I, <i>name of Nominated Supervisor</i>, agree to fulfilling the role of <i>Nominated Supervisor</i> at Kelvin Grove OSHC when rostered or requested. In doing so, I acknowledge: • I have read and understand the role description and agree to meet these requirements. • I am confident in my capacity to perform all requirements of the role. • I have not been subject to any compliance actions or disciplinary proceedings under the Education and Care Services National Law Act (2010) and Regulations (2011) or relevant other legislation.		
Signature		Date
Approved Provider Endorsement		

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 Cnr L 'Estrange Terrace and Tank Street (Gate 5)
 07 3553 7419 | kgoshc@gmail.com

Name		Position	
Signature		Date	

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Compliance History Statement for A Nominate Supervisor or Responsible Person

This form may assist when determining a person’s suitability to be the nominated supervisor or to be placed in day-to-day charge of a service. Completed forms should be retained and stored.
1. Please provide information about any compliance action or disciplinary proceedings to which you have been subject under: • the Education and Care Services National Law, including the Education and Care Services National Regulations, and • any of the laws listed at Table 1 below, in any Australian state or territory.
2. Have you ever had a supervisor certificate that was subject to any conditions or suspended or cancelled by the regulatory authority? ☐ Yes – please provide details below ☐ No
3. Are you or have you ever been subject to a prohibition notice under the <i>Education and Care Services National Law</i>? ☐ Yes – please provide details below ☐ No
4. Have you ever held or applied for a licence, approval, registration, certification or other authorisation under the National Law which the regulatory authority refused, refused to renew, suspended or cancelled? ☐ Yes – please provide details below ☐ No
I, Full Name, of Address and born on declare that: • the information provided in this statement is true and complete, and • I am aware that I may be subject to penalties under a Commonwealth or State or Territory Act if I provide false or misleading information.

Signature		Date	
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Table 1

Other relevant laws, including children's services laws, education laws, and former education and care services laws in any Australian state or territory	
Australian Capital Territory	• Children and Young People Act 2008 • Education Act 2004 • Working with Vulnerable People (Background Checking) Act 2011
New South Wales	• Children and Young Persons (Care and Protection) Act 1998 • Education Act 1990 • Institute of Teachers Act 2004 • Teaching Service Act 1980 • Commission for Children and Young People Act 1998
Northern Territory	• Care and Protection of Children Act • Care and Protection of Children (Children's Services) Regulations • Education Act • Teacher Registration (Northern Territory) Act and Regulations
Queensland	• Child Care Act 2002 Child Care Act 1991 • Education (Accreditation of Non-State Schools) Act 2001 • Education (General Provisions) Act 2006 • Education (Overseas Students) Act 1996 • Education (Queensland College of Teachers) Act 2005 • Higher Education (General Provisions) Act 2008 • Family and Child Commission Act 2014
South Australia	• Children's Protection Act 1993 • Children's Services Act 1985 • Education Act 1972
Tasmania	• Child Care Act 2001 Education Act 1994 • Teacher's Registration Act 2000 • Registration to Work with Vulnerable People Act 2013 • Children, Young Persons and their Families Act 1997
Victoria	• Children's Services Act 1996 • Education and Training Reform Act 2006 • Working with Children Act 2005
Western Australia	• Child Care Services Act 2007 • Child Care Services Regulations 2007 • School Education Act 1999 • Western Australian College of Teaching Act 2004 • Working with Children (Criminal Record Checking) Act 2004

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Prohibition Notice Declaration for Prospective Staff Members

- The declaration may be completed by any prospective staff member seeking employment or engagement with an education and care service
- This form is designed to support approved providers to ensure they do not engage or employ a person who is prohibited from working in an education and care service, in line with Section 188 of the Education and Care Services National Law
- Completed forms should be retained and stored by the approved provider to support compliance with Section 188 of the Education and Care Services National Law
- Please note this form does not need to be lodged with the regulatory authority**

Part A: Personal details			
Title:		Date of birth	
First Name		Last Name	
Phone Number			
Email			
Street Address			
Suburb			
State		Postcode	
Please provide details of any former names or other names you may be known by			
Are you currently subject to a prohibition notice under the Education and Care Services National Law? Please note that under section 187 of the Education and Care Services National Law, a person who is subject to a prohibition notice is not allowed to work for or be engaged by an education and care service or carry out any other related activity.			☐ Yes ☐ No
Are you currently prohibited or restricted from working with children under any other law?			☐ Yes ☐ No
Part B: Declaration			
I,.....[insert full name of person signing the declaration] declare that: 1. the information provided on this form is true, complete, and correct 2. the approved provider or a representative of the approved provider is authorised to verify any information provided in this form 3. I am aware that under the Education and Care Services National Law penalties apply if false or misleading information is provided.			
Signature		Date	

ACECQA Nominated Supervisor Consent Form – NS01



NS01_NominatedSu
pervisorConsentFor

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Responsible Person Checklist, Delegation and Consent

Name:		Position:		Date of birth: (Must be over 18)	
The Education and Care Services National Law Act 2010 requires that a Responsible Person is physically in attendance at all times the service is educating and caring for children. The Responsible Person is either the Approved Provider (or the person in management or control of the service), the Nominated Supervisor of the service, or an Educator who has been placed in day-to-day charge of the service. A Responsible Person placed in day-to-day charge of a service does not have any statutory responsibilities under the National Law and Regulations nor does the Nominated Supervisors' responsibilities do not pass onto them in the Nominated Supervisor's absence. However, the Responsible Person is still responsible for ensuring the service continues to comply with the law and regulations as well as the service's own policy and procedures. The role of the Responsible Person is to: • Monitor and respond to the requirements and obligations set out under the Education and Care Services National Law Act (2010) and Regulations (2011), ensuring that the service operates within these legislative frameworks. • Manage the day-to-day operations of the service including coordinating tasks, leading the delivery of the service and monitoring compliance with the service's policies and procedures. • Ensure practices to support the safety and wellbeing of children are followed and provide immediate response of suspicions of harm, incidents, illness, injury, and trauma. • Communicate all incidents or significant events involving children, educators or visitors to the service to the Nominated Supervisor and/or Approved Provider as soon as practicable (must be under 24 hours); and • Respond to requests and enquiries from parents, educators and management.					

Suitability Checklist			
Criteria	Indicator of Suitability	Comments and Evidence	
Qualifications			
Hold or be actively working towards minimum 2 year or higher relevant qualification	• Evidence of enrolment and progression • Qualification listed on ACECQA register • 50% or more completion considered as a better practice in determining the responsible person		☐
Working with Children Check (Blue Card or Exemption)	• Evidence of positive notice or exemption	• Number – Blue Card Number. • Expiry - enter a date.	☐
First Aid, Asthma and Anaphylaxis	• Evidence of completion/competency (certificate)		☐

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	- Details of course code/s (valid with ACECQA register) - Dates of expiry/validity		
No previous history of (non)compliance with National Law and other (including previous) relevant law	No disclosure of any decision to refuse, suspend, refuse to renew, or cancel a licence, approval, registration, certification or other authorisation granted to the person under the National Law and other relevant laws	<i>Compliance History Statement and Prohibition Notice Declaration</i> can be completed and kept on file.	☐
Knowledge			
Understanding of the Education and Care Services National Law Act 2010 and Regulations 2011	- Management observations, feedback and employee records - Completed training or demonstrated knowledge through testing/conversation or references - Completion of Responsible Persons training		☐
Understanding of relevant laws and provisions such as. <i>Child Protection Act 1999</i> <i>Work Health Safety 2011</i>	- Management observations, feedback and employee records - Completed training in: - Child Protection - Work Health and Safety		☐
Demonstrated understanding of service's policies and procedures including sound knowledge of policies relating to: - Emergency evacuation procedures - Behaviour guidance and support practices - Illness, injury, incident and trauma - Children with additional and medical needs/conditions - Children's arrival and departures - Notification procedures	- Management observations, feedback and employee records demonstrates a working knowledge of service policies and expectation. - Educator's conduct is consistent with service standards - Signed staff handbook and/or acknowledgement of service policy - Demonstrated understanding through communication with management or references - Participation in previous policy development and review		☐
Skills and Capacity			
Sound communication and interpersonal skills to supervise, manage and lead educators	- Management observations, feedback and employee records demonstrates the ability to communicate effectively and build collaborative relationships. - Recommendations from references - Previous experience, level of qualification and completed training		☐

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Sound understanding and demonstrated practice in supporting children's behaviour, safety and wellbeing	• Management observations, feedback and employee records demonstrate skilful in responding to the needs and behaviour of children • Recommendations from references • Previous experience, level of qualification and completed training • Completion of relevant training		☐
Capacity to provide adequate supervision and demonstrated responsiveness to needs, including prioritising and coordinate critical tasks	• Management observations, feedback and employee records demonstrate critical thinking and responsiveness • Previous engagement with quality improvement and compliance tasks • Recommendations from references • Previous experience, level of qualification and completed training		☐
Ability and Work Experience			
Demonstrated ability to respond adequately to incidents involving children's health and safety	• Can articulate responsibilities in managing and notifying of incidents • Observations and feedback of the ability to identify and manage risks appropriately • Experience in leading previous emergency drills • Recommendations from references • Previous experience, level of qualification and completed training		☐
Ability to lead emergency and evacuation procedures	• Can articulate role and priorities in coordinating emergency evacuation • Experience in leading previous emergency drills • Recommendations from references • Previous experience, level of qualification and completed training		☐
Can effectively collaborate and engage with external stakeholders	• Can articulate strategies for effective communication with family and the school community • Understand the types of information reasonably expected that a responsible person would communicate to parents/caregivers • Demonstrated experience in developing warm trusting relationships with families and parents • Can articulate a suitable capability to communicate with the Regulatory Authority during a compliance visit		☐

Demonstrated ability to work with ethical practice and meet expectations without close supervision.	• Management observations, feedback and employee records demonstrate the ability to autonomously • Experience with responsibility and decision-making is sound • Responds to receiving feedback and instruction constructively		☐
Suitability Assessment Completed by			
Name		Position	
		Date	

Consent			
I, <u>Enter name of Responsible Person</u>, agree to fulfilling the role of Responsible Person at Kelvin Grove OSHC when rostered or requested. In doing so, I acknowledge: • I have read and understand the role description and agree to meet these requirements. • I am confident in my capacity to perform all requirements of the role when placed in day-to-day charge of the service. • I have not been subject to any compliance actions or disciplinary proceedings under the Education and Care Services National Law Act (2010) and Regulations (2011).			
Signature		Date	
Nominated Supervisor/Approved Provider Endorsement			
Name		Position	
Signature		Date	

Complaint Record

Name of complainant:		Role:	
Date complaint made:		Time:	
Summary of complaint			
Summary of discussion:			
Resolution sought:			
Further action required by management? Choose an item.			
Planned Action			
Employee Name:			
Signature:			

Date:		Date Approved Provider Notified	
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Non-Medical Incident Record



Non-Medical Incident Record

Child Details		
Full Name:		
Date of Birth:	Age:	Gender: ☐ Male ☐ Female
Incident Details		
Incident Date:	Incident Time:	
Location of Incident:		
Name of Witness:	Witness Signature:	
<i>Where there is more than one child involved in an incident, an incident form must be completed for each child involved. On each form additional children are to be referred to as Child A and Child B etc. Additional children are not to be referred to by name to ensure privacy.</i>		
Detail what happened prior/ leading up to the incident: Are there specific triggers? <i>For example, a change of routine, a busy social environment, uncomfortable sensory stimuli, feeling unwell, specific people, activities or difficult request denied, stopping a preferred activity, saying 'no'.</i>		
Explicitly describe the incident/ challenging behaviour: <i>(Physical aggression, self-injury, disruptive, inappropriate language, dismissive, verbal aggression, non-compliance, absconders, property damage, unsafe behaviour. During (Arrival, transitioning, playtime (oval, hall, senior room etc., mealtime, pack up, bathroom and departure).</i>		
The strategies and response to the incident: What action was taken? outline any steps that has been taken to prevent or minimise this type of incident in the future <i>(Verbal reminder, re direction, time in the office, loss of item or privilege, walk and talk with child, mind your own behaviour form).</i>		

Details of Person completing this record			
Full Name:		Position/Role:	
Date record was made:	____/____/____	Time record was made:	AM/PM
Signature:			
Full name of Nominated Supervisor:			
Signature of Nominated Supervisor:		Date:	____/____/____
<i>Note: In the absence of the Nominated Supervisor, the Responsible Person in Charge must be informed of the incident and acknowledge below.</i>			
Full name of Responsible Person:			
Signature of Responsible Person:		Date:	____/____/____
Is this incident notifiable to ECEC	☐ Yes ☐ No	Date:	____/____/____
Notification Details (including attempted notifications)			
Name of Parent/Guardian:			
Date:	Time:	Phone / Email / In Person	Successful / Unsuccessful
Name of Parent/Guardian/Emergency Contact:			
Date:	Time:	Phone / Email / In Person	Successful / Unsuccessful
Parental Acknowledgement			
I, _____ have been notified of my child's incident and the actions that have been taken by the Service.			
Signature: _____		Date: ____/____/____	
Additional Notes:			
Record any further notes about the incident, including any follow up information (<i>attach additional pages if necessary</i>). All additional information should be recorded with the appropriate date and time.			

Date policy endorsed	30/12/2023	Next Review date	10 th January 2025
Modifications			
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