



Clifton
Child Care
Co-op

Policy & Procedures

Incorporating:

- **Parent Information Handbook**
- **Staff Information Handbook**
 - **Forms**
- **About the Committee of Management**

Clifton Child Care Co-operative Ltd

121 Rushall Crescent, Fitzroy North Vic 3068

www.cliftoncoop.org

Phone 03 9489 2453

1 Preliminaries

Version History

No.	Date	Description	Approved
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2.0	November 2017	Revised version	COM
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- **Mail** 121 Rushall Crescent, Fitzroy North Vic 3068
- **Phone** 03 9489 2453
- **Email** contact@cliftoncoop.org.

2 Document Purpose

This document sets out the policies and procedures adhered to by the staff and families who are members of Clifton Child Care Co-operative. The Committee of Management is responsible for determining policy and procedure in consultation with the Co-ordinator and other staff, and the parent body. Policy and procedure is determined in line with the Co-op's philosophy, state /federal legislation and regulations, the standards set by the National Child Care Accreditation Council, and other relevant bodies.

Policies and procedures are reviewed annually, and on an ad hoc basis as required, and changes are communicated to member families and staff. Parents and staff are welcome to initiate discussion on matters of policy and procedure at any time, through the Co-ordinator or a member of the Committee of Management

3 Table of Contents

1	Preliminaries.....	2
	Version History	2
	Copyright & Acknowledgement	2
2	Document Purpose	3
3	Table of Contents	4
4	Introducing Clifton Child Care Co-op	14
4.1	Philosophy.....	14
4.2	About Clifton Child Care Co-operative	16
	What does it mean to belong to a Co-operative?	16
	The Co-op's background	16
	The National Quality Framework and Clifton Child Care Co-operative	16
4.3	Our Commitment to Child Safety.....	19
	Our Children	19
	Our Staff and Volunteers	19
	Child Safe Standards.....	20
5	Committee Engagement Document	21
5.1	Introduction	22
	To Do List	22
5.2	Organisation Chart	23
5.3	Responsibility Matrix.....	24
5.4	Business Model.....	28
5.5	Employing and managing the Co-ordinator	29
	Managing the Co-ordinator's performance	29
	Encouraging open feedback from staff	29
	Committee assessment of performance.....	29
	Dispute resolution	30
5.6	Decision Making Model	31
	Stakeholder Assessment.....	31
	Decision Components	32
5.7	Roles & Responsibilities	33
	Committee of Management	33
	Chairperson	34
	Secretary	34
	Treasurer	35
	Staff-Parent Liaison.....	35
	Risk/Compliance (incorporating Maintenance)	36
	Fundraising Co-ordinator.....	36
	Director (ordinary member)	37
6	Parent Information Handbook	38
	Document Purpose	38
	Dropping Off Your Child	39
	What Your Child Needs To Bring To Co-op	41
	During The Day	44
	Toilet training	44

	Collecting Your Child	45
	Health And Safety.....	46
	Working With Parents	53
	Family Induction Checklist.....	55
	Infectious Diseases – Minimum Exclusion Period	56
7	Staff Information Handbook	59
	Welcome To Staff	60
	The Centre.....	60
	Information For Staff	61
	Working With Parents	65
	Late Pick Up of Children	65
	Persons other than a parent collecting a child	67
	Staff Procedures.....	67
	Access To Care/Enrolment.....	69
	Fees & Administration	70
	Health And Safety.....	72
	Programming & Planning.....	83
8	Policy Documents	86
8.1	Acceptance and Refusal of Authorisations Policy	87
	Purpose	87
	Scope	87
	Definitions	87
	Application	88
	Policy	88
	Our Responsibilities.....	88
	Family Responsibilities	90
	Reference	90
8.2	Access to Children Policy	91
	Purpose	91
	Scope	91
	Definitions	91
	Application	91
	Policy	91
	Our responsibilities	91
	Family responsibilities	92
	References	92
8.3	Anaphylaxis Policy	93
	Purpose	93
	Scope	93
	Definitions	93
	Application	93
	Policy	93
	Our responsibilities	93
	Family responsibilities	94
	References	95
8.4	Anti-Bias/Discrimination Policy	101
	Purpose	101
	Scope	101
	Definitions	101
	Application	101
	Policy	101
	Our responsibilities	101
	References	102



8.5	Celebration and Festivities Policy.....	103
	Purpose	103
	Scope	103
	Application	103
	Policy	103
	Our responsibilities	103
	References	103
8.6	Child Protection – Providing a Child Safe Environment Policy.....	105
	Purpose	105
	Scope	105
	Definitions	105
	Application	105
	Policy	105
	Our responsibilities	106
	References	109
8.7	Child Sexuality Policy.....	125
	Purpose	125
	Scope	125
	Application	125
	Policy	125
	Our responsibilities	125
	References	125
8.8	Child Supervision Policy	127
	Purpose	127
	Scope	127
	Application	127
	Policy	127
	Our responsibilities	127
	Family responsibilities	128
	References	128
8.9	Children of Employees Policy.....	129
	Purpose	129
	Scope	129
	Application	129
	Policy	129
	Our responsibilities	129
	References	129
8.10	Clothing and Footwear for Children Policy	130
	Purpose	130
	Scope	130
	Application	130
	Policy	130
	Our responsibilities	130
	Family responsibilities	130
	References	131
8.11	Code Of Conduct	132
	Purpose	132
	Scope	132
	Application	132
	Policy	132
	Our responsibilities	133
	References	135
8.12	Communication Policy	151



Purpose	151
Scope	151
Application	151
Policy	151
Our responsibilities	151
Family responsibilities	152
References	152
8.13 Complaints Policy	153
Purpose	153
Scope	153
Applications	153
Policy	153
Our Responsibilities	153
Family Responsibilities	156
References	156
8.14 Curriculum Development Policy	157
Purpose	157
Scope	157
Application	157
Policy	157
Our responsibilities	157
References	158
8.15 Daily Flow and Routines Policy	159
Purpose	159
Scope	159
Application	159
Policy	159
Our responsibilities	159
References	159
8.16 Delivery and Collection Policy	161
Purpose	161
Scope	161
Definitions	161
Application	161
Policy	161
Our responsibilities	161
Family responsibilities	162
References	162
8.17 Dental Health Policy	163
Purpose	163
Scope	163
Application	163
Policy	163
Our responsibilities:	163
References	163
8.18 Emergency and Evacuation Policy	165
Purpose	165
Scope	165
Definitions	165
Application	165
Policy	165
Our responsibilities	165
References	166



8.19	Enrolment and Orientation Policy	167
	Purpose	167
	Scope	167
	Application	167
	Policy	167
	Our responsibilities	167
	Family responsibilities	167
	References	168
8.20	Environmental Programming Policy	169
	Purpose	169
	Scope	169
	Application	169
	Policy	169
	Our responsibilities	169
	References	169
8.21	Excursion Policy	171
	Purpose	171
	Scope	171
	Application	171
	Policy	171
	Our responsibilities	171
	References	172
8.22	Family Engagement Policy.....	173
	Purpose	173
	Scope	173
	Application	173
	Policy	173
	Our responsibilities	173
	References	173
8.23	Fee Policy	174
	Purpose	174
	Scope	174
	Applications	174
	Policy	174
	Family Responsibilities	175
	References	175
8.24	First Aid, Illness, Incident, Injury and Trauma Policy	176
	Purpose	176
	Scope	176
	Application	176
	Policy	176
	Our responsibilities	176
	References	178
8.25	Fundraising Policy	184
	Purpose	184
	Scope	184
	Application	184
	Policy	184
	Our responsibilities	184
	References	184
8.26	Grouping Of Children Policy	185
	Purpose	185



Scope	185
Application	185
Policy	185
Our responsibilities	185
References	185
8.27 Hygiene Policy	186
Purpose	186
Scope	186
Application	186
Policy	186
Our responsibilities	186
References	187
8.28 Indoor and Outdoor Programming Policy	188
Purpose	188
Scope	188
Application	188
Policy	188
Our responsibilities	188
References	188
8.29 Infection Control Policy.....	190
Purpose	190
Scope	190
Application	190
Policy	190
Our responsibilities	190
References	191
8.30 Infectious and Communicable Diseases Policy	192
Purpose	192
Scope	192
Definitions	192
Application	192
Policy	192
Our responsibilities	192
Family responsibilities	193
References	194
8.31 Information Privacy Policy.....	195
Purpose	195
Scope	195
Definitions	195
Application	195
Policy	195
Our Responsibilities.....	195
Family Responsibilities	196
References	196
8.32 Information Technology and Digital Communications Policy	198
Purpose	198
Scope	198
Application	198
Policy	198
Our Responsibilities.....	200
Family Responsibilities	200
References	200
8.33 Interactions With Children Policy	202



Purpose	202
Scope	202
Application	202
Policy	202
Our responsibilities	202
References	203
8.34 Kindergarten Policy	204
Purpose	204
Scope	204
Application	204
Policy	204
Our responsibilities	204
References	204
8.35 Language and Literacy Policy	205
Purpose	205
Scope	205
Application	205
Policy	205
Our responsibilities	205
References	205
8.36 Late Collection of Children Policy	207
Purpose	207
Scope	207
Application	207
Policy	207
Our responsibilities	207
Family responsibilities	208
References	208
8.37 Maintenance and Safety – Child Safe Environments	209
Purpose	209
Scope	209
Application	209
Policy	209
Our responsibilities	209
References	212
8.38 Medical Conditions in Children Policy	213
Purpose	213
Scope	213
Application	213
Policy	213
Our responsibilities	213
Family responsibilities	214
References	214
8.39 Medication Policy	215
Purpose	215
Scope	215
Definitions	215
Application	215
Policy	215
Our responsibilities	216
Family responsibilities	216
References	216
8.40 Nappy Changing and Toileting Policy	222



Purpose	222
Scope	222
Application	222
Policy	222
Our responsibilities	222
Family responsibilities	223
References	223
8.41 National Quality Framework Policy	245
Purpose	245
Scope	245
Application	245
Policy	245
Our responsibilities	245
References	245
8.42 Nutrition Policy	247
Purpose	247
Scope	247
Application	247
Policy	247
Our responsibilities	247
References	248
8.43 Occupational Health and Safety Policy	249
Purpose	249
Scope	249
Application	249
Policy	249
Our Responsibilities	249
Family Responsibilities	250
References	250
8.44 Participation and Decision Making Policy	252
Purpose	252
Scope	252
Application	252
Policy	252
Our responsibilities	252
References	253
8.45 Participation Recognition Scheme Policy	254
Purpose	254
Scope	254
Application	254
Policy	254
Our Responsibilities	254
Family Responsibilities	254
Reference	254
8.46 Photographs and Cameras Policy	255
Purpose	255
Scope	255
Application	255
Policy	255
Our responsibilities	255
References	255
8.47 Responsible Person in Charge Policy	256
Purpose	256

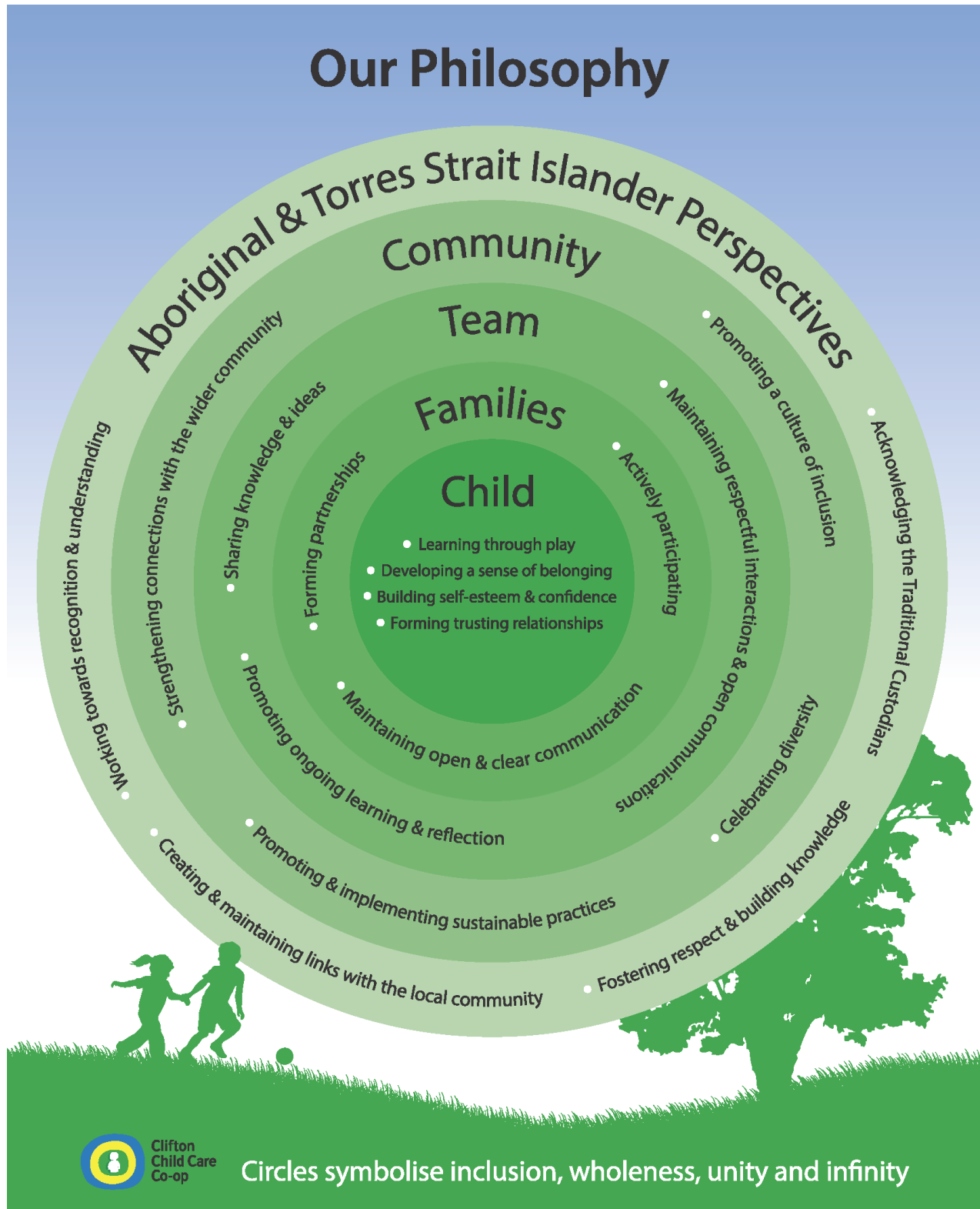


Scope	256
Application	256
Definitions	256
Policy	256
Our Responsibilities	256
References	258
8.48 School Transition Policy	259
Purpose	259
Scope	259
Application	259
Policy	259
Our responsibilities	259
References	259
8.49 Sleep and Rest Policy	261
Purpose	261
Scope	261
Application	261
Policy	261
References	262
8.50 Staffing Policy	263
Purpose	263
Scope	264
Application	264
Policy	264
Our responsibilities	264
References	267
8.51 Student Placement Policy	268
Purpose	268
Scope	268
Application	268
Policy	268
Our responsibilities	268
References	269
8.52 SunSmart Policy	270
Purpose	270
Scope	270
Definitions	270
Application	270
Policy	270
Our responsibilities	271
Family responsibilities	271
References	272
8.53 Visitor and Volunteer Policy	273
Purpose	273
Scope	273
Definitions	273
Application	273
Policy	273
Our responsibilities	274
References	275
8.54 Water Safety Policy	276
Purpose	276
Scope	276

	Application	276
	Policy	276
	Responsibilities	276
	References	276
9	Annexure A – Fee Schedule	278
	Long Day Care	278
	Refundable Bond	278
10	Appendices	279
10.1	Forms	280
	Notice of Obligation Form	281
	Application for Membership of Clifton Child Care Co-operative Ltd	282
	Withdrawal of Membership of Clifton Child Care Co-operative Ltd	283
10.2	About the Committee of Management	284
	Key Functions of the Committee of Management (COM)	284
	Role of the COM and Staff	284
10.3	Document Control	285

4 Introducing Clifton Child Care Co-op

4.1 Philosophy



We believe children learn about the world, each other and themselves through play, and through meaningful relationships formed in an environment of trust and enjoyment. Play helps children to develop the language, physical and social skills they need in life, including respect for people and the environment.

We place immense value on imaginative play and in the satisfaction that comes with even the smallest accomplishment. Children are encouraged to explore their environment freely, to imagine, communicate and create. We use natural materials in play to help stimulate the children's creativity and develop respect for their diverse environment.

Our staff respect children's unique differences and through observing the children's development each child's individual needs are met. Our co-operative partnership between families and staff – involving communication and consultation - helps us understand and plan an appropriate programme. We are always endeavouring to improve and meet the changing requirements of children and families.

Clifton Child Care Co-op celebrates diversity and embraces our place as part of a wider community. The involvement of parents in the life of the centre helps foster that community spirit.

We provide a nurturing, stimulating and safe setting in which children, staff and parents feel welcome and at home.

4.2 About Clifton Child Care Co-operative

What does it mean to belong to a Co-operative?

All families attending Clifton Child Care are members of our not for profit Co-operative. This means that parents participate in managing the Co-op, both in the structured sense of the Committee of Management and by their involvement in decision making and activities. Belonging to a Co-operative gives parents the opportunity to contribute their ideas and understand how the Centre is run.

The Co-op's background

In 1972, the Federal Government introduced the Children's Services Program under the Child Care Act to provide quality Child Care through a program based on self-help and community control. In 1974, the Fitzroy Council received grants for community-based, parent-run Child Care co-operatives. Accordingly, the Fitzroy Council purchased the property at 121 Rushall Crescent with Federal Government money and the Co-op began providing Child Care in 1977. In 2003 the City of Yarra approved funding to provide major renovations to the Centre, to update the facilities. The renovations were completed in November 2004, and the Centre now has wonderful, purpose built facilities and landscaping.

The Yarra City Council holds the title to the house and land and is responsible for major maintenance of the property. Daily running costs are covered almost entirely from fees, with some small grants. Fundraising is undertaken for special projects.

The Co-op is approved registered under Education and Care Services National Law.

The Co-op is deliberately small, set in an ordinary house that has been renovated to meet the needs of children. As a result, the Co-op is able to provide a warm, homely atmosphere that is greatly appreciated by both children and parents. Because of its small size, families can get to know each other over time and staff can get to know parents as well as children.

The National Quality Framework and Clifton Child Care Co-operative

In December 2009, all Australian governments, through the Council of Australian Governments, agreed to a partnership to establish a National Quality Framework for Early Childhood Education and Care (National Quality Framework).

The National Quality Framework aims to raise quality and drive continuous improvement in education and care services through a national quality assessment and rating process, with

streamlined regulatory arrangements and a new national body jointly governed by the Australian Government and state and territory governments—the Australian Children's Education and Care Quality Authority (ACECQA)—to oversee the new system which replaces state and territory licensing and quality assurance processes.'(ACECQA web site)

In line with the Framework, Clifton Child Care Co-operative Committee of Management, educators and staff, along with families have developed out policies and information booklets to ensure we meet the criteria for being 'excellent' in Child Care.

Our information contained within this document brings our facility into line with the National Quality Standards and shows the goals we have set for all within the Clifton Child Care Co-operative.

Area 1 – Educational programs and practice

Our Goal

- We aim to achieve the best education and learning outcomes for the children attending our Centre.
- Our approach is current and consistent across all areas
- To place immense value on imaginative play for our children and share the satisfaction that comes with even the smallest accomplishment.
- To encourage children to explore their environment freely, to imagine, communicate and create.

Area 2 – Children's health and safety

Our Goal

- That the Clifton Child Care Co-operative is a place where children are respected, healthy, safe and connected.
- To provide a nurturing, stimulating and safe setting in which children, staff and parents feel welcome and at home.

Area 3 – Physical environment

Our Goal

- That children and families benefit from a high quality physical infrastructure.
- That sustainability is a key feature.
- That our children and families are engaged in the planning and delivery of programs.
- To have children enjoy a creative environment.
- To use natural materials in play to help stimulate the children's creativity and develop respect for their diverse environment

Area 4 – Staffing arrangements

Our Goal

- That educator roles are filled on a permanent basis by appropriately qualified staff.
- To have staff turnover managed effectively.
- That there is a strong and supportive culture (multicultural too) in the centre.

Area 5 – Relationships with children

Our Goal

- To achieve our vision of 'respected, healthy, safe and connected children'.
- That we believe children learn about the world, each other and themselves through play, and through meaningful relationships formed in an environment of trust and enjoyment
- Through play we help children to develop the language, physical and social skills they need in life, including respect for people and the environment.
- To enjoy the privilege we have to play a part in their childhood.
- To respect our children's unique differences and through observing their development we ensure each child's individual needs are met.

Area 6 – Collaborative partnerships with families and communities

Our Goal

- To always endeavour to improve and to meet the changing requirements of our children and their families.
- To have a co-operative partnership between families and staff – involving communication and consultation as this will help us understand and plan an appropriate programme.
- To have positive, active relationships with agencies, neighbours, our Council and the wider community.
- To celebrate diversity and embrace our place as part of a wider community. The involvement of parents in the life of the centre helps foster that community spirit.

Area 7 – Leadership and Service Management

Our Goal

- We want to be recognised for excellence in the implementation of the National Quality Framework.
- To run our Centre in an efficient and effective way and be supported by an active, involved Committee of Management

4.3 Our Commitment to Child Safety

Clifton Child Care Cooperative is committed to child safety.

We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers.

We are committed to the safety, participation and empowerment of all children.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

We have legal and moral obligations to contact authorities when we are concerned about a child's safety, which we follow rigorously.

Clifton Child Care Cooperative is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.

We have robust human resources and recruitment practices for all staff and volunteers.

Our organisation is committed to regularly training and educating our staff and volunteers on child abuse risks.

We support and respect all children, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We have training in place that support our leadership team, staff and volunteers to achieve these commitments.

Our Children

Children are vital and active participants in our organisation. We involve them when making decisions, especially about matters that directly affect them. We listen to their views and respect what they have to say.

We promote diversity and tolerance in our organisation, and people from all walks of life and cultural backgrounds are welcome. In particular we:

- Promote the cultural safety, participation and empowerment of Aboriginal children
- Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds
- Ensure that children with a disability are safe and can participate equally.

Our Staff and Volunteers

All of our staff and volunteers must agree to abide by our code of conduct which specifies the standards of conduct required when working with children. All staff and volunteers, as well as children and their families, are given the opportunity to contribute to the development of the code of conduct.

Child Safe Standards

Clifton Child Care Cooperative will implement all 7 of the Victorian Child Safe Standards. They are reflected in our policies, and procedures as follows:

Standard 1: Strategies to embed an organisational culture of child safety, including through effective leadership arrangements.

- Governance Policy _Committee Engagement document

Standard 2: A child safe policy or statement of commitment to child safety.

Standard 3: A code of conduct that establishes clear expectations for appropriate behaviour with children.

- Code of Conduct
- Student Placement Policy
- Visitors and Volunteers

Standard 4: Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel.

- Staffing Policy
- Induction Checklist

Standard 5: Processes for responding to and reporting suspected child abuse.

- Child Protection Policy

Standard 6: Strategies to identify and reduce or remove risks of child abuse.

- Child Protection Policy
- Staffing Policy

Standard 7: Strategies to promote the participation and empowerment of children

- Interactions with Children Policy
- Curriculum Development Policy
- Philosophy

5 Committee Engagement Document

5.1 Introduction

The following document captures some of the key learnings of the Committee of Management since 2012. Clifton Co-op has experienced a number of key events in this period, including:

1. Significant financial loss in 2012
2. Introduction of the National Quality Framework
3. Departure of long term staff, most notably the 10-year incumbent Co-ordinator
4. Significant pay increases to educators

It is intended that this document be further refined by the Committee, Educators and the broader Co-operative membership.

To DO List

Other items considered worthy of inclusion but not yet addressed

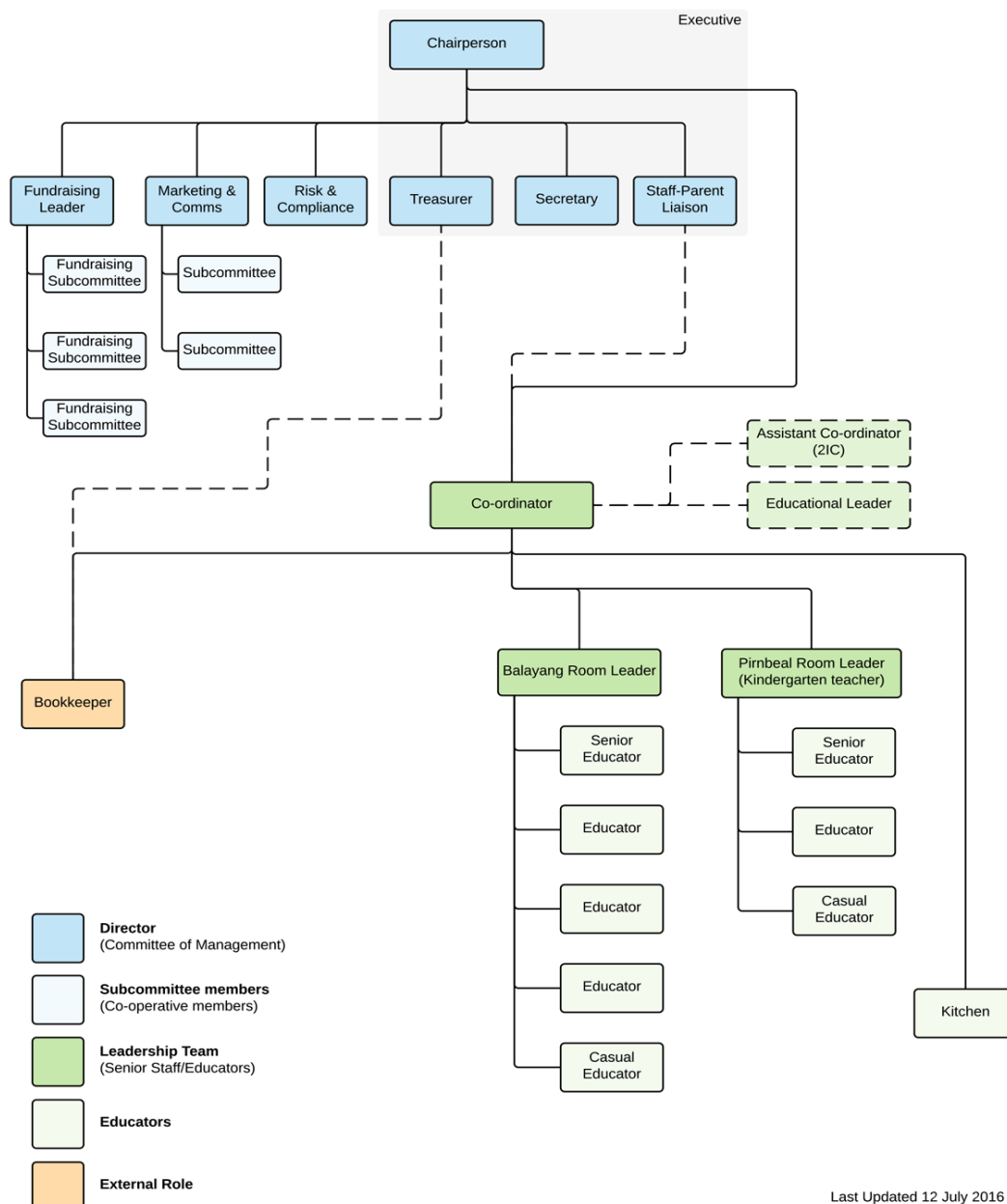
1. Welcome to Co-op document – obligations; overview of the model; encouraging participation
2. Formalisation of other content in Director folder
3. Pro-forma strategic, high level operation checklists

5.2 Organisation Chart

The organisation chart shown below describes the various roles required at Clifton Co-op. Multiple roles may be undertaken by a single person e.g. Educational Leader. The chart also introduces the concept of a defined “Leadership” team to consider higher level management decisions and to formalise the various senior roles within Clifton Co-op.



Organisation Chart



Last Updated 12 July 2016

5.3 Responsibility Matrix

The following matrix outlines the various responsibilities assigned to the Committee and to the staff.

The following principals underlie this matrix (taken from CCCV presentation):

Committee	Management
Has primary concern for the service's strategic ends	Has primary concern for the operational means
Develops strategic end policies, governing process policies & coordinator delegation policies	Implements the committee's policies & develops necessary staff level operational policies
Creates a vision for the future	Makes the vision a reality
Monitors the work for the co-ordinator towards the achievement of the strategic ends and ensures compliance with policies	Monitors the work of all other staff & volunteers towards the achievement of the strategic ends
Makes high level resourcing decisions	Manages the efficient utilisation of resources & makes lower level resource decisions
Is ultimately responsible for all aspects of operation	Has delegated responsibility for all operational day to day management matters

	Committee	Management (Staff/Educators managed through Co-ordinator)
Budget and Expenses	Approves Budget (includes Fees) Approves Expenses (>\$500) Approve Fees Defines Budget Principals Defines Profit / Net Asset position target	Creates Budget (includes Fees) Request Expense Approval (>\$500) Discretionary Spend (< \$500) Request changes to Budget Principals Establish & monitor room budgets
Reporting	Defines principals for the Monthly Co-ordinators Report Co-create Quarterly Report to Members	Create Monthly Co-ordinator Report Co-create Quarterly Report to Members
Staffing Strategy	Define Staff Leadership Roles	Define non-leadership Roles
Hiring	Hires Co-ordinator Participates in interviews for Leadership team Approve Leadership Staff	Hire Room Staff Hire Casuals Request New Resources
Staff Management	Reviews and Sets Goals of Co-ordinator Approves HR Policies	Manages all staff Forms HR Policies
Staff CPD	Approve CPD Plan	Formulate CPD Plan Request Individual CPD Event
Education Policy	Approves policy	Forms policy
Risk Management	Signoff Risk Register	Create and Manage Risk Register
Compliance and OH&S	Request and Approve Compliance Status	Contribute to Compliance Status Update
Council Relationship	Make Requests for Capital Expenditure Maintain the Operational Agreement	Maintain Primary Relationship Make Requests for Maintenance Negotiate the Lease

	Committee	Management (Staff/Educators managed through Co-ordinator)
Capital Works	Approve Capital Works	Suggest/Request Capital Works
Access Policy	Approve access policy	Create & implement access policy
Co-operative Membership	Completes annual Co-operatives reporting	Approves Membership in accordance with the constitution Maintain membership records
Code of Conduct	Approve Code of Conduct	Participate in development of Code of Conduct
Annual Report and AGM	Create Annual Report Organise AGM Record minutes of AGM	Write Co-ordinator, Educational Leader and Room Leader reports for inclusion within Annual Report
Social Events	Co-create Schedule Run Social Events	Co-create Schedule
Member Information Events	Participate in Member Info events (e.g. Chairperson, Staff-Parent Liaison) Provides input to event content	Develops program for Member Info events Run Member Info events
Marketing	Approves marketing plan	Creates marketing plan Update website
Finance Policies and Procedures	Establish finance policies	Manages finances (with bookkeeper) in accordance with policies
Committee of Management	Appoint replacement directors Define COM roles Elect Chairperson	Provide feedback regarding scope of roles
Child Numbers and Room Strategy	Decide how many children in which rooms	Provide recommendations on child numbers and room makeup

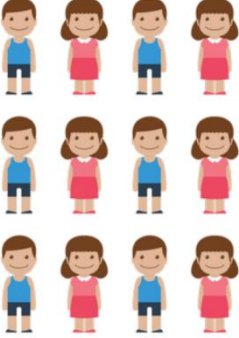

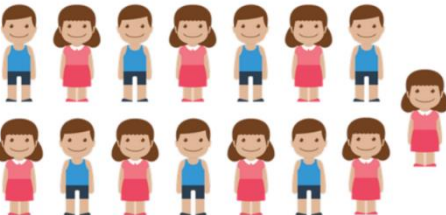



	Committee	Management (Staff/Educators managed through Co-ordinator)
Quality Improvement Plan	Provide strategic input to QIP Consider QIP at each Committee meeting	Maintain and update QIP
Policies and Procedures	Manage new and updated Committee level policies and procedures	Manage new and updated operational policies and procedures

5.4 Business Model

The following diagram demonstrates Clifton Co-op's business model in a graphical format. Numbers have been rounded to aid readability.



Business Model

	Revenue	Expenses
Balayang Room   <p>Educator to Child ratio of 1:4 applies for 2 + 3 year old children</p>	12 children x 5 days x 47 weeks x \$114 x 100% utilisation = \$320,000	4 regular staff (including full-time, part-time, casual) = \$300,000 to \$330,000
Pirnbeal Room   <p>Educator to Child ratio of 1:11 applies for 4 + 5 year old children</p>	14 children x 5 days x 47 weeks x \$114 x 98.6% utilisation = \$370,000	2 regular staff (including full-time, part-time, casual) = \$170,000 to \$190,000
Kitchen 		Part time kitchen staff + Food = \$40,000
Co-ordinator 		\$50,000 to \$70,000
Miscellaneous	Grant income; government funding \$35,000	Teaching resources; cleaning; insurance; training & development; nappies; utilities; \$75,000
	\$690,000	\$670,000

Note: Numbers have been rounded to aid readability
Last Updated 12 July 2016

5.5 Employing and managing the Co-ordinator

One of the key roles undertaken by the Committee of Management is the employment of the Co-ordinator. The Co-ordinator reports to the Chairperson and Staff Parent Liaison on behalf of the broader Committee. The Co-ordinator's position description and other conditions are negotiated by the Committee.

Managing the Co-ordinator's performance

Managing the co-ordinator is a difficult task for a volunteer Committee given the small organisation size and the financial and time pressures placed on (relatively) new parents. These guidelines have been developed to assist various stakeholders in promoting a methodology which encourages outstanding early learning outcomes and the overall health and wellbeing of the Co-ordinator, Chairperson, Committee and other educators.

Encouraging open feedback from staff

As part of the broader performance feedback gathered within Clifton Co-op, the Committee will, from time to time, survey the staff regarding specific aspects of the Co-ordinator's role. Typically, this will be undertaken annually but it may happen more frequently following the appointment of a new co-ordinator or following a significant change to the operations of the centre (e.g. adoption of a new learning framework or other major change to the industry).

This feedback is sought for a number of reasons:

1. The Committee of Management typically does not include members with specific early learning experience. Gathering this feedback helps round out the assessment of the Co-ordinator's broad role.
2. The Committee of Management does not take a day to day operational role within Clifton Co-op. Gathering this feedback is useful in helping to plan relevant PD and other training for the Co-ordinator.
3. Gathering this feedback helps the Committee understand more general issues facing educators.
4. Providing a formal mechanism for this feedback lessens the need for ongoing performance related dialogue between the Committee and educators.

Committee assessment of performance

In addition to the staff perspectives, the Committee makes its own assessment of the Co-ordinator's performance on the basis of:

1. Meeting strategic objectives
2. Adherence to risk, compliance and safety obligations
3. Provision of adequate reporting
4. Financial performance of Clifton Co-op
5. Engagement with Committee

This feedback is provided to the Co-ordinator as appropriate (at least twice per year).

Dispute resolution

The Committee recognises there will be times where the Co-ordinator and one or more educators disagree regarding a particular issue. Respectful differences of opinion including offering of alternate views often results in better overall decision making including the broader consideration of additional perspectives.

The Committee also respects that; from time-to-time; the following characteristics may clash:

1. The Co-ordinator is responsible for all aspects of the day-to-day running of Clifton Co-op.
2. The Educational Leader and Room Leaders are responsible for the planning and delivery of the specific day-to-day educational programs.

Moreover, the Committee also recognised that there is a cross over in roles among the staff group. For example, the Co-ordinator may be required to relieve on an occasional basis within the room; or one or more of the senior educators may be required to act as Co-ordinator when the co-ordinator is away on sick/annual leave.

The Committee also recognises that it is obliged to provide a workplace that is free from harassment, bullying and other discrimination. The current Complaints Policy doesn't adequately address concerns between staff members. The following information will be used to create new policies as a result of stakeholder feedback.

In house handling

In the first instance, educators are encouraged to address these issues between themselves. Consulting Co-op's philosophy; policies and procedures manual; National Law; National Regulations; National Quality Framework or other third party document often provides a mechanism for the broader consideration of the issues at hand. In addition, the Decision Framework contained elsewhere within this document provides a useful template for both initial decision consideration and dispute resolution.

External assistance

In cases where in house handling has failed, the Committee has developed the following procedures on the basis that this process:

1. Provides best practise dispute resolution by utilising the services of trained professionals
2. Prevents non HR specialist Committee members from having to intervene, potentially exposing Clifton Co-op to unnecessary risk
3. Respects that Committee members are volunteers, often with limited time. The cost (if any) of obtaining external assistance is spread evenly across the Co-operative membership
4. Promotes impartiality and the use of evidence based decision making

External assistance may be sought for Committee-Committee, Committee-Educator or Educator-Educator issues.

Depending on the issue raised, the external party may proceed by:

1. Interviewing key stakeholders
2. Facilitating a mediation session
3. Providing recommendations to the Committee and/or Leadership team regarding suggested actions
4. Suspending one or more staff members
5. Communicating to the Committee that one or more staff members be summarily dismissed (in the case of serious misconduct)

5.6 Decision Making Model

The following decision making model has been developed as a tool to assist various stakeholders (i.e. Committee, Leadership and/or Educators) in making better decisions based on considering all stakeholders and the various components of such a decision

This decision framework could be used to aid various decision makers to, for example:

- Purchase a major piece of equipment
- Refurbish part or all of the building
- Change the staff/children mix

Stakeholder Assessment

How does the proposed decision affect the following stakeholders? Depending on the decision to be made, it may be useful to list pros and cons for the following stakeholders.

Children	
Families	
Committee	
Licensee (i.e. Chairperson)	
Educators	
Council	
Neighbours/Community	

Decision Components

Analyse the proposed decision against the following components, if applicable. Examples shown are designed as a prompt for further thinking and are by no means exhaustive.

Early Years Learning Framework <i>Provide details of the proposed decision compared against the seven areas</i>	
Regulatory <i>Check against National Law, National Regulations, Co-operatives Act</i>	
Safety <i>How will children's safety be ensured/enhanced?</i>	
Compliance <i>What extra documentation might be required?</i> <i>How can we ensure ongoing compliance?</i>	
Financial <i>Will there be an impact on revenue/expenses?</i> <i>Complete separate financial modelling if required</i>	
Stakeholder Consultation <i>Have children, families, educators been consulted?</i> <i>Has any feedback been addressed?</i>	
Human Resources <i>Will staff roles/hours be affected?</i>	
Communication Plan <i>How is the proposed decision going to be communicated to children; families, educators & other stakeholders</i>	
Change Management <i>If adopted/approved, how will the decision be implemented? How will the success/failure be determined?</i>	
Similar Centres <i>Research and document relevant comparisons from both other Co-operatives and nearby child care centres.</i>	

5.7 Roles & Responsibilities

Committee of Management

A Committee of Management (COM) manages the Co-op in accordance with the Standard Rules (Constitution). The COM is made up of volunteer parents with children at the Co-op and is responsible for overseeing all aspects of the Co-op's operations. Duties include budget planning, staff appointments, movement of finances, liaison with government bodies, fundraising, developing policies, and maintaining a close involvement with staff and the day to day running of the Co-op. As a Co-op member, parents are expected to be willing to serve on the COM and are strongly encouraged to consider serving as a Committee member or sub-committee member.

Key Functions of the Committee of Management:

- Strategic planning and evaluation, setting organisations goals and directions, monitoring progress, establishing accountabilities
- Monitor the overall management of any services provided by the Co-operative
- Take responsibility as the Approved Provider under the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011
- Has other legal responsibilities as an employer and provider of a community service
- Develop and review policy in collaboration with members / families and staff, relevant stakeholder, peak bodies and regulatory authorities
- Ensure the Centre operates effectively with regular documented communication, and in line with its policies
- Plan, monitor and manage the finances of the Centre
- Maintain accurate records in line with legal and financial legislative record keeping requirements
- Ensure Centre complies with all relevant rules, regulations, service and funding agreements
- Encourage the involvement of all members / families of the Centre
- Promote community management, and committee/board membership (including sub-committees)
- Negotiate with outside bodies regarding funding, grants etc.
- Ensure the tasks of any Sub-Committees are carried out in an effective way and in a manner that encourages input and involvement from both families and staff
- Ensure meetings are planned appropriately, and that record keeping systems are in place, working closely with the Director
- Employ, manage and support staff in line with current industrial obligations

The Committee of Management will:

- Endeavour to represent the general parent body at all times to the best of their ability
- Will maintain appropriate communication with parents, through regular newsletters, notices, parent meetings, social events, and being available to parents
- Will maintain appropriate communication with staff, through the Co-ordinator and Parent/Staff Liaison Person, attending staff meetings as required, staff appraisal, social and fundraising events, and being available
- Will maintain appropriate communication with relevant government bodies, being aware of and responding to child care issues as they may arise

- In conjunction with the Co-ordinator, review existing policy and procedure to ensure they reflect expectations of current members and staff, and to develop any new policies or procedures required
- Will discuss budget criteria for the following year, to provide guidelines for the Treasurer to prepare a draft budget. This will be put on the agenda as a fixed item.

Chairperson

The Chairperson's role is to ensure that the committee functions effectively and to ensure that the affairs of the Co-operative are managed effectively. A large part of the Chairperson's role is dealing with people. The Chairperson monitors that tasks are being completed and workloads are reasonable. It is important that they ensure the tasks of the Board of Directors are carried out in an effective way and in a manner that encourages input and involvement from both users and staff.

Responsibilities:

- Convene and chair Board meetings in accordance with the constitution,
 - ensuring that informed decisions are made, actions are recorded and followed up and workload is shared
 - ensuring that meeting processes allow everyone to have a say
 - ensuring meetings run smoothly and in an efficient manner
- Ensure the service is meeting all legal and accountability requirements
- Ensure the affairs of the service are being managed appropriately
- Ensure that centre policies are current and reviewed
- Work closely with and maintain effective working relationships with other Board members and the centre Co-ordinator
- In conjunction with the Board provide support and supervision to the Co-ordinator
- Ensure staff support mechanisms are in place
- Ensure a good flow of communication between the Board, the staff and the families
- Encourage the involvement of members of the Co-operative not on the Board of Directors
- Negotiate and liaise with other organisations and act as the official representative of the centre when required.

Secretary

The Secretary reports to and is the point of contact for Consumer Affairs Victoria and Australian Charities and Not for Profit Commission (ACNC). The Secretary organises meetings, deals with documents and maintains the records of the association.

Responsibilities:

- In consultation with the Board and in accordance with the centre constitution organise all meetings including Board meetings, Special General Meetings and Annual General Meetings including
 - Preparing and sending out notices of meetings and agendas
 - Taking, distributing and storing minutes - ensuring that all decisions and follow up actions are clearly recorded and that Business Arising matters are addressed
- Receive applications for membership and ensure maintenance of the members register

- Recording incoming and outgoing correspondence and writing letters on behalf of the Association
- Report and lodge relevant documents or forms , including with Consumer Affairs Victoria and the Australian Charities and Not for Profit Commission
- Ensure that records of the association are kept and stored appropriately including correspondence, records of meetings, financial reports and documents lodged with Consumer Affairs Victoria
- Work closely with and maintain effective working relationships with the Board Executive and other Board members.

Treasurer

The overall role of the Treasurer is to monitor the finances of the service and to ensure members of the Board are informed of the financial status of the service. The Treasurer needs to work closely with the Co-ordinator and the accountant/bookkeeper to ensure the following tasks are completed:

- A realistic annual budget is prepared
- The budget is presented to the Board for approval
- The budget is monitored each month
- The Board is assisted to understand the financial state of the service
- Income and expenditure statements are presented to the Board each month and comparisons are made to the budget
- The service meets its financial accountability requirements
- Ensure that the financial records of the Co-operative are kept in accordance with the Act; and
- Co-ordinate the preparation and lodgement of the financial statements of the Association and their certification by the Board prior to their submission to the annual general meeting
- Work closely with and maintain effective working relationships with the Board Executive and other Board members.

Staff-Parent Liaison

- Be a personal communication link between the COM, Co-ordinator (staff) and parents.
- Convey to the COM relevant information regarding the Co-ordinator's views and concerns (and those of other staff generally) – particularly as they may arise from the staff appraisal process.
- Convey to the COM relevant information regarding parent's views and concerns – particularly as may come to light from the parent survey.
- Provide support and assistance to the Co-ordinator both generally in her/his role and in particular instances (e.g. when dealing with problems and/or confidential matters regarding staff, or with difficult issues involving parents such as the late payment of fees)
- Meet regularly with the Co-ordinator and all staff (perhaps at their staff meetings) and gain (and maintain) a sense of their assessment of 'where the Centre is at' with particular reference to any concerns they have.
- Share with the Co-ordinator and staff any views and concerns of the COM and of parents – and also any response to issues raised by the Co-ordinator or staff.
- Assist the Co-ordinator to carry out the annual staff appraisal process (in April and September) as set out in the Centre Policy Manual.

- Participate in the process of employing new staff; including, as appropriate, the involvement of parents and other staff, the revision of position descriptions, decisions regarding the selection process, and the short-listing and interviewing of applicants.
- Be available as a support to all staff, in the sense of being available to listen to and explore a concern, but on the basis that the staff member is encouraged/assisted in following-up issues with the Co-ordinator themselves.
- Facilitate the resolution of persistent difficulties between Co-ordinator and staff, not by representing one party but by bringing parties together in a way that ensures respect and support is accorded to all parties and a fair outcome is achieved.
- Promote openness and trust in relations between the Co-ordinator and staff and in general, that encourages staff to relate their concerns to the Co-ordinator in the first instance – who will if appropriate then take that to parents or the COM.

Risk/Compliance (incorporating Maintenance)

- Ensure the maintenance of a 'safety check list' (based on our safety policy and as required) undertake an 'Annual Safety Audit' about mid year ensuring that all is well or that all outstanding issues are reported to the COM and a plan to correct problems is prepared and enacted.
- To ensure the effectiveness of the Gardening and Maintenance Working group (assisted by the COM and staff as appropriate) by recruiting and supporting members, and meeting with them to plan, organize and undertake work.
 - Implement Working Bee policy in consultation with the Co-ordinator. i.e.:
 - Organise and distribute working bee rosters to parents
 - Monitor work to be done
 - Organise a list of work to be done at each working bee and equipment needed
 - Monitor attendance at Working Bees and follow up with parents who do not contribute as members agree to in the Family Participation Points Scheme
- When necessary, and in consultation with the Co-ordinator, liaise with Yarra City Council regarding maintenance issues through direct communication, letters, meeting, etc.
- When necessary obtain quotes and costing for the purchase of equipment/services – and check with COM or Co-ordinator as necessary.

Fundraising Co-ordinator

- Prepare a S&F plan early in the Year (in consultation with the COM and a working group) and ensure this is entered into the annual 'Calendar of Events' and publicized through the newsletter.
- Ensure the effectiveness of the Social and Fundraising Working group (assisted by the COM and staff as appropriate) by recruiting and supporting members, and meeting with them to plan and organize and undertake Social and Fundraising activities.
- Involve the wider parent body in ensuring successful Social and Fundraising events.
- Organise social events for Co-op families and staff (at minimum cost to participants) which enhance a feeling of community and which therefore encourage parents to contribute to the running of the Co-op.
- Organise the annual Christmas party for Co-op families.
- Raise money, for special nominated projects/items. (Fundraising should be used for items that are not covered in the annual budget. Such projects are to be nominated by staff and/or parents through the COM).

- Keep a financial record of money raised and spent (in co-operation with the Co-ordinator).

Director (ordinary member)

Ordinary committee member is a term for committee members who do not have an Executive committee position. They have a responsibility to be knowledgeable about the work of the centre and to make informed contributions to decision making.

Responsibilities:

- Prepare for and appropriately participate in meetings;
- Be knowledgeable about the work of the centre and any current issues and projects;
- Work with the other committee members to
 - Ensure the service is meeting all legal and accountability requirements
 - Ensure the affairs (including finances) of the service are being managed appropriately
 - Ensure that centre policies are current and reviewed;
- Undertake any assignments allocated on an individual or group basis;
- Attend functions organised by the committee/centre.

6 Parent Information Handbook

Document Purpose

This Handbook is designed as a convenient reference for parents.

It outlines what your child needs to bring with them to the Co-op each day, what happens each day at the Co-op, and your responsibilities as a Co-op member. It also contains information about the Co-op including its background, its aims, how it is funded, and how it is managed. **In particular, you are encouraged to read the information regarding the Committee of Management, and to consider becoming a member.**

Please do not hesitate to speak to the Co-ordinator, any staff member, or any members of the Committee of Management (COM) about anything else you would like to know or discuss further. Similarly, you and your wider family are welcome to visit the Co-op at any time.

We hope that you find this Handbook useful, and that your time at the Co-op will be a happy and rewarding experience for you and your child.

NB: If you need help with translating this manual please let our Centre Co-ordinator know and support will be organised

Dropping Off Your Child

See the following policies for further information:

- [Delivery and Collection Policy](#) p. 161

Opening hours

The Co-op opens at 7.45 am. We encourage you to drop your child off during 7.45 am to 9.30 am, so that staff can help settle in your child (see below).

You enter the Co-op through the gate at the rear of the property (located in the bluestone laneway). The gate is opened using a four number code, and the Co-ordinator can provide you with this. If you don't know the code, simply ring the doorbell located next to the gate and a staff member can let you in.

Whenever you enter or leave the Co-op, you must ensure that you close the gate behind you. **The gate cannot be left open under any circumstances.** You must not let any child other than your own through the gate.

Please respect parking restrictions in and around the lane behind the Co-op. All-day parking in the laneway behind the Co-op is not permitted.

Please note, smoking is not permitted in the Co-op under any circumstances. Similarly, no animals are permitted in the Co-op without prior authorisation from the Co-ordinator.

Signing in

When dropping your child off in the morning, it is extremely important that you **'sign-in'** your child. You must record in the sign-in book (located on the counter as you walk in):

- your child's name
- the time
- when you expect your child to be collected
- who will be collecting your child. This is important, as staff cannot release a child to another person unless you have notified them
- a contact telephone number (please ensure this number is correct, as it may be required in an emergency).

If you have more than one child attending that day, you must make a separate entry for each child.

After signing-in your child, you will also need to place your child's lunch in the fridge.

After signing your child in, you are encouraged to discuss with any staff member a range of issues relating to your child. This could be from the type of mood that your child is in on that particular morning, what their appetite was like at breakfast, through to their overall development and progress. You are encouraged to spend some time with them before leaving, to help them settle in for the day. The amount of time will vary depending on your child's individual needs

Settling in

To help your child settle-in, please feel free to bring a familiar toy, blanket or bottle, clearly labeled with your child's name. We also recommend that you clearly indicate to your child when you are leaving. Parents are encouraged to call the centre throughout the day to talk to staff about their child's day. Staff may contact the parent if their child has not settled within a couple of hours of being dropped off.

Some children settle-in easily, while others can be more difficult. If your child does not readily settle at the Co-op, staff and the Co-ordinator will develop an individual strategy and review period in consultation with you.

In some cases, the outcome of the review may be that your child needs to be removed from the Co-op for a period of time. If this is required, consideration will always be given for priority of access when your child is ready to return.

Orientation of New Children

At Co-op we recognize that the settling process is both difficult for the child as well as the parent. To help alleviate the stress we have some suggestions on how to help settle a new child.

- Parents are expected to come to Co-op and stay with their child on the first and second visit.
- After this time, we recommend that the parent leaves the child for a couple of hours at Co-op.
- The length of time the child stays is gradually increased over 2-3 weeks based on how they are settling in, until the child is staying for a full day.
- At this time, it is recommended that the parent leaves the child promptly, as this does not prolong the process for the child or the parent. The child will also learn that Co-op is not a space where they will play with the parent but rather have the opportunity to play with other children and attach to other adults.
- We generally find that once the parent has left, the child settles fairly quickly, however if this is not the case, we will call you and have you collect your child.
- Educators recommend that for the first 4 - 6 weeks new children have an early pick up.

Please see individual room Educators for specific information regarding orientation.

What Your Child Needs To Bring To Co-op

See the following policies for further information:

Nappy Changing and Toileting Policy p. 222

Food p. 247

Birthdays/special occasions p. 43

SunSmart Policy p. 270

Children with Severe Allergies p. 93

Clothes and Footwear p. 130

Label everything

Everything that you bring to the Co-op must be clearly labelled.

Each child at the Co-op is allocated a locker and pigeon hole to store their personal belongings. If your child loses something, please let a staff member know. If it is found and is clearly labelled, it will be placed in your child's pocket. A lost property box is also kept near the Co-op entry; unlabelled items are placed there.

The Co-op is not responsible for any lost items, including clothing.

Clothing

You should dress your child in practical, durable clothes that are clearly labelled.

During the colder months, you should provide your child with warm, protective clothing such as beanies, coats, gloves and gumboots.

In the warmer months, you will need to provide your child with a labelled sun hat that protects their face, neck and ears. To help protect your child from the sun, the Co-op also does the following:

- ensures there are sufficient areas of shelter, and shade trees in the grounds
- excursions and outdoor activities are scheduled before 11am and after 3pm (EDST) whenever possible. The availability of shade is also considered when planning excursions and outdoor activities
- staff act as role models by wearing appropriate hats and clothing outdoors, using sunscreen, and seeking shade whenever possible

SPF 30+ broad spectrum, water-resistant sunscreen will be provided for staff and children's use as necessary.

You will also need to pack a complete change of clothes in a bag, and additional items appropriate to changing weather.

Footwear must be appropriate for the season and suitable for outdoor activities. Thongs are not allowed. Smocks will be provided for children engaging in messy activities. Soiled clothing will be rinsed and placed in a plastic bag.

Staff will ensure that your child is dressed appropriately for indoor and outdoor play, and for rest.

Nappies

As part of our commitment to sustainable practice and doing our part to reduce the number of disposable nappies that go into landfill, Co-op initiated the use of EEny compostable nappies. The nappies are made from renewable plant based material and have no harmful chemicals. Nappies are provided but parents are required to purchase one gripper belt at the start of the year.

If you are toilet training your child, several labelled pairs of training pants and additional changes of clothes are required.

Food

In order to comply with the Food Safety Act 1984, the Co-op has a Food Safety Program that ensures that all food involved in Co-op activities is safe and fit for human consumption. This includes snacks served by staff to the children, food provided by you (lunches and birthday cakes to share), and sausages and cakes at fundraising events.

All foods must be prepared in the following way:

- avoid food preparation when you have an infectious illness
- wash hands before handling food (we are not required to provide hand washing facilities at an event such as a sausage sizzle lasting only a few hours)
- avoid direct contact between hands and food by using utensils and disposable gloves e.g. use tongs for sausages and serve bread on serviette
- use only fresh ingredients (that is food within its use by date)
- wear an apron or clean clothing when handling food
- transport all foods in sealed packaging or wrapping
- foods requiring refrigeration (fresh dairy products and meat) to be refrigerated until time of cooking or serving

Healthy eating is encouraged through both parents and the Co-op providing appropriate foods and beverages. Parents are required to inform staff of their child's special nutritional needs and/or food allergies. Parents are required to pack one piece of fruit for your child for morning tea. The fruit is cut up and placed on a platter for children to share.

Parents also need to pack lunch. You need to pack your child's lunch in a labelled and sealed container and place it in the fridge after you sign-in your child. Suitable food includes sandwiches, cheese, yogurt, soup, meat and vegetable pieces, dry biscuits and dips.

Co-op provides your child with afternoon tea, and a late afternoon snack. Any food that needs re-heating is heated thoroughly to at least 75°C for a minimum of two minutes.

The following foods are strongly discouraged: sweets, raw un-grated carrot, soft drinks, chips, popcorn, cakes and sweet biscuits.

Nuts or nut products like Peanut Butter and Nutella are prohibited at Co-op because of allergy risks for existing children. If any child presents with a diagnosed anaphylactic reaction to a certain food then that food shall be banned from the Co-op for the duration of that child's attendance. Parents shall be updated regularly by email and notices on the notice board.

Milk and water are provided with meals and snacks.

Any food that your child doesn't eat is left in their lunchbox so that you can monitor their food intake.

Birthdays/special occasions

Birthdays/special occasions are celebrated at the Co-op and you are welcome to bring a cake for the children to share. However, please speak with staff regarding special requirements that need to be followed for the preparation of birthday cakes (e.g. limiting the use of artificially coloured sweets for decoration, nut traces that may lead to allergic reactions in children, etc.). Ensure that cakes containing uncooked dairy products (e.g. cream or cheese) are refrigerated. Please include a list of ingredients with the cake. It is preferable to have a store bought cake as it compliant with the food safety regulations.

Allergies

All staff are informed verbally and in writing if your child has an allergy or special dietary need. Relief staff are also informed and must check with permanent staff before serving food. A copy of this information is displayed in the room where your child attends, near to where food is prepared and eaten, and also in the kitchen. Staff are also required to be aware of where a child is sitting when a meal is served with food to which they are allergic (e.g. some children may need to be placed in a high chair so that they do not eat another child's food).

Any child that requires an EpiPen must provide the centre with one. The EpiPen must be stored in a small cooler bag. The EpiPen must be appropriately labelled with the child's name on it. An Anaphylaxis Action/Management Plan must be provided and include a photo of the child. The EpiPen will be stored in the relevant child's room and out of reach of other children. If your child arrives at Co-op without his/her EpiPen they shall be sent home.

If your child suffers an allergic reaction while at the Co-op, staff must:

- immediately inform the Co-ordinator and
- ensure that a staff member remains with the child until medical assistance arrives.

Refer [Anaphylaxis Policy](#) p. 93

During The Day

See the following policies for further information:

Nappy Changing and Toileting Policy p. 222

Child Supervision Policy p. 127

Grouping Of Children Policy p. 185

Hygiene Policy p. 186

Guiding behaviour

The Co-op encourages children to develop and show respect for each other's rights and feelings, and to express their feelings in a socially acceptable way.

In guiding your child's behaviour, staff will use methods appropriate to their level of development. Staff will reinforce your child's positive behaviour by acknowledgment and encouragement. When dealing with negative behaviour, staff will provide positive guidance in a calm but firm manner.

Your child will be encouraged to develop social skills that will allow them to resolve their own conflicts.

Program planning and development

The Co-op has planned developmental programs and for both groups and are displayed on the whiteboards in each room. Staff plan these programs according to the individual needs, interests, and development within the group.

The aim of the program is to provide your child with a range of experiences and activities to assist in their cognitive, physical, social and emotional, and language development.

Programs are evaluated constantly by staff, by observation of the children's play, their level of interest, appropriate constructive behaviour, and achievement of goals, and adjusted as required to meet the children's needs.

Planning is built on children's interests and needs and based on Co-op's philosophy and the Early Years learning framework. Educators maintain a record of each child's planning and development in their individual portfolios. Portfolios are kept in the children's room and are accessible to parents who may also like to contribute photos or stories to their child's portfolio.

Sleep and rest

Your child will be offered the opportunity to rest during the day. Depending on your child's needs, they will have a sleep; rest on a bed, or a quiet free play. If your child has had a sleep during the day, it will be recorded on a notice board in the room for your information.

Toilet training

The Co-op can begin toilet training your child when they show signs of being ready. For more information on toilet training, please speak to a staff member.

Collecting Your Child

See the following policies for further information:

[Late Collection of Children Policy](#) p. 207

[Delivery and Collection Policy](#) p.161

Signing out

When you collect your child, you must 'sign-out' your child and record the departure time.

After signing your child out, you are encouraged to discuss with any staff member your child's experiences throughout the day.

Late collection fee

The Co-op closes at 6.00pm each day. However, you are urged to collect your child no later than 5.45 pm, to allow staff time to pack up to enable them to leave when their shift ends at 6.00 pm.

If your child is not collected by 6.00 pm, a late collection fee applies to compensate staff for extra time worked. The Co-op wall clock is the reference for time. The late fee is calculated as follows:

- \$10.00 for first 15 minutes or part thereof, and
- \$1.00 per minute after that.

The late fee will be charged to the fortnightly fee statement automatically.

If you anticipate a late collection, you should arrange for someone to collect your child, but you must notify staff of this arrangement (please note, staff **cannot** release children to the care of someone other than the person specified, without your authorisation).

If you anticipate a late pick up, a phone call to staff would be greatly appreciated. However, this does not exempt you from the late fee.

Health And Safety

See the following policies for further information:

Anaphylaxis Policy p.93

First Aid, Illness, Incident, Injury and Trauma Policy p. 176

Infection Control Policy p. 190

Infectious and Communicable Diseases Policy p. 192

Maintenance and Safety – Child Safe Environments

Purpose

To ensure that Clifton Child Care Co-operative is a safe environment, free from hazards and harmful substances, is well maintained at all times, minimises the use of toxic substances and ensures that potentially dangerous products are handled and stored to protect the health of staff and children.

Scope

Children need a safe environment to explore and learn. Young children do not always understand the potential dangers of their environments so it is imperative that we take an active approach to creating, maintaining and monitoring all aspects of our physical environments to ensure that they are child safe at all times. Clifton Child Care Co-operative is aware that safety of children's buildings, playgrounds and equipment is paramount to ensuring the health and wellbeing of all children, and adults. Recognising potential hazards, and eliminating and controlling hazards is intrinsic to ensuring environments are child safe.

Application

This Policy is applicable to all staff, students and volunteers working at Clifton Child Care Co-operative.

Policy

Clifton Child Care Co-operative will ensure that all buildings, fencing and gates, outdoor areas and equipment are safe, well maintained, and regularly checked. Any damaged infrastructure or equipment will be promptly removed or made inaccessible and repaired or replaced. The use of dangerous products will be minimised and they will be stored in areas inaccessible to children. Staff, volunteers, students and families will act as role models for children by engaging in safe practices and discussing these with children when appropriate. Cleaning routines and safety checks will be carried out as outlined in our Hygiene and Occupational Health and Safety Policies.

City of Yarra

The City of Yarra is responsible for

- Completing a yearly maintenance audit to identify any minor or major works required for the building and grounds. The council audit is conducted in conjunction with the Co-ordinator and/or if available a committee member.
- Safety tagging of all electrical equipment to ensure items are not faulty.
- Maintaining essential services e.g. fire extinguishers and air conditioners.
- Responding to maintenance requests in a timely manner.

Our responsibilities

Buildings and outdoor

- Daily safety checklists of indoor and outdoor play areas are undertaken and signed by staff prior to children's use.
- Any hazards including spiders, vermin or toxic plants identified at any time will be removed or eliminated immediately. If the hazard cannot be removed or rectified, the Co-ordinator must be informed and a maintenance request will be submitted to the City of Yarra. The Co-ordinator and staff will ensure interim measures are taken to keep children safe from hazard or harm.
- Any sharps hazards such as syringes, and other associated equipment will be handled without direct contact: e.g. use of single-use gloves and extended tongs. They will not be disposed of in the general rubbish bins. They will be stored in a sealed container and the Co-ordinator will contact City of Yarra for disposal.
- Clifton Child Care Co-operative is responsible for the replenishing of sand and softfall material in the children's playgrounds. This will be conducted twice yearly by the gardening and maintenance committee.
- The Co-ordinator and staff will ensure that playground equipment and surfaces meets Australian Standards.
- Staff will ensure that any set ups meet Australian Standard requirements including a 1.5 m fall zone around any equipment over 600mm with softfall depth of 200 – 300mm
- All hazards, maintenance issues or near misses are recorded in the OH&S folder. The Co-ordinator and OH&S Officer are responsible for maintaining a record of how these have been resolved.
- Staff are required to be aware of their surroundings and actively provide a safe environment for all.
- Monthly OH&S checklists are completed by the OH&S officer and reported on at the monthly staff meeting and committee meeting.
- All vegetation grown will be non-toxic to children.
- Power points will be out of reach to children, or if within reach, will be fitted with approved safety shutters.
- Electrical appliances and chords will be kept out of reach of children.
- Entrances exits and walkways will be kept clear.
- Sandpits are covered at night and raked daily.
- Contract cleaners clean the centre and dispose of rubbish daily.
- Staff maintain a clean environment throughout the day and complete a thorough bathroom clean in the middle of the day.

Equipment

Staff will

- Remove broken, unsafe or dangerous equipment immediately.
 - Check for sharp edges choking hazards, cords, or parts that can break off.
 - Ensure all equipment purchased is age appropriate and meets Australian Standards.
 - Discard broken toys if they are not repairable and regularly test locking devices to ensure they work correctly.

- Regularly check furniture and equipment for stability, wear and tear and, ensure cleanliness of all equipment.
- Check all equipment for quality design and manufacture

Storage of and handling of toxic and potentially dangerous products

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- The use of any potentially harmful or toxic substances including cleaning products, personal care products, and garden supplies is minimised.
- The least hazardous chemical is for the job is chosen.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored in their original labelled containers.
- All toxic substances that are decanted from their original container must be diluted to the correct ratio if necessary and labelled with the appropriate name, chemical composition, and risk and safety warnings.
- Only permanent staff who have appropriate instruction on handling toxic substances will decant toxic substances into other containers.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored out of reach or in a locked cupboard labelled 'chemical storage' or 'first aid' immediately after use.
- Warning signs are posted on or near storage areas for potentially dangerous products and include a list of those products held.
- Toxic sprays that produce fumes are not used when children are present.
- Protective gloves are used when handling potentially corrosive products.
- Containers used to store toxic substances are not subsequently used for any other purpose.
- All chemicals and cleaning agents are replaced before the expiry date and have a material data safety sheet provided by the supplier at the time of delivery.
- Material safety data sheets are placed near all potentially toxic products and these contain first aid details.
- The phone number for the Poisons Information Centre is posted beside all telephones in the centre and is included on the first aid action plan.
- Ensure hazardous chemicals, substances or equipment are disposed of in accordance to the manufacturer's instructions, OH&S regulations, local council regulation or Department of Health advice.
- Conduct and record regular audits of toxic or dangerous product to ensure they are stored correctly and have not passed their expiry date.

References

Related policies	Source
Hygiene Policy p. 186	Revised National Quality Standard 2018, 2.1 Children's health and safety, 2.2 Each child is protected, 3.1 The design of the facilities is appropriate for the operation of the service
Occupational Health and Safety Policy p. 249	Education and Care Services National Regulations (December 2017) R 81,103,104,105,106,109,110,111,112, 113 Occupational Health & Safety Act 2004, Occupational Health & Safety Regulation 2007 (Vic) Moveable Play Equipment (December 2017) Kidsafe NSW Information Sheet Kidsafe Victoria https://www.kidsafevic.com.au/playground-safety

Medical Conditions in Children Policy p. 209
[Medication Policy](#) p. 215
[Occupational Health and Safety Policy](#) p. 249
[Water Safety Policy](#) p. 276

Medication

If your child needs medication to be administered during the day, you need to inform a staff member verbally, and provide formal written authority by completing an entry in the medication register (located on the counter near the entry).

Medication cannot be administered without your written authorisation, children that require antibiotics should not attend the centre until 24 hours after their first dosage.

A trained staff member is responsible for checking the dosage, time, expiry date, specific child's name on prescription and complete authority in medication booklet. The dosage is double-checked by another staff member before administration.

Illness

If your child shows signs of anything more than mild illness (for example, a cold), they should not be sent to the Co-op. In particular, if your child has an infectious/communicable disease/condition, they must not be sent to the Co-op until the condition is no longer considered infectious/communicable (see Appendix II for more information). If your child has been vomiting or has had diarrhoea they should not return to the centre until 24 hours after their last bout.

If your child becomes ill during the day, the Co-ordinator will phone you, and you will need to take your child home. If your child's temperature is above 37.5 degrees centigrade the co-ordinator will also call and you will need to come and collect your child.

Children should not return to the Co-op until they are well. The Co-ordinator may, at their discretion, require the provision of a medical clearance certificate before your child returns to the Co-op.

Accidents

Staff record all accidents the accident book (located on the counter near the entry), which you must counter-sign when you collect your child.

You will be advised of any minor accidents that occurred during the day when you collect your child. Minor accidents such as grazes and abrasions are cleaned with antiseptic, and if required, bandaged. Cold compress are applied to sprains, contusions and bumps.

Serious accidents and severe allergic reactions

With more serious accidents and severe allergic reactions, you or your emergency contact will be contacted and requested to transport the child to a doctor/hospital. If you or your emergency contacts are uncontactable, your child will be accompanied by staff to seek medical treatment.

Where urgent medical attention is required, an ambulance will be called and you will be notified immediately (please note, you will be responsible for any ambulance and medical costs).

Immunisation

Victorian legislation states all children need to be fully immunised for their age in order to enrol at an early childhood service. Families will need to provide the centre with their child's immunisation schedule before being officially enrolled.

Fire drill

All staff, including relievers and volunteers, are required to be familiar with the Co-op's fire drill procedures. Fire drills are held with staff and children at least every 3 months.

Fees and Bookings

See the following policies for further information:

[Fee Policy](#) p. 174

[Annexure A – Fee Schedule](#) p. 278

Payment of fees

The Co-op is a non-profit organisation and operates on a very tight budget. To enable the Co-op to operate effectively, fees must be paid promptly failure to do so may jeopardise your child's position at the centre.

Fee statements are emailed weekly covering the previous week and one week in advance. Fees can be paid weekly, or fortnightly.

Fees can be paid electronically with an electronic fund transfer from the invoicee's bank account into Clifton Co-op's bank account. The account details are provided on the bottom of the fee statement. Please be sure to include your child's name in the electronic transfer so that it is clear who the payment is for.

Electronic payment or EFTPOS are preferred for security reasons. The Co-op cannot guarantee the security of cash left on the premises. For this reason parents are requested to pay their fees by electronic funds transfer. Please speak with the Co-ordinator if you need to pay fees in cash.

Fee assistance

Fee assistance is available to all families who are eligible under the Commonwealth Department of Human Services and Health guidelines. The Co-op can provide relevant information and assistance, including offering a reduced fee or lump sum payment, but the responsibility to meet required guidelines and procedures rests with you.

Absences

You are required to pay for any booked place during an absence. This includes absence due to:

- Illness
- Planned holidays

If your child cannot attend the Co-op, please let the Co-ordinator know as soon as possible by phoning the Co-op by 8.00am on the morning that your child can't attend

When possible, fees for long absences may be negotiated if the place can be filled with occasional care. This is strictly through consultation with, and at the discretion of the Co-ordinator.

Notice of cancellation

To cancel or change a booked place, a minimum of 4 weeks / 20 Co-op working days (excluding the Christmas shutdown period) notice is required to allow time for the Co-ordinator to fill the vacancy.

Withdrawal

If you want to leave the Co-op, you need to speak with the Co-ordinator who will issue a withdrawal form for you to complete.

Working With Parents

See the following policies for further information:

Code Of Conduct p. 132

Communication Policy p.151

Family Engagement Policy p. 173

Fundraising Policy p. 184

Information Privacy Policy p. 195

Participation Recognition Scheme p. 254

Code Of Conduct p. 132

Communication Policy p. 151

Your involvement

Parents are expected to take an active role in the Co-op, including:

- assisting with working bees and fundraising
- attending parent meetings and social events
- being willing to serve as a member of the Committee of Management or on a sub-committee
- being willing to assist with the ad-hoc provision of services or skills, such as typing, sewing, toy repair, administration etc.

Communication

Effective communication and consultation between families and staff is essential for the smooth operation of the Co-op.

Invoices and newsletters will be emailed once you provide the centre with your email address. Notice boards display a variety of important and relevant information. Notices relating to meetings, fundraising, excursions or other relevant matters are displayed on walls/doors in the hallway and rooms.

Staff are always available to discuss your child's daily routine and/or any areas of concern/development. Please make an appropriate time with the staff to discuss your concerns.

You should advise staff of changes to family circumstances and health issues as these may affect your child's behaviour. Contact numbers and addresses must be kept up to date.

A parent information night is held annually to update parents individually on their child's development and activities, and to discuss objectives. Parent meetings are also held throughout the year, as required.

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Newsletters are published regularly throughout the year. Contributions from parents, staff and others interested in early childhood education related issues are welcome.

Feedback/input

Your feedback is valued and encouraged both formally and informally. Emails are sent out to parents on a regular basis asking for feedback in all quality areas.

The Co-op values any input, skills, talents and interests that you and your family believe may be of assistance and value in building programs for children. For example, there could be interesting aspects to you and your family's home or working life that you would be prepared to share to enrich the experiences of the co-op's children.

Please feel free to share your thoughts with staff at any time.

Complaints

The Co-op encourages clear and open communication between staff and parents in order to resolve differences before they escalate into major conflicts.

You are encouraged to air your differences with staff sensitively and openly. Complaints regarding staff can be discussed with the Co-ordinator to clarify the issue and decide on any further action. If the issue is not resolved satisfactorily, it can be taken through the Parent and Staff Liaison Director to the Committee of Management for further action/advice. Please see the Complaints Procedure on the noticeboard.

Your privacy

The Co-op believes that an individual's right to keep their personal information private is highly important. We are committed to protecting and maintaining the privacy, accuracy and security of your personal information.

Family Induction Checklist

The Clifton Child Care Co-operative is committed to ensuring adequate information and communication to all new member families.

All forms provided by the Co-op and completed by the family are stored securely in the Children's File.

Forms to be provided by the Co-op and completed by family:

- Enrolment Form
- Notice of obligation
- Share Membership
- Child Routine
- Allergy Form
- Immunisation schedule

To be provided by the Co-op to family:

- Fee Assistance information (if applicable)
- Family Information Booklet
- Explanation of fee payment
- Tour of the Co-op

To be paid by family:

- Deposit (refer [Annexure A – Fee Schedule](#) p. 278)
- Share Membership \$1

Infectious Diseases – Minimum Exclusion Period

The following schedule indicates the minimum period of exclusion from schools and children's service centres required for infectious diseases cases and contacts as prescribed under Regulations 13 and 14 of the Health (Infectious Diseases) Regulations 2001 - Schedule 6.

A patient or contact (a person coming into contact with the patient) shall be prevented from attending crèche, unless the conditions (where applicable) prescribed hereunder are complied with.

Amoebiasis (*Entamoeba histolytica*)

Exclude until diarrhoea has ceased. Contacts not excluded.

Campylobacter

Exclude until diarrhoea has ceased. Contacts not excluded.

Chicken pox

Exclude until fully recovered or at least 5 days after the eruption first appears. Note that some remaining scabs are not a reason for continued exclusion. Contacts not excluded. Note that any child with an immune deficiency (for example, leukaemia) or receiving chemotherapy should be excluded for their own protection.

Conjunctivitis

Exclude until discharge from eyes has stopped. Contacts not to be excluded. Note: the discharge from the eye is highly infectious.

Diphtheria

Exclude until medical certificate of recovery is received following at least two negative throat swabs, the first not less than 24 hours after cessation of anti-microbial therapy and the other 48 hours later. Contacts to be excluded including all family/household contacts until cleared to return by the Secretary.

Hand, foot and mouth disease

Exclude until all blisters have dried. Contacts not excluded.

Haemophilus type b (Hib)

Exclude until medical certificate of recovery is received. Contacts not excluded.

Hepatitis A

Exclude until a medical certificate of recovery is received, but not before 7 days after the onset of jaundice or illness. Contacts not excluded.

Hepatitis B

Exclusion is not necessary. Contacts not excluded.

Hepatitis C

Exclusion is not necessary. Contacts not excluded

Herpes ("cold sores")

Young children unable to comply with good hygiene practices should be excluded while the lesion is weeping. Lesions to be covered by dressing, where possible. Contacts not excluded.

Hookworm

Exclusion is not necessary. Contacts not excluded.

Human immune-deficiency virus infection (HIV/AIDS virus)

Exclusion is not necessary unless the child has a secondary infection. Contacts not excluded.

Impetigo

Exclude until appropriate treatment has commenced. Sores on exposed surfaces must be covered with a watertight dressing. Contacts not excluded.

Influenza and Influenza-like illnesses

Exclude until well. Contacts not excluded.

Leprosy

Exclude until approval to return is given by the Secretary. Contacts not to be excluded.

Measles

Exclude until at least 4 days after the onset of rash. Immunised contacts not excluded. Unimmunised contacts should be excluded until 14 days after the first day of appearance of rash in the last case. If unimmunised contacts are vaccinated within 72 hours of their first contact with the first case they may return to crèche.

Meningitis (bacteria)

Exclude until well. Contacts not excluded.

Meningococcal Infection

Exclude until adequate carrier eradication therapy has been completed. Contacts not excluded if receiving carrier eradication therapy.

Molluscum contagiosum

Exclusion not necessary. Contacts not excluded.

Mumps

Exclude for days or until swelling goes down (whichever is sooner). Contacts not excluded.

Parvovirus (erythema infectiosum fifth disease)

Exclusion not necessary. Contacts not excluded.

Pediculosis (head lice)

Until appropriate treatment has commenced, supported when requested by a medical certificate. Not to be excluded. Close contacts should be inspected regularly for signs of infestation.

Pertussis (whooping cough)

For four weeks or until a medical certificate of recovery is produced. Not to be excluded.

Poliomyelitis

Exclude for at least 14 days from onset and also until a medical certificate of recovery is produced. Contacts not to be excluded.

Ringworm, scabies, pediculosis (head lice)

Re-admit the day after appropriate treatment has commenced. Contacts not to be excluded.

Rubella (German measles)

Until fully recovered or at least at least four days from the onset of the rash. Contacts not to be excluded.

Salmonella, shigella

Exclude until diarrhoea ceases. Contacts not excluded.

Scabies

Until appropriate treatment has commenced, supported when requested by a medical certificate. Not to be excluded.

Streptococcal infections, including scarlet fever

Until the child has received antibiotic treatment for at least 24 hours and the child feels well. Contacts not to be excluded.

Trachoma

Re-admit the day after appropriate treatment has commenced. Contacts not to be excluded.

Tuberculosis

Exclude until a medical certificate is produced stating that the patient is no longer infectious. Contacts not to be excluded.

Typhoid and paratyphoid fever

Exclude until approval to return is given by the secretary. Contacts not to be excluded unless considered necessary by the Secretary.

Whooping cough

Exclude the child for 5 days after starting antibiotic treatment. Exclude unimmunised household contacts aged less than 7 years and close child care contacts for 14 days after the last exposure to infection or until they have taken 5 days or a 10 day course of antibiotics.

Worms (intestinal)

Exclude if diarrhoea present. Contacts not to be excluded.

7 Staff Information Handbook

NB: If you need help with translating this manual please let our Centre Co-ordinator know and support will be organised

Welcome To Staff

Welcome to Clifton child Care Co-operative. We hope that your association with us is both enjoyable and rewarding for you in your dealings with the children in the Centre and also in your role as a member of our team. We aim to provide a professional service of the highest quality and we also aim to provide a work environment which is stimulating, supportive and importantly FUN!!!

The following information should answer most if not all of your questions regarding the daily operation of the Centre. Please read through the information and ensure that you are totally familiar with all of our policies (located in our policy folder), procedures etc. Remember that it is essential that we all provide consistent information to our families and this requires everyone to have thorough knowledge of all of the information contained in this staff manual.

The Centre

Ownership and Management

The Centre is a community based long day care centre managed by a parent committee. The building is owned and maintained by the City of Yarra and has been in operation since 1977. The running costs are obtained from fee payments, fund raising and from some direct grants.

Philosophy

Insert philosophy

We believe children learn about the world, each other and themselves through play, and through meaningful relationships formed in an environment of trust and enjoyment.

Play helps children to develop the language, physical and social skills they need in life, including respect for people and the environment.

We place immense value on imaginative play and in the satisfaction that comes with even the smallest accomplishment. Children are encouraged to explore their environment freely, to imagine, communicate and create. we use natural materials in play to help stimulate the children's creativity and develop respect for their diverse environment.

Our staff respect children's unique differences and through observing the children's development each child's individual needs are met. Our co-operative partnership between families and staff - involving communication and consultation - help us understand and plan an appropriate programme. We are always endeavouring to improve and to meet the changing requirements of children and families.

Clifton Child Care Co-operative celebrates diversity and embraces our place as part of a wider community. The involvement of parents in the life of the centre helps foster that community spirit.

We provide a nurturing, stimulating and safe setting in which children, staff and parents feel welcome and at home.

Broad Goals

1. To provide a high quality Child Care service responsive to the needs of all children and parents.
2. To provide a wide range of learning experiences which will facilitate the development of social, emotional, cognitive, language and physical skills.
3. To provide care and support to families.
4. To ensure that staff are able to fulfil their role in an environment where their rights and needs are recognised.
5. To develop and maintain a positive relationship between the Centre and the local community.
6. To participate in all aspects of the Quality Improvement Accreditation System and review and evaluate practices on a cyclic basis.

Please note that our Philosophy and Broad Goals will continue to be reviewed by staff and parents to ensure that their changing needs are met. Families are encouraged to ask questions and to raise issues about the centre's philosophy and broad goals at any time.

Opening Hours

MONDAY TO FRIDAY 7.45 AM - 6.00 PM

The centre will close on public holidays and for a period of approximately two weeks at Christmas.

Information For Staff

Annual Leave

Staff are entitled to four weeks annual leave the bulk of which must be taken when the Centre closes at Christmas. Additional holidays may be taken at a time, which is convenient to the running of the Centre.

Babysitting

Staff may baby-sit for families if they wish. However arrangements for babysitting should be made in your own time rather than whilst you are responsible for children in the Centre. Please let parents know if they are phoning for this purpose, that they need to phone you after hours. It is recommended that staff do not transport children from the Centre in their own vehicles at any time.

Cleaning

Unfortunately, cleaning is part of child care. Whilst we have a "cleaner" who comes in every evening all staff must still contribute to maintaining the Centre in a clean and hygienic condition.

Clothing & Presentation

All staff are required to wear neat, casual clothing that is comfortable. Close toed shoes must be worn at all times. In the summer time staff must wear capped sleeve t-shirts. Singlet tops and thongs are not to be worn due to Occupational health and safety regulations. A wide brim hat must also be worn outdoors in the summertime.

Confidentiality

It is a condition of employment that staff agrees to protect the confidentiality of Clifton Child Care Co-operatives work methods, programmes and procedures.

Confidentiality is also part of a professional approach to your work that requires you to maintain the confidentiality of issues regarding your co-workers, management and parents and children where necessary.

To comply with Privacy Legislation, the only persons permitted to see the children's records are the parents or legal guardians, Child Care staff, the Director and Children's Services Advisers from the Department of Human Services.

Each child's personal information including enrolment form, developmental records etc is to be kept in a secure location at all times. Information regarding a child's enrolment or personal details is not to be given to others without written consent from the parent or guardian.

Parents need to know that information shared with a staff member will remain confidential and staff members must respect this. Staff members are trusted to maintain confidentiality, and to use any information obtained with the utmost discretion. This is now stipulated by law as part of Privacy legislation introduced in September 2002.

The names of children who may have caused injury to other children while at the centre are not to be disclosed to parents, or anyone other than the staff members at the centre.

Staff members are not to discuss any financial details of families using the Centre with persons other than the parent or guardian who is responsible for paying the child's fees.

A child's enrolment at the Centre is not to be confirmed to anyone without the consent of the child's parent or guardian.

If the Centre has a student from University etc in attendance, the Co-ordinator may allow limited access to children's information. For example, the children's first name, date of birth, country of origin, and home language should suffice for most tasks assigned in their course of study. Permission must be sought from the parents before any other information is passed on to the student.

Food

The kitchen is always stocked with tea, coffee and biscuits for staff. Please respect the fact that the remainder of the food in the kitchen is for the children.

Grievances

If you have any problems with your work, with management, co-workers anything at all it is hoped that you feel sufficiently comfortable to sit down with the Co-ordinator and talk things through before problems get out of hand. We would always prefer to discuss any problems face to face rather than receiving a written note.

Maintenance

All staff are required to carry out regular maintenance/safety checks of their rooms and the outside environment and report any damaged toys or equipment immediately. Any damaged/unsafe toys or equipment must be removed from children's access immediately. If the item is too big to remove then it must be sectioned off and labelled accordingly so that staff do not unwittingly allow children to have access. It is essential that these checks are documented so that we have proof of regular safety/maintenance checks being carried out in the centre. Please ask to see the Maintenance record book. The City of Yarra is responsible for any major maintenance work.

Staff should ensure that they are continually checking the equipment and the environment for any items which require repairs or maintenance. Things to be on the lookout for include; sharp objects, splinters, things which could trap fingers, choking hazards and strangulation hazards.

Any faulty equipment should be removed from the children immediately or where it is a piece of fixed equipment it should be labelled "Out of Bounds".

All maintenance/repair work should be noted and dated in the maintenance book

Meal Breaks

Staff are entitled to a half hour lunch break (unpaid) and a fifteen minute morning and afternoon tea break (paid).

Staff Meetings

Staff Meetings are held one a month and all staff are required to attend. Casual staff are asked to read the minutes of these meetings as they hold valuable information that inflicts on daily practices. Staff will be paid overtime for attendance at staff meetings.

Pay Procedures

Salaries are paid fortnightly into nominated bank accounts.

Phone Access/Calls

Staff are not permitted to receive calls whilst they are with the children so the safety or welfare of the children in their care at the time is not compromised. There is a phone in the staff room for staff use during breaks. To date, management is happy to pay for those calls so long as they are kept to a minimum and that calls to mobile phones are no longer than the cost of a local call. Any long distance calls will need to be paid for. Any personal mobile phones must not be in the room whilst staff are working.

Professional Development

Your professional development is considered of great importance. Training should ensure that you are up to date in your early childhood education practices. It should also be motivational and provide you with fresh ideas to experiment with.

We primarily use the in service training sessions provided by Community Child Care Association however other training resources are used where appropriate.

RDOs

During each 4 week work cycle, permanent staff work the first three weeks at 40 hours per week. During the fourth week 32 hours are worked over 4 days entitling the staff member to one day off.

Record Keeping

Effective record keeping, used in conjunction with a basic knowledge of child development, is the basis for all planning and programming. Record keeping is to be contributed to by all staff, so that an overall picture of the “whole child”, which is not biased in any way, can be sought. Keeping effective records on every child who attends the Centre is the only way to keep track of, plan effectively for, and evaluate a child’s progress on a regular basis. Please refer to our policy folder.

Rosters

It is imperative that the children at the Centre receive continuity of care from a regular group of staff members, so that they may build up trusting relationships with their primary caregivers.

The roster is written on a monthly cycle and all staff are required to have a copy. Generally staff rotate through the various shifts working each shift for one week then working the shift commencing fifteen minutes to half an hour later the following week. Flexibility is required however so that staff may swap shifts when necessary and to cover absences etc.

There must always be two staff members rostered on at all times, and at least one of these is to be a qualified staff member. One staff member must be willing and able to take responsibility when the Co-ordinator or Assistant Co-ordinator is absent. The *Person in Day to Day Charge* must sign an acceptance form and be familiar with Co-op's policies and procedures and the Regulations.

All staff are to work their designated shift time, unless taking time in lieu, which should be clearly noted in the staff sign in book. Staff are to be in their room ready to perform their assigned duties at the scheduled starting time. If staff are unavoidably detained please call the Centre before your scheduled starting time with your anticipated time of arrival.

In the absence of the Co-ordinator it is the responsibility of trained staff members to organise relief staff if a staff member phones in sick. The Centre has a list of regular relief staff who are capable and available, and who are willing to adhere to the philosophy, policies and procedures under which the centre operates. Relief Staff telephone numbers are clearly displayed on phone number list. To ensure relief staff are promoting continuity of care for children it is important to keep regular relief staff appropriately according to the amount of time they have spent in a particular room.

Sick/Injured Staff

If you are not well enough to attend work then you must notify the centre co-ordinator or qualified staff member who will be opening up that day, as soon as possible so that a replacement can be arranged. It is appreciated if you can ring to let the centre know the evening before, though if you can't you must ring in the morning **before 6.00 am** as it is usually almost impossible to organise replacement staff after this time. If you are supposed to be starting at 7.45am then you will need to ring by **6.00 am** at the latest.

If you become unwell whilst working in the Centre or you are injured during the course of your work then you should inform the Co-ordinator or 2IC as soon as possible so that cover can be organised and an incident report be made in the OH&S folder.

Minimum Staffing Requirement

There must always be a minimum of two staff on the premises. This rule applies strictly when there are children in the Centre and also at the end of the day when the last two remaining staff must leave together

Working With Parents

Access to the Building

DO NOT allow access to the building unless you are certain that it is appropriate. If in doubt, let the person know that you are going to check with the Co-ordinator or Person in Charge. Even if you keep a parent waiting, they will not mind, as this will indicate to them that we consider the security of the children to be of the utmost importance.

Communication with Parents

Staff should write as much detail as possible about each child's day on the white boards. This information allows parents to know what has gone on throughout the day, both in terms of physical aspects of their care i.e. how much they ate or slept and in terms of what the children may say at home about what they did today. .

Parent enquiries of a general nature, may be dealt with by a staff member as appropriate. Enquiries from a parent regarding matters of a more serious or specific nature should be directed to either the staff member responsible for the room in which the child is cared for, the Centre Co-ordinator, or the delegated responsible person in charge of the Centre at the time. In particular, issues such as fees, enquiries regarding placement of a child or concerns about a child's behaviour or development should always be referred to the Co-ordinator or the delegated person in charge. The Co-ordinator may then authorise another staff member to discuss the matter with the parent in appropriate.

Low Literacy/ESL Families

All families must be catered for equally. This includes any families who experience communication difficulties due to either low literacy levels or speaking English as a second language. Families must therefore receive information verbally if reading is not possible. Alternatively, information must be translated into the relevant language. The Room Leader should consult the Centre's Resource Folder and liaise with the Co-ordinator to obtain all necessary interpreted documentation.

Custody and Access

A list will be kept in the Enrolment folders with details of any children and families' custody orders. Staff are expected to check this on a regular basis to ensure that they are up to date with the current situation of children in their care.

Without copies of court orders, staff cannot restrict the access of either parent, regardless of requests made or instructions given. Failure to hand over a child to a person with joint or sole custody of that child could lead to legal action against the Centre. Staff are to request that the estranged parent wait until the other parent arrives and if possible stall the estranged parent whilst the other parent is contacted. If the estranged parent is determined, then allow the child to go, record direction of vehicle and number plate details of the car.

Where a court order exists, staff are not to allow access by that parent into the building and must contact the parent, and the local police.

Remember to consider the safety of all children and staff within the Centre.

Late Pick Up of Children

See the following policies for further information:

[Late Collection of Children Policy](#) p. 207

Do not discuss the late fee with the parent. It is a discretionary fee and the decision to charge it or not is made by the Co-ordinator, after reviewing the reasons for the lateness.

Orientation Process

This is a vital process in settling new children and families into the Centre and whenever possible it will be followed. However, there may be occasions where this is not possible for a variety of reasons. In these cases, staff need to put extra effort into achieving happy results for the children and families.

Staff are expected to be supportive of parents and children and respond in a positive manner to children and parents.

Staff are to encourage parents to be open with the Centre staff by listening to and picking up on parent's concerns or grievances. Staff are expected to maintain a positive approach and recognise and value parent's points of view. Where practice at home and in the centre differ, staff should look for alternatives or reassure parents of the rationale behind particular practices within the Centre.

The orientation process will vary from family to family but generally should commence in the following manner:

- On the first visit the parent should bring the child in at 9.30am or shortly after, when all staff and children are in their appropriate rooms. Staff must have in their possession at this time the child's completed enrolment form. If the form has not already been completed then the parent will need to complete one whilst they are in the room. Enrolment forms can be obtained from the office if necessary. Normally the parent will stay in the room for approximately 30mins. Hopefully after 30 mins the child will be playing quite happily and the parent can then say good bye and leave. Remember they must not leave unless they have completed the enrolment form. If they do not have some of the information with them then they can bring it later but the enrolment form **MUST BE LEFT AT THE CENTRE**. The objectives of the first orientation session are as follows:
- For staff to learn as much as possible about the child that will be relevant when they are left. This information will be obtained from the enrolment form and verbally from the parent.
- For staff to begin to get to know the parent and understand what their expectations are.
- For staff to see how the child separates from the parent and how the child copes with being in the group situation.
- For staff to begin to get to know the child so that the child will feel nurtured and secure.
- For staff to gauge the parent's feelings about leaving their child in care. If it is their first child they may be extremely apprehensive. Their attitude will most likely have a flow on effect to the child whether it is positive or negative.

Remember the parent's objective of this first session will be to make an assessment of the centre particularly in terms of how the staff in the room interacts with each other and with the children. Do they respond quickly to the children's needs?, do they appear organised and in control?, do they work well as a team and appear comfortable and relaxed with each other?, are they vigilant in their hygiene practices e.g. wiping noses, washing hands, washing toys and equipment etc?

You should look on the orientation period as an opportunity to gain valuable information about the child and the parents. You should then be able to use this knowledge to assist you in settling the family smoothly and quickly into the centre.

Subsequent orientation visits will vary in length depending on how the child is progressing. For example, if the first visit of 2 hours has been successful then you would suggest to the parent that they bring the child back again hopefully within the next couple of days. This second visit would commence at 9.00am or 9.30am depending on staff rosters and the aim would be for the child to stay until after lunch. However we would not normally have the child stay for a sleep with the group on this occasion.

The third visit will hopefully include a sleep with the child being collected at approximately 2.30pm.

The next visit should hopefully see the child successfully attending for a "Short Day" i.e. 9.00am to 3.15pm.

During the orientation period we need to keep an accurate record of exactly how many hours the child is left for when the parent is not in attendance. These hours should be recorded clearly in the weekly booking sheets so that we can invoice accordingly. An hourly rate is charged until it gets to the point where it would be cheaper for the parent to pay the "Short Day" rate.

The orientation period is an important time for new families, and their impressions of you as staff and the centre as a whole, during this time will be lasting ones. You should view this time as an opportunity to develop a good rapport with the new family and to demonstrate to them your ability to provide a safe, nurturing, stimulating and fun environment for the children under your care.

Parent Involvement

Staff can attempt to make parents feel welcome by greeting them on arrival to the Centre and communicating with them about the Centre and their child's day.

Encourage parents to join in with special events at the Centre.

Encourage parents to read observations of their child.

Persons other than a parent collecting a child

If someone other than a parent has arrived to collect a child and no authority exists, staff must contact the parent for verbal permission. Two staff must witness verbal permission.

Staff Procedures

Staff Open-Up and Family Grouping Procedure

First Staff to arrive

1. Unlock all doors
2. Carry out routine safety check of yards and rooms, sign safety checklist. Record any hazards
3. Take and record fridge and freezer temperatures. Empty dishwasher.
4. Empty dryer and fold washing.
5. Open curtains and windows throughout the Centre to allow fresh air to circulate (except when weather conditions prevent this).
6. Prepare family grouping room for the children.
7. Turn on heating or cooling as required
8. Turn on heating or fans if required.
9. Ensure attendance book is open and ready.

Staff Closing Procedure

1. As staff finish their shift and leave the Centre they must ensure that any children who have already left the Centre have been signed out.
2. If time permits, one of the last two staff remaining in the Centre should set up activities for family grouping for the next morning so that the room looks prepared and inviting for the first children coming in
3. Ensure that no children remain in the centre. Check all rooms, cupboards etc.
4. Ensure that all children have been signed out in the attendance book and that their time of departure has been recorded. The time of departure **MUST** be recorded for Human Services.
5. Check that all equipment has been put away.
6. Ensure that washing machine and dryer in the laundry are turned off
7. Turn off heater or fans.
8. Ensure that no perishable food has been left out in the kitchen.
9. Ensure that fridge and freezer doors are properly closed and that oven and hot plates are turned off.
10. Close curtains.
11. Return telephone handset to its' base, message book and bookings folder to the family grouping room and ensure that the answer machine is turned on.
12. Lock office door
13. Turn off lights

NB. MINIMUM OF 2 STAFF TO COMPLETE LOCK UP AND LEAVE TOGETHER. THANK YOU

Room Cleaning Duties (To be carried out by staff)

Generally, rooms should be kept in a clean and tidy state. This means that before transitions to outside or meals etc or when a group of children leave the family grouping room, the children should be encouraged to assist you in putting things away. If the children are too young to assist with tidying then both staff should be involved in moving the children to the next activity e.g. outside and once settled, then one staff member should return to the room to quickly prepare it for the children's return

Children are more likely to be stimulated by toys when they are presented in a thoughtful manner. So it is important that each time a new session commences e.g. after morning tea and sleep time that children are presented with a number of different and enticing activities to engage in.

With the above in mind specific room cleaning duties include:

- Tables and chairs and high chairs to be sprayed and wiped as necessary throughout the day but in particular before and after meals.
- Vinyl floors to be swept before and after meals and lunchtime. High use areas such as door handles should be wiped over with hot soapy water at lunch time.
- Staff storage shelves should be kept tidy at all times and wiped over once a week.
- Children's book shelves should be wiped on a daily basis.

- Toys should be washed or wiped with hot soapy water at least once a week. For babies and toddlers and family grouping equipment where children are putting things in their mouths then they should be cleaned as necessary but at least daily. I.e. if you see a child with something in their mouth then that item should be removed and rinsed off immediately or put in a bucket to be cleaned later. This is particularly crucial during winter when infections are at a peak. Toy cleaning should be taking place every lunchtime. It is a good job for agency relievers who may not be totally familiar with the centre.

Cleaning Duties (To be carried out by kitchen person or room staff if she/he is absent)

Kitchen

- Start with the kitchen and clean up afternoon tea dishes. If using the dishwasher please do not put in lids from spout cups as they tend to end up on the heating elements on the bottom. Please wash by hand.
- Follow cleaning duties outlined for the kitchen.
- Check staff room for dishes and rubbish which can be disposed of.

Access To Care/Enrolment

Admission Requirements

In order to secure a place in the centre, parents need to complete a booking form and pay a deposit.

Places in the centre are offered according to the priority of access guidelines determined by the Commonwealth Government.

Where families are equal in terms of the Priority of access guidelines then the family which has been on the waiting list the longest will be given first priority.

Before a child takes up a place in the centre we must have received the completed Enrolment Form. Information on this form authorises staff to act in case of an emergency. The children's safety is always our highest priority.

What the Children should bring

- A bag, a packed lunch
- A complete change of clothing including socks and underwear (this applies to all age groups including the kinder group)
- Hat (This is essential all year round) **NB:** Clean spare hats are kept at the centre to ensure staff are able to maintain our sun protection policy
- Coat if necessary
- Bottles and formula if required
- A comfort or security toy if required i.e. blanket, teddy or dummy

Arrivals and Departures

On arrival, parents must sign and complete the daily attendance record and speak with a staff member to ensure that they are aware of their child's arrival and to enable you to convey to us any news or relevant information about their child. The same procedure applies when they collect their child. Please show all parents where to sign in during their orientation time at the centre.

Children will not be permitted to leave the centre with anyone other than a parent unless staff have received prior notification in writing (or verbally if this is not possible). We require the following information about any persons authorised to collect a child from the centre:

- Name
- Address
- Telephone number/s
- Relationship to the child

This information can be noted in the child's enrolment form and should be kept up to date. ID should be requested if necessary from people who arrive to collect a child and are not known to Centre staff.

Security

Parent access to the Centre is by way of the security key pad on the front door. Extra copies of the code are available at reception. Parents are asked not to provide access to people whom they do not know or if they are unsure, they should alert a staff member to the person's presence.

Fees & Administration

Payment

Fees are payable fortnightly in advance. Casual fees are added to the account. The centre does not charge for Public holidays or for the Centre's annual closure in December/January. Fees can be paid by either eftpos or if parents prefer they can pay over the internet or by direct debit. (Details available from office)

Cancellation

The Centre requires 4 weeks' notice to terminate a permanent booking. If such notice is not given, there will be no entitlement to a refund of fees or booking fee. However we require 4 weeks' notice when we are advised of departures in December.

CCMS

Some families are entitled to some reduction in fees through Child Care Benefit (CCB). Parents should register with the Family Assistance Office (FAO) for CCB as soon as their child commences in the centre or earlier if possible. To register for CCB parents need to phone the FAO on 136150. They may ask for the Centre's Reference Number which is **555 002 255L**.

50% Child Care Tax Rebate

This will cover 50% of out-of-pocket child care expenses, that is, fees paid for approved Child Care less Child Care Benefit. Families can get the Rebate, if they are a taxpayer, registered with FAO and meet the Child Care Benefit work/study/training test. The Rebate will be payable up to a maximum rebate of \$7,500 per child per year and can be claimed in the following year's tax return or can be claimed quarterly.

Grievances

Any concerns regarding the conduct of staff or any other matter within this Centre should be directed to the centre co-ordinator as soon as possible after the situation has arisen.

If you receive a complaint of any kind either directly or indirectly the centre co-ordinator must be informed immediately. Also remember that Child Care is now a competitive industry and parents now have other Child Care options to pursue if they become disgruntled with us, so it's essential that we continually monitor how effectively our service is meeting the needs of the families who are using us.

Parents may also contact a Regional Children's Services Adviser at the Department of Human Services but clearly it is preferable that any problems are dealt with within the Centre.

Should you as a staff member have any complaints or grievances regarding anything at all then my door is always open and I always prefer to deal with problems as they arise and not some time later when they have blown out of all proportion. Consequently we prefer not to receive any concerns in writing.

Parent Involvement

Our parents have the right to feel totally at ease with our child care service. We want all parents and other family members to feel that this is their centre as well as their child/en.

It is important to us that parents feel relaxed and free to drop in at any time of the day. Parents are requested to ask us if they have any queries about anything at all to do with this Centre. If they have any ideas or suggestions they are asked to let us know either in person or by posting us a note in the communication book. We are always looking for new things to do!!!

As a staff member you should regularly invite parents to participate in the program as much as they wish and are able. We fully realise that by Definitions parents are very busy people. We do not want to impose further pressures on their lives, only to ensure that they are aware that their involvement in a variety of forms is always welcome.

Health And Safety

Please refer to the medical emergency procedures which are located in all rooms.

See the following policies for further information:

Code Of Conduct p. 132
Emergency and Evacuation Policy p. 165
Hygiene Policy p. 186
Anaphylaxis Policy p. 93
Child Protection p. 105
First Aid, Illness, Incident, Injury and Trauma Policy p. 176
Infection Control Policy p. 190
Infectious and Communicable Diseases Policy p. 192
Maintenance and Safety – Child Safe Environments

Purpose

To ensure that Clifton Child Care Co-operative is a safe environment, free from hazards and harmful substances, is well maintained at all times, minimises the use of toxic substances and ensures that potentially dangerous products are handled and stored to protect the health of staff and children.

Scope

Children need a safe environment to explore and learn. Young children do not always understand the potential dangers of their environments so it is imperative that we take an active approach to creating, maintaining and monitoring all aspects of our physical environments to ensure that they are child safe at all times. Clifton Child Care Co-operative is aware that safety of children's buildings, playgrounds and equipment is paramount to ensuring the health and wellbeing of all children, and adults. Recognising potential hazards, and eliminating and controlling hazards is intrinsic to ensuring environments are child safe.

Application

This Policy is applicable to all staff, students and volunteers working at Clifton Child Care Co-operative.

Policy

Clifton Child Care Co-operative will ensure that all buildings, fencing and gates, outdoor areas and equipment are safe, well maintained, and regularly checked. Any damaged infrastructure or equipment will be promptly removed or made inaccessible and repaired or replaced. The use of dangerous products will be minimised and they will be stored in areas inaccessible to children. Staff, volunteers, students and families will act as role models for children by engaging in safe practices and discussing these with children when appropriate. Cleaning routines and safety checks will be carried out as outlined in our Hygiene and Occupational Health and Safety Policies.

City of Yarra

The City of Yarra is responsible for

- Completing a yearly maintenance audit to identify any minor or major works required for the building and grounds. The council audit is conducted in conjunction with the Co-ordinator and/or if available a committee member.
- Safety tagging of all electrical equipment to ensure items are not faulty.
- Maintaining essential services e.g. fire extinguishers and air conditioners.

- Responding to maintenance requests in a timely manner.

Our responsibilities

Buildings and outdoor

- Daily safety checklists of indoor and outdoor play areas are undertaken and signed by staff prior to children's use.
- Any hazards including spiders, vermin or toxic plants identified at any time will be removed or eliminated immediately. If the hazard cannot be removed or rectified, the Co-ordinator must be informed and a maintenance request will be submitted to the City of Yarra. The Co-ordinator and staff will ensure interim measures are taken to keep children safe from hazard or harm.
- Any sharps hazards such as syringes, and other associated equipment will be handled without direct contact: e.g. use of single-use gloves and extended tongs. They will not be disposed of in the general rubbish bins. They will be stored in a sealed container and the Co-ordinator will contact City of Yarra for disposal.
- Clifton Child Care Co-operative is responsible for the replenishing of sand and softfall material in the children's playgrounds. This will be conducted twice yearly by the gardening and maintenance committee.
- The Co-ordinator and staff will ensure that playground equipment and surfaces meets Australian Standards.
- Staff will ensure that any set ups meet Australian Standard requirements including a 1.5 m fall zone around any equipment over 600mm with softfall depth of 200 – 300mm
- All hazards, maintenance issues or near misses are recorded in the OH&S folder. The Co-ordinator and OH&S Officer are responsible for maintaining a record of how these have been resolved.
- Staff are required to be aware of their surroundings and actively provide a safe environment for all.
- Monthly OH&S checklists are completed by the OH&S officer and reported on at the monthly staff meeting and committee meeting.
- All vegetation grown will be non-toxic to children.
- Power points will be out of reach to children, or if within reach, will be fitted with approved safety shutters.
- Electrical appliances and chords will be kept out of reach of children.
- Entrances exits and walkways will be kept clear.
- Sandpits are covered at night and raked daily.
- Contract cleaners clean the centre and dispose of rubbish daily.
- Staff maintain a clean environment throughout the day and complete a thorough bathroom clean in the middle of the day.

Equipment

Staff will

- Remove broken, unsafe or dangerous equipment immediately.
 - Check for sharp edges choking hazards, cords, or parts that can break off.
 - Ensure all equipment purchased is age appropriate and meets Australian Standards.
 - Discard broken toys if they are not repairable and regularly test locking devices to ensure they work correctly.

- Regularly check furniture and equipment for stability, wear and tear and, ensure cleanliness of all equipment.
- Check all equipment for quality design and manufacture

Storage of and handling of toxic and potentially dangerous products

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- The use of any potentially harmful or toxic substances including cleaning products, personal care products, and garden supplies is minimised.
- The least hazardous chemical is for the job is chosen.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored in their original labelled containers.
- All toxic substances that are decanted from their original container must be diluted to the correct ratio if necessary and labelled with the appropriate name, chemical composition, and risk and safety warnings.
- Only permanent staff who have appropriate instruction on handling toxic substances will decant toxic substances into other containers.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored out of reach or in a locked cupboard labelled 'chemical storage' or 'first aid' immediately after use.
- Warning signs are posted on or near storage areas for potentially dangerous products and include a list of those products held.
- Toxic sprays that produce fumes are not used when children are present.
- Protective gloves are used when handling potentially corrosive products.
- Containers used to store toxic substances are not subsequently used for any other purpose.
- All chemicals and cleaning agents are replaced before the expiry date and have a material data safety sheet provided by the supplier at the time of delivery.
- Material safety data sheets are placed near all potentially toxic products and these contain first aid details.
- The phone number for the Poisons Information Centre is posted beside all telephones in the centre and is included on the first aid action plan.
- Ensure hazardous chemicals, substances or equipment are disposed of in accordance to the manufacturer's instructions, OH&S regulations, local council regulation or Department of Health advice.
- Conduct and record regular audits of toxic or dangerous product to ensure they are stored correctly and have not passed their expiry date.

References

Related policies	Source
Hygiene Policy p. 186	Revised National Quality Standard 2018, 2.1 Children's health and safety, 2.2 Each child is protected, 3.1 The design of the facilities is appropriate for the operation of the service
Occupational Health and Safety Policy p. 249	Education and Care Services National Regulations (December 2017) R 81,103,104,105,106,109,110,111,112, 113 Occupational Health & Safety Act 2004, Occupational Health & Safety Regulation 2007 (Vic) Moveable Play Equipment (December 2017) Kidsafe NSW Information Sheet Kidsafe Victoria https://www.kidsafevic.com.au/playground-safety

Medical Conditions in Children Policy p. 209
Nutrition Policy p. 247
Sleep and Rest Policy p. 261
SunSmart Policy p. 270

Evacuation Plan

In the event of emergency requiring children to evacuate the building, the following procedures will take place:

1. The first staff member to become aware of the emergency situation will alert the Centre by blowing an emergency whistle (located in each room next to the fire exits and in the kitchen above the microwave) and then call 000.
2. Staff will collect all children under their care and the emergency numbers and accompany them to the initial meeting point in the laneway. Any "floating/excess" staff should assist with the babies.
3. Staff will ensure that windows and doors in their room are shut as they leave and any staff in excess will assist the evacuation of the babies.
4. The -Co-ordinator is responsible for collecting the attendance record from the Sign In Desk and the emergency supplies, (in the red back pack), stored under the Sign In Desk.
5. The assistant staff members in the rooms will collect the keys for the gates. The keys hang next to the doors which exit to outside from both rooms.
6. The Co-ordinator and/or floating member will be responsible for checking all rooms for any remaining children.

7. Staff and children will leave the building through the nearest safe exit and attendance records will be checked off to ensure that all children are accounted for.
8. Staff will accompany children off the premise.
9. Parents/Guardians will be notified.

N.B. If parents, visitors, volunteers, maintenance staff or students are in the Centre at the time of an emergency, they must be evacuated with the rest of the Centre.

N.B. Visitors are not permitted in the Centre during a fire drill.

First Aid

All permanent staff members must possess current First Aid qualifications, copies of which are kept in staff files. It is your responsibility to notify the Co-ordinator if your qualifications require updating.

Anaphylaxis

All permanent staff members must possess current Anaphylaxis training. The centre will organise a group booking to do training at the centre as well as training within the centre by OH&S Officer using training.

Hot Weather Procedures

During the summer months the following procedures should be carried out to ensure that both children and staff are not adversely affected by the heat.

- Drinks should be accessible to staff and children at all times in the rooms and offered to the children on a regular basis e.g. every 30 mins in the case of extremely hot days.
- Outdoor play should occur early in the morning and not between 11.00am and 3.00pm. Staff should use their discretion after 3.00pm to decide whether it is appropriate for the children to be outside on extremely hot days.

Hygiene

Hand washing is the most important way of preventing the spread of infection. The other methods of preventing the spread of infection are cleaning and disinfecting, immunisation, and the exclusion of contagious children from staff and from the centre. The best way to prevent the transmission of disease is to **wash and dry your hands thoroughly**. Hand Washing is effective because it loosens, dilutes and flushes off germs and contaminated matter.

Teach the children under your care to wash and dry their hands in this way. Staff need to supervise and observe children so that they develop hand washing as a good habit and do it properly. Encourage the children not to touch the tap after they have washed and dried their hands. The tap will have lots of germs on it.

Babies need to have their hands washed as well

Babies need their hands washed as often and as thoroughly as older children. Younger rooms may use facewashers if the sink isn't low enough.

It is the responsibility of staff members to remind the children that washing their hands will help stop the spread of germs that cause sickness. It is also the responsibility of staff members to ensure that soap dispensers are operating at all times both in children's' and staff bathrooms and that hand towel is available.

Staff members should wear disposable gloves when changing a child who has wet or soiled pants, and must be worn when cleaning up faeces, vomit or blood.

Staff need to follow appropriate cleaning procedures in rooms. The baby's room and family grouping room have a mouthed toys procedure that should be followed at all times.

Staff members should wear disposable gloves when changing a child who has wet or soiled pants, and must be worn when cleaning up faeces, vomit or blood. Please refer to policy folder.

Food Handling

Please ensure that you ensure that you follow these procedures when handling food at all times.

- Clean all tables and benches before meals that are to be used for the meal.
- Wash your hands before preparing or serving food. If you are interrupted at any time, you need to wash your hands again before you continue.
- If preparing any food that is to be consumed straight away, staff need to wear gloves. When you have finished the task, please dispose of them immediately.
- Ensure that all children have washed their hands before they eat and before they touch any food.
- Ensure that children do not share food, plate and utensils. Remind children that sharing during meals can spread germs that might make them or other children sick.
- Use a separate spoon for each baby you feed.
- Throw away all lefts overs (encourage older children to do this themselves).
- Heat food only once.
- Follow warming babies bottle procedure in babies room, we do not use microwaves to heat bottles.
- Check that food has cooled before giving it to the children.

Occupational Health and Safety

Management understands and accepts its' legal duty to provide a safe workplace for its employees. This involves working with staff to identify any potentially hazardous procedures, practices or environments before either staff or children are put at risk. Management will ensure that staff are equipped with the appropriate information through training and literature to safeguard themselves and others on an ongoing basis. Staff are to report any issues to management.

Workplace Safety

Good posture and lifting techniques can help reduce the risk of an injury occurring. But research indicates changes to workplace design is the most effect way to prevent manual handling. If you are injured or have pain or fall ill whilst at work, please report immediately to the centre co ordinator or 2IC. An incident report needs to be filled out.

Identify hazards

- Walk through the workplace and look for potential hazards
- Talk over risk factors with workers
- Check through injury records to help pinpoint recurring problems
- Regularly monitor and update risk identification

A detailed process, including manual handling regulations and the code of practice handling, is available form the Victorian Work Cover Authority (workcover.vic.gov.au)

Protecting your back

The back is particularly vulnerable to manual handling injuries. Safety suggestions:

- Warm up cold muscles with gentle stretches before engaging in any manual work
- Lift and carry heavy loads correctly by keeping the load close to the body and thigh muscles
- Never attempt to lift or carry loads if you think they are too heavy
- Pushing a load (using your body weight to assist) will be less stressful on you than pulling a load
- Exercise regularly to strengthen muscles and ligaments
- Lose any excess body fat to improve fitness

Safety Reminders

1. All emergency exits must remain unlocked and any deadlocks unlocked whilst the centre is open.
2. All power points accessible to children must be covered.
3. All curtain blind cords must be out of reach of the children.
4. Always be on the look out for choking hazards (small blocks, texta lids etc).
5. Ensure that all children sit down to eat and drink and that a staff member is seated with them
6. Continually carry out headcounts and ensure that all children are signed in and accounted for.
7. Always be aware of what activities all children under your care are involved in.
8. Always check the fall zone around any climbing equipment (inside and outside). You should check that there is sufficient soft fall area if the equipment is over 30cm and that there are no surrounding items that could prove dangerous if fallen upon.
9. Do not leave children unattended in high chairs especially if the tray has been removed.
10. Do not answer the front door whilst accompanied by children.

Smoking

The Centre is a smoke free zone. Staff are not permitted to smoke anywhere in the centre.

Immunisation

Children attending the Centre must have up to date immunisation records and show this to the Co-ordinator upon enrolment. Parents must update immunisation records on a regular basis.

Infectious Diseases

If any of the following occur in the centre:

- Diarrhoea (if several children in one group are ill)
- Haemophilus influenza type B (Hib)
- Hepatitis A
- Hepatitis B (recent illness only)
- Measles
- Meningococcal Infection
- Parvovirus B19 (if 2 or more cases)
- Pertussis
- Roseola (if two or more children in one group are ill)
- Scarlet fever

- TB

Staff should inform Co-ordinator. Contact Department of human services – communicable disease control.
Telephone: 1300 651 160, Fax: 1300 651 170, After hour emergency: 1300 790 733

Illnesses

The health and safety of all children is of major concern to staff and parents using the Centre. Parents will be asked to take a child home if it is felt that he/she needs to see a doctor, has an illness which is contagious, or the child requires prolonged individual attention which could affect the safety and well being of the other children in the group. Sick children should be placed in a quiet area separate from other children where they can be easily supervised and their condition monitored (in office). Details of their condition should be recorded in the Illness Book.

Sick children will not be admitted to the centre and in particular if:

A fever

A child with a fever of more than 38 degrees Celsius must be kept at home (or will be sent home). It is advised that the child stays home fever free for at least 24 hours. His/her activity level and appetite should be back to normal as well.

Been prescribed antibiotics for an acute illness

A child who has been prescribed antibiotics for an acute illness should be kept at home for at least 24 hours or until the child has been deemed well enough by a Medical Practitioner to return to the centre.

Diarrhoea

A child who has watery stools should not return to the Centre until she/he has been free of the diarrhoea for 24 hours.

Vomiting

A child who is vomiting should be kept at home until the vomiting has stopped for at least 24 hours. Micro organisms which cause vomiting and diarrhoea are highly contagious and will spread through the Centre very rapidly.

Contagious conjunctivitis

Is an infection of the eye, characterised by redness, a yellow discharge and watering. This condition requires specific medical treatment and children may not return to the Centre until after 24 hours on medication and the discharge has cleared.

Impetigo (School Sores)

Is a contagious skin infection, characterised by crusted sores, which usually appear first on the face area. The condition requires specific medical treatment and the child should be kept at home until the sores have healed, or treatment has started and the sores are covered.

Pediculosis (Head Lice)

The child should be excluded until treatment has been commenced. Other members of the family will also need to be checked.

Cold Sores (Herpes Simplex)

Are painful sores (vesicles), usually around the mouth and possibly a fever. The condition requires medical treatment if the infection is severe, or if the sores have become secondarily infected. The child should be excluded until the sores have healed, particularly where there is a risk of the infected child coming into contact with young babies.

Hand, Foot-Mouth Disease

This is a highly contagious infection. It consists of small lesions which tend to spread quickly on the side of the tongue or inside the mouth around the cheek region. Also, lesions appear on hands, feet and legs and occasionally they may appear on the buttocks. Parents are asked to keep children away from the Centre until they have recovered from the infection.

Medication

Staff are able to administer medication if the following procedures are followed:

- Medication is current and in its original container with the original label and in the case of prescription medicine, must have been prescribed for that child;
- All details must be accurately recorded in the medication book on a daily basis.
- If a child is on more than one medication, a separate entry in the Medication Book is required for each.
- Staff must be informed of the medication and given the medication to be administered. Medication must have the child's name on it and must never be left in the child's bag.
- Two staff will check medication when it is administered and countersign the medication book.
- The medication book must also be signed by the person collecting the child at the end of the day.

STAFF CANNOT ADMINISTER MEDICATION UNLESS ALL THE ABOVE IS COMPLETED CORRECTLY.

Accident/Injury/Illness Procedures

Any accident or injury that a child suffers while at the Centre is recorded in the accident book. Any staff member that suffers an injury or illness whilst at the centre needs to also record this in the incident file in the OH&S folder. Any illnesses which develop during the course of the day should be recorded in the illness record. Parents are asked to sign the "incident" book when they pick up their child. Parents must be informed either by telephone or upon collection of the child, depending on the nature of the incident.

Asthma

Qualified Staff have Emergency Asthma Management (see certificates in staff files) training through Asthma Victoria to ensure that there is a trained staff member on duty at all times. Please refer to our policy folder.

Children with Severe Allergies

Prior to children commencing information regarding allergies is to be completed and staff will be informed. If a health management plan is required this must be provided to the centre. All staff attends anaphylaxis training every 3 years, to meet regulations with Human Services staff will practice EpiPen Administration procedures using a EpiPen Trainer and Anaphylaxis scenarios on a regular basis, at least quarterly.

Supervision Policy

Throughout the day staff are expected to effectively supervise all areas accessible to children ensuring that all children are within sight and/or hearing.

Procedure

- Children are supervised closely while eating or drinking.
- Staff arrange equipment, furniture and activities appropriately to ensure effective supervision.
- At all times staff communicate effectively about supervision of children.
- Staffing arrangements are flexible enough to allow supervision of individuals or small groups of children.
- During family grouping staff ensure that health and safety are not compromised by the age ranges in groups.
- Staff consider implications for supervision during any changes to the physical environment of the centre.

Meal Times

Eating is an important source of enjoyment for most adults and the same should apply for children. It is possible to lose sight of this when concerns for the children's nutrition and manners mean that adults try to force them to eat and that they over-emphasise correct behaviour. Children are given at least some choice in food, including cultural preferences, to interact and to talk with other children and staff during meal times and to become independent in eating and serving themselves when appropriate.

Meal times are pleasant occasions for all. Staff interact sensitively with children to encourage good eating habits and appreciation of a variety of different foods. Staff assist where necessary and encourage self help where appropriate.

Staff should encourage children to participate in food preparation and presentation and to try new foods. Group time discussions should often relate to health and nutrition.

Food & Nutrition

The weekly afternoon tea menu is displayed on the whiteboard in the foyer. The children receive a varied, nutritious and well balanced diet. Special requirements or allergies can be catered for - please discuss these with the Co-ordinator.

Details of food eaten by individual children are provided to parents of infants and toddlers on the white boards in each room and to parents of older children as appropriate.

Dental Health

The Centre encourages good oral health for all children in attendance. The children are encouraged to drink water and to rinse their mouths. Please refer to our policy folder for our full Policy.

Birthdays

One way of minimising the spread of droplet infection is provide individual cupcakes with a single candle on the birthday child's cake. When children have a birthday, parents are encouraged to bring a cake, (please ensure ingredient sticker is supplied) to be shared by all the children in that room. Preferably no cream cakes or cakes covered with lollies or bags of lollies. If parents wish to make a cake at home, they then need provide a list of all of the ingredients used and sign in food sheet in kitchen. Also please ensure that hygienic food preparation practices are followed.

Sun Protection

Our Sun Smart Policy has been developed to ensure that all children attending Brighton Beach Child Care and Kindergarten are protected from skin damage caused by the harmful UV rays of the sun. It is to be implemented from the beginning of September through to the end of April, and whenever UV Index levels reach 3 and above at other times.

The Centre purchases Maximum Protection Sunscreen in bulk and has it on tap around the Centre. If a child has an allergic reaction to any particular brand of sunscreen parents should inform us of this. Please refer to our policy folder for our full Policy.

Clothes and Footwear

Parents need to ensure that children are dressed in weather and play appropriate clothing and that children have a spare set of clothing in their bag. This includes a warm hat for winter and a peaked hat for summer.

The centre provides a supply of clothing for weather changes and toileting accidents. Information regarding appropriate footwear and clothing (for activities, toilet training, self dressing, outdoor play, sleep and rest times and messy play) will be provided via newsletters throughout the year. Please refer to our policy folder.

Rest Times

Rest times are pleasant occasions for children in which they are encouraged to take the rest appropriate to their individual needs. Quiet, relaxing activities are provided before and after rest time. Each child has their own individual "bed bag" containing their own sheet and blanket (centre provides). This linen is washed according to room washing schedule (once a week) and linen is never shared between children. Mattresses are disinfected after each use and if linen is soiled staff follow procedure in the laundry. Staff provide quiet experiences for children who are awake while others sleep. Please refer to our policy folder.

Guidance and Discipline

Behaviour guidance differs in relation to the age and level of development of individual children. Both indirect and direct guidance methods are practiced at the Centre. Indirect guidance refers to the anticipation of difficulties and the use of distraction or simply ignoring the behaviour. Direct guidance means that children are presented with clear alternatives and consequences, encouraged to problem solve or are redirected. This allows them to develop their ability to make decisions and direct themselves where appropriate. Importantly, all of the children are given positive reinforcement for their good behaviour as much as possible. This occurs verbally through words of encouragement and praise and non verbally through a smile or a cuddle etc. Additionally, staff will not shout at children and nor are they scolded and branded as "naughty". We may at times express our disappointment with the behaviour of a child, but this would not be done in a way to threaten the child's feelings of love or security in their environment. More information regarding our behaviour guidance policy & strategies can be located in our centre policy folder. Families are consulted about any issues or problems regarding their child's behaviour. Their Co-operation and input is vital for successful resolution of problem behaviour. Please refer to our policy folder.

Custody Disputes

Parents are required to provide the Centre with certified copies of all Court orders relating to the child. Without copies of Court Orders, staff **cannot** restrict access of either parent regardless of a parent's request that the child not be handed over to the estranged partner.

Child Protection

The Centre is committed to the health and well-being of all children using its service and it follows the guidelines and procedures put forward by the State Government's Department of Human Services in regard to the mandatory reporting of any suspected physical, emotional or sexual abuse of a child. In the event of any suspected abuse, the centre would liaise with "Child First" or "Child Protection" to ensure that current practices were followed. Refer to "Providing support to vulnerable child and families" (Children, Youth and Families Act 2005 which is kept in out OH&S Folder) for the full procedures and steps/action to take in the case of suspected physical, emotional or sexual abuse of a child

Programming & Planning

Catering for Individual Needs

All staff are responsible for working together to monitor the individual development of each child within their care.

Qualified and unqualified staff support one another in the preparation of written records relating to the development of individual children. Parents are encouraged to take the time to read the detailed observations and developmental records maintained on their child.

The rate of learning and development of children varies not only between children but between areas of development of an individual child. In order to plan sensitively and appropriately for each child, it is essential the Centre keeps written developmental records to which all staff contribute. Detailed developmental records allow staff to set goals for each child, devise strategies to achieve the goals, keep track of the child's progress and plan appropriate experiences for further learning and development. Every week, staff closely observe some children during different activities and make a record of their level of development and current interests.

These observations form the basis of the planned program. Experiences are planned for individual children and incorporated into the program for the whole group. Because the children are cared for in similar age groupings, experiences planned with specific children in mind are also interesting and challenging for all children within the group.

The Program

The programs throughout the centre aim to educate families on play based learning. For young children play is the way they make sense of the world. We support play by allowing for extended periods of time for children to remain in 'the flow' of their play, providing resources such as safe household items and materials, making enough space to focus on the play activity, catering for choices of activity, materials and equipment, role modelling to encourage and extend ideas and challenging them with more complex thinking, novel ideas or experiences.

Experiences provided by the program cover a wide variety of outdoor as well as indoor active play and areas including, dance, music & moving to music, art, movement, language, literature, climbing, active games, drama and the natural environment as well as many types of play such as water play, block play, woodworking, pretend play, food preparation and sand play which are all done on a daily basis. These are planned to encourage all children and cater for a range of abilities.

Qualified room leaders of older children are required to do program age appropriate traffic safety education, including pedestrian and car safety and playing safely which will be incorporated in to your program

We do not have a TV at this centre, therefore no screen based activities are programmed for.

Within these there will be opportunities for individual experiences in small groups (3-4 children). The way the playroom and the outside area are organised will determine how many children can use equipment and materials at any one time.

The planned program needs to be displayed on the notice board of your room.

Planning the Program

Qualified Educators in each room are given four hours administrative time each week in which to evaluate observations, set goals and plan the specific experiences for individual children and the room as a whole. Certificate II Educators receive 1-2 hours planning time. Staff are covered in the rooms during this period by a permanent reliever.

Evaluating the Program

Programs are evaluated fortnightly by the qualified staff member. The program is evaluated before the new program or when required. The Qualified staff member evaluates individual experiences that they have focused on especially for certain children, and also evaluates whole group experiences. The evaluation also includes how the whole program went and any parent input, comments or suggestions.

Informal Interviews

At any stage parents would like to gain more knowledge on the program or what is involved it is most effective to organise an interview with the parent.

Routines

Routine activities such as eating, toileting and resting/sleeping provide security for the children who do not yet understand the abstract concept of time. Routine activities divide the day into blocks of time and form a reference point for other activities that occur during the day and this is important for a child who is developing self confidence and trust. Please note the particular daily routine must be displayed in your room.

Transition between groups

Children who are ready to move to the next group will be planned with conjunction of the qualified staff members in rooms and Co-ordinator. Communication and paperwork about the child will be discussed and given to qualified staff member of group the child is moving into. Our orientation process will commence to enable a smooth transition. Staff will assess if the child may require primary caregiver to help with transition.

Incursions/Special Visitors

The Centre hosts a number of "special visitors" throughout the year who bring various forms of entertainment such as mobile farmyards and puppeteers to the children. Parents will be notified well in advance of such events and children who do not normally attend on those days will be welcome to attend with parents. See dates for your diary on parent information board.

Excursions

Excursions are sometimes planned to enhance the children's development. Educators follow procedures and risk management procedures to ensure the excursions are successful.

Gender Equity

The Centre regards all individuals equally and provides equal opportunities for boys and girls to develop to their full potential. This means that all learning experiences provided are accessible to all children and that staff assist children to join in activities which are dominated by the other sex.

Cultural/Religious practices

Cultural diversification and differing religious practices are accepted and encouraged in the Centre.

Additional Needs

The Centre is committed to catering for children who have additional needs be they language, emotional, etc. We have a number of resources at our disposal to assist us in providing a quality program for these children. Information is available upon request.

If you have any further queries please do not hesitate to contact either the Co-ordinator or other senior staff member.

8 Policy Documents

8.1 Acceptance and Refusal of Authorisations Policy

Purpose

Under the National Law and Regulations, early childhood services are required to obtain written authorisation from parents/guardians, and authorised nominees in some circumstances, to ensure that the health, safety, wellbeing and best interests of the child are met.

These circumstances include but are not limited to:

- self-administration of medication (Regulation 96)
- children leaving the service premises (Regulation 99)
- children being taken on excursions (Regulation 102)

Scope

Specific service policies (including the Administration of Medication Policy, Delivery and collection of Children, enrolment and Orientation Policy and Excursions Policy) should include details of the conditions under which written authorisations will be accepted. However, there may be instances when a service refuses to accept a written authorisation. The Education and Care Services National Regulations 2011 (Regulation 168(2)(m)) specify that services are required to develop a policy in relation to the acceptance and refusal of authorisations to help educators/staff and parents/guardians understand exactly what they need to do.

This policy outlines procedures to be followed when refusing a written authorisation from a parent/guardian or person authorised and named in the enrolment record. As an example the National Law does not specify the minimum age of a person who is authorised to collect a child from the service premises. After consulting with parents/guardians and families, the approved Provider may adopt a policy position accepting authorisations for persons over the age of 16 to collect a child from the service. This decision will then be outlined in the service's Delivery and collection of Children Policy. In the event that the service receives written authorisation for a person under the age specified in its Delivery and collection of Children Policy, to collect a child from the service, the procedures outlined below for refusing this written authorisation would be enacted.

Definitions

The terms defined in this section relate specifically to this policy.

Attendance Record

Kept by the service to record details of each child attending the service including name, time of arrival and departure, signature of the person delivering and collecting the child or the Nominated Supervisor or educator (Regulation 158(1)).

Authorised Person

A person who has been given written authority by the parent/guardian of a child to collect that child from the education and care service. These details will be on the child's enrolment form.

The National Law and Regulations do not specify a minimum age limit for an authorised person. Each service will need to determine if a person under the age of 18 is able to be an authorised person and, if so, what constitutes the minimum acceptable age at theta service.

Duty of Care

A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable foreseeable risk of injury.

Inappropriate Person

A person who may pose a risk to the health, safety or wellbeing of any child attending the education and care service, or whose behaviour or state of mind may make it inappropriate for him or her to be on the premises e.g. a person under the influence of drugs or alcohol (Act171(3)).

Medication Record

Contains details for each child to whom medication is to be administered by the service. This includes the child's name, signed authorisation to administer medication and a record of the medication administered, including time, date, dosage, manner of administration, name and signature of person administering the medication and of the person checking the medication, if required (Regulation92).

Panadol and other paracetamol medications are not kept on the premises. These medications will not be administered by educators/staff. Children requiring paracetamol regularly throughout the day must be kept at home. any child presenting with a fever and requiring paracetamol shall be sent home in the course of the day.

Application

This policy applies to the approved Provider, Nominated supervisor, Certified supervisor, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities at Clifton Co-op.

Policy

Clifton Child Care Co-operative is committed to:

- Ensuring the safety and wellbeing of all children attending the service
- Meeting its duty of care obligations under the law.

Procedures for refusing a written authorisation

On receipt of a written authorisation from a parent/guardian that does not meet the requirements outlined in the related service policy, the Approved Provider will:

- immediately explain to the parent/guardian that their written authorisation contravenes service policy and it cannot be accepted
- ensure that the parent/guardian is provided with a copy of the relevant service policy and they understand the reason for refusal of the authorisation
- request that an appropriate alternative written authorisation is provided by the parent/guardian that complies with the requirement of the relevant service policy
- ensure that procedures outlined in the relevant service policy are followed where a parent/guardian cannot be immediately contacted to provide an alternative written authorisation
- follow up with the parent/guardian, where required, to ensure that an appropriate written authorisation is obtained

Our Responsibilities

The Approved Provider is responsible for:

- ensuring that parent/guardians are provided with a copy of all service policies.
- ensuring that the Nominated Supervisor and all staff follow the policies and procedures of the service
- ensuring that all parents/guardians have completed the authorised person's section of their child's enrolment form (refer to Enrolment and Orientation Policy), and that the form is signed and dated before the child is enrolled at the service.
- ensuring that permission forms for excursions are provided to the parent/guardian or authorised person prior to the excursion (refer to Excursion Policy).
- ensuring that an attendance record (refer to definitions) is maintained to account for all children attending the service.
- keeping a written record of all visitors to the service, including time of arrival and departure.
- ensuring that where a child requires medication (excluding paracetamol), to be administered by educators/staff, that this is authorised in writing, signed and dated by the parent/guardian or authorised person and included with the child's record. (refer to definitions) (refer to Administration of Medication Policy and Dealing with Medical Conditions Policy)
- ensuring educators/staff do not administer medication without the authorisation of parent/guardian or authorised person, except in the case of an emergency, including an asthma or anaphylaxis emergency (refer to Administration of Medication Policy, Dealing with Medical conditions Policy, Incident, Injury, Trauma and Illness Policy, Emergency and Evacuation Policy, Asthma and Anaphylaxis Policy).
- ensuring educators and staff allow a child to participate in an excursion only with the written authorisation of a parent/guardian or authorised person.
- ensuring educators/staff allow a child to depart from the service only with a person who is the parent/guardian or authorised person, or with the written authorisation of one of these, except in the case of a medical emergency or an excursion (Refer to Delivery and Collection of Children Policy and Child Safe Environment Policy).
- ensuring there are procedures in place if an inappropriate person (refer to Definitions) attempts to collect the child from the service (refer to Delivery and Collection of Children Policy and Child Safe Environment Policy)
- developing and enacting procedures for dealing with a written authorisation that does not meet with the requirements outlined in service policies

The Nominated Supervisor is responsible for:

- following the policy and procedures of the service
- ensuring that medication is not administered to a child without the authorisation of a parent/guardian or authorised person, except in the case of an emergency, including an asthma or anaphylaxis emergency (refer to Administration of Medication Policy, Dealing with Medical Conditions Policy, Incident, Injury, Trauma and Illness Policy, Emergency and Evacuation Policy, Asthma and anaphylaxis Policy).
- ensuring a child only departs from the service with a person who is the parent/guardian or authorised person, or with the written authorisation of one of these, except in the case of a medical emergency or an excursion (refer to Delivery and Collection of Children Policy and Child safe Environment Policy).
- ensuring a child is not taken outside the service premises on an excursion except with the written authorisation of a parent/guardian or authorised person
- informing the Approved Provider when a written authorisation does not meet the requirements outlined in the service policies.

Certified supervisors and other educators/staff are responsible for:

- following the policies and procedures of the service
- checking that parents/guardians sign and date permission forms for excursions
- checking that parents/guardians or authorised persons sign the attendance record as their child arrives and departs from the service.
- administering medication only with the the written authorisation of a parent/guardian or authorised person, except in the case of an emergency, including an asthma or anaphylaxis emergency
- allowing a child to participate in an excursion only with the written authorisation of a parent/guardian or authorised person.
- allowing a child to depart from the service only with a person who is the parent/guardian or authorised person, or with the written authorisation of one of these, except in the case of a medical emergency or an excursion.
- following procedures if an inappropriate person attempts to collect a child from the service.
- informing the approved Provider when a written authorisation does not meet the requirements outlined in service policies.

Family Responsibilities

- reading and complying with the policies and procedures of the service
- completing and signing the authorised person section of their child's enrolment form before their child commences at the service
- signing and dating permission forms for excursions
- signing the attendance record as their child arrives and departs from the service
- providing written authorisation where children require medication to be administered by educators/staff, and signing and dating it for inclusion in the child's medication record

Reference

Related policies	Source
	Education and Care Services National Law Act 2010: Section 167
	Education and Care National Regulations 2011: Regulations 96, 99, 102, 160, 161, 198(2)(m), 170.
	National Quality Standard, quality Area 2: Children's Health and Safety

8.2 Access to Children Policy

Purpose

To ensure that children are kept safe when in the care of Clifton Child Care Co-operative and to ensure that only authorised persons have access to children at all times.

Scope

The Clifton Child Care Co-operative is committed to protecting the rights and safety of all children in its care. All parents, guardians, authorised persons and persons with lawful authority have access to the Centre and their child(ren) during operational hours. There are circumstances where the lawful authority to access a child may be suspended by a court order. The Centre staff must understand their role and responsibility in these circumstances in order to protect themselves and the children in their care from harm.

Definitions

Lawful authority	Lawful authority means a power, duty, responsibility or authority conferred at common law or under an Act (including an Act of the Commonwealth) in relation to a child.
Authorised person	Authorised person means a person who is authorised by the parent, guardian or a person who has lawful authority to collect the child. An authorised person must be 16 years of age, or older.

Application

This Policy is applicable to Clifton Child Care Co-operative staff and families attending the centre.

Policy

All parents, guardians and authorised persons have access to the centre and their children at all times, unless relevant Court Orders are held by the Centre that specify otherwise.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- Families are asked at enrolment if there are Court Orders relating to the care of their child.
- Staff must sight the Court Orders and a copy kept in the child's file in a secure and confidential manner.
- In the event that a person breaks a Court Order and seeks access to a child, the person with the lawful authority to collect the child is to be contacted immediately; the staff should attempt to explain the correct policy to the person to delay them from taking the child and if necessary contact the police.
- Any unauthorised person entering the Centre is classed as a trespasser, and will be requested by staff to leave.
- Staff are responsible for removing all children from the immediate vicinity of a trespasser who remains. Staff must telephone the police on 000.
- Where possible, two staff members (or other available adults) should occupy the unauthorised person until the police arrive.

- Only authorised persons are permitted on the Centres grounds. Authorised persons are generally those engaged in using, staffing and maintaining the Centre. Common sense prevails in determining who is an unauthorised person.
- Visitors/others may be permitted to enter the Centre at the discretion of the Co-ordinator.

Family responsibilities

Families attending a Clifton Child Care Co-operative have a responsibility to ensure that:

- A copy of all Court Orders in relation to custody and access/restraint are provided to the centre Co-ordinator upon enrolment or as enacted and also the centre Co-ordinator is notified of any changes to these documents as soon as they occur.

References

Related policies

Delivery and Collection Policy p.161

Source

Legal aspects of Child Care 2009 Victoria

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

8.3 Anaphylaxis Policy

Purpose

To ensure that staff have an appropriate management plan for all children enrolled at Clifton Child Care Co-operative who are at risk of anaphylaxis.

Scope

The Clifton Child Care Co-operative believes that the safety and wellbeing of children who are at risk of anaphylaxis is a whole-of-community responsibility. This policy relates to caring for a child diagnosed as being at risk of anaphylaxis.

Definitions

Anaphylaxis is a generalised allergic reaction, which often involves more than one body system (e.g. skin, respiratory, gastro-intestinal, or cardiovascular). Severe allergic reaction usually occurs within 20 minutes of exposure to the trigger and can rapidly become life threatening.

Application

The Policy is applicable to all staff, volunteers, children and families at Clifton Child Care Co-operative.

Policy

- The Centre will accommodate children with allergies and special dietary needs. In some cases, it may be necessary for parents to provide morning and afternoon tea for their child.
- Through risk minimisation practices, a safe and healthy environment is provided where children at risk of anaphylaxis can participate equally in all aspects of the programme and experiences.
- Parents or guardians of each child at risk of anaphylaxis are actively involved in assessing risks, developing risk minimisation strategies and management strategies for their child.
- All staff members and volunteers have adequate knowledge of allergies, anaphylaxis and the medical conditions policy.
- Signage indicating a child with anaphylaxis attends the centre is visible as required.
- Food provided to the child at the centre conforms to the individual health management plan provided by the family.
- Families are asked not to bring food into the centre to be shared amongst other children.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to:

- Ask all parents/guardians as part of the enrolment procedure, prior to their child's attendance at the centre, whether the child has allergies and document this information on the child's enrolment record. If the child has allergies, we ask the parents/guardians to provide a medical management plan signed by a doctor.
- Ensure that parents/guardians provide an anaphylaxis action plan signed by the child's doctor and a complete EpiPen® or Anapen® kit while the child is present at the centre.

- Ensure a risk minimisation plan and allergy dietary plan is completed, including strategies to address the particular needs of each child at risk of anaphylaxis, and that the plan is implemented.
- Ensure that parents of a child at risk of anaphylaxis have been provided with a copy of the service's anaphylaxis policy.
- Ensure that a copy of the child's anaphylaxis action is visible to all staff.
- Ensure that the child's anaphylaxis action is followed in the event of an allergic reaction which may progress to anaphylaxis.
- Where a child who has not been diagnosed as allergic, but who appears to be having an anaphylactic reaction staff must call an ambulance immediately by dialling 000.
- Commence first aid measures.
- Contact the parent/guardian as soon as practicably possible or contact the person to be notified in the event of illness if the parent/guardian cannot be contacted.
- Practise EpiPen® or Anapen® administration policy using an EpiPen® or Anapen® trainer and 'anaphylaxis scenario' on a regular basis, preferably quarterly.
- Ensure that the EpiPen® or Anapen® kit is stored in a location that is known to all staff, including relief staff, and that it is easily accessible to adults (not locked away) but inaccessible to children and away from direct sources of heat.
- Ensure that the EpiPen® or Anapen® kit for each child at risk of anaphylaxis is carried by a trained adult on excursions that the child attends.
- Regularly check the EpiPen® or Anapen® expiry date. The manufacturer will only guarantee the effectiveness of the EpiPen® or Anapen® to the end of the nominated expiry month.
- Ensure all food prepared for the child is checked and approved by the child's parent/guardian in accordance with the risk management plan and ensure that there is no sharing of food, food utensils and containers.
- Ensure that staff discuss the use of foods in play activities with parents/guardians of children with an anaphylactic allergy, and these foods be consistent with the risk minimisation plan e.g. egg cartons.
- The risk minimisation plan will ensure staff observe food handling, preparation and serving practices to minimise the risk of cross contamination.
- Ensure that all children are seated and closely supervised at meal and snack times.

Family responsibilities

Parents/guardians of a child at risk of anaphylaxis will:

- Inform staff, either on enrolment or on diagnosis of their child's allergies.
- Provide staff with an anaphylaxis action plan and an allergy dietary plan and written consent to use the EpiPen® or Anapen® in line with this action plan.
- Provide staff with a complete EpiPen® or Anapen® kit.
- Regularly check the EpiPen® or Anapen® expiry date.
- Assist staff by offering information and answering any questions regarding their child's allergies.
- Notify centre staff of any changes to their child's allergy status and provide a new anaphylaxis action plan in accordance with these changes.
- Communicate all relevant information and concerns to centre staff, e.g. any matter relating to the health of the child.

- Comply with the centre's policy that no child who has been prescribed an EpiPen® or Anapen® is permitted to attend the centre or its programmes without that EpiPen® or Anapen®.
- Ensure that they have received a copy of the centre's anaphylaxis policy.
- Ensure that an anaphylaxis action plan for their child is signed by the child's doctor and provided to the centre.
- Ensure that a copy of the child's anaphylaxis action plan is visible to all staff.

References

Related policies

Enrolment and Orientation Policy p. 167

First Aid, Illness, Incident, Injury and Trauma Policy p. 176

Nutrition Policy p. 247

Hygiene Policy p. 186

Excursion Policy p. 171

Maintenance and Safety – Child Safe Environments

Purpose

To ensure that Clifton Child Care Co-operative is a safe environment, free from hazards and harmful substances, is well maintained at all times, minimises the use of toxic substances and ensures that potentially dangerous products are handled and stored to protect the health of staff and children.

Scope

Children need a safe environment to explore and learn. Young children do not always understand the potential dangers of their environments so it is imperative that we take an active approach to creating, maintaining and monitoring all aspects of our physical environments to ensure that they are child safe at all times. Clifton Child Care Co-operative is aware that safety of children's buildings, playgrounds and equipment is paramount to ensuring the health and wellbeing of all children, and adults. Recognising potential hazards, and eliminating and controlling hazards is intrinsic to ensuring environments are child safe.

Application

This Policy is applicable to all staff, students and volunteers working at Clifton Child Care Co-operative.

Policy

Clifton Child Care Co-operative will ensure that all buildings, fencing and gates, outdoor areas and equipment are safe, well maintained, and regularly checked. Any damaged infrastructure or equipment will be promptly removed or made inaccessible and repaired or replaced. The use of dangerous products will be minimised and they will be stored in areas inaccessible to children. Staff, volunteers, students and families will act as role models for children by engaging in safe practices and discussing these with children when

Source

Royal Children's Hospital, Department of Allergy,

Website www.rch.org.au T: 03 934505701

Australasian Society of Clinical Immunology and Allergy (ASCI) at website www.allergy.org.au T 042502160402

Anaphylaxis Australia Inc Website www.allergyfacts.org.au T: 1300 728 000

National Quality Standard 2011

Education and Care Services National Regulations 2011

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

appropriate. Cleaning routines and safety checks will be carried out as outlined in our Hygiene and Occupational Health and Safety Policies.

City of Yarra

The City of Yarra is responsible for

- Completing a yearly maintenance audit to identify any minor or major works required for the building and grounds. The council audit is conducted in conjunction with the Co-ordinator and/or if available a committee member.
- Safety tagging of all electrical equipment to ensure items are not faulty.
- Maintaining essential services e.g. fire extinguishers and air conditioners.
- Responding to maintenance requests in a timely manner.

Our responsibilities

Buildings and outdoor

- Daily safety checklists of indoor and outdoor play areas are undertaken and signed by staff prior to children's use.
- Any hazards including spiders, vermin or toxic plants identified at any time will be removed or eliminated immediately. If the hazard cannot be removed or rectified, the Co-ordinator must be informed and a maintenance request will be submitted to the City of Yarra. The Co-ordinator and staff will ensure interim measures are taken to keep children safe from hazard or harm.
- Any sharps hazards such as syringes, and other associated equipment will be handled without direct contact: e.g. use of single-use gloves and extended tongs. They will not be disposed of in the general rubbish bins. They will be stored in a sealed container and the Co-ordinator will contact City of Yarra for disposal.
- Clifton Child Care Co-operative is responsible for the replenishing of sand and softfall material in the children's playgrounds. This will be conducted twice yearly by the gardening and maintenance committee.
- The Co-ordinator and staff will ensure that playground equipment and surfaces meets Australian Standards.
- Staff will ensure that any set ups meet Australian Standard requirements including a 1.5 m fall zone

around any equipment over 600mm with soffall depth of 200 – 300mm

- All hazards, maintenance issues or near misses are recorded in the OH& S folder. The Co-ordinator and OH&S Officer are responsible for maintaining a record of how these have been resolved.
- Staff are required to be aware of their surroundings and actively provide a safe environment for all.
- Monthly OH&S checklists are completed by the OH&S officer and reported on at the monthly staff meeting and committee meeting.
- All vegetation grown will be non-toxic to children.
- Power points will be out of reach to children, or if within reach, will be fitted with approved safety shutters.
- Electrical appliances and chords will be kept out of reach of children.
- Entrances exits and walkways will be kept clear.
- Sandpits are covered at night and raked daily.
- Contract cleaners clean the centre and dispose of rubbish daily.
- Staff maintain a clean environment throughout the day and complete a thorough bathroom clean in the middle of the day.

Equipment

Staff will

- Remove broken, unsafe or dangerous equipment immediately.
 - Check for sharp edges choking hazards, cords, or parts that can break off.
 - Ensure all equipment purchased is age appropriate and meets Australian Standards.
 - Discard broken toys if they are not repairable and regularly test locking devices to ensure they work correctly.
 - Regularly check furniture and equipment for stability, wear and tear and, ensure cleanliness of all equipment.
 - Check all equipment for quality design and manufacture

Storage of and handling of toxic and potentially dangerous products

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- The use of any potentially harmful or toxic substances including cleaning products, personal care products, and garden supplies is minimised.
- The least hazardous chemical is for the job is chosen.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored in their original labelled containers.
- All toxic substances that are decanted from their original container must be diluted to the correct ratio if necessary and labelled with the appropriate name, chemical composition, and risk and safety warnings.
- Only permanent staff who have appropriate instruction on handling toxic substances will decant toxic substances into other containers.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored out of reach or in a locked cupboard labelled 'chemical storage' or 'first aid' immediately after use.
- Warning signs are posted on or near storage areas for potentially dangerous products and include a list of those products held.
- Toxic sprays that produce fumes are not used when children are present.
- Protective gloves are used when handling potentially corrosive products.
- Containers used to store toxic substances are not subsequently used for any other purpose.
- All chemicals and cleaning agents are replaced before the expiry date and have a material data safety sheet provided by the supplier at the time of delivery.
- Material safety data sheets are placed near all potentially toxic products and these contain first aid details.
- The phone number for the Poisons Information Centre is posted beside all telephones in the centre and is included on the first aid action plan.
- Ensure hazardous chemicals, substances or equipment are disposed of in accordance to the

manufacturer's instructions, OH&S regulations, local council regulation or Department of Health advice.

- Conduct and record regular audits of toxic or dangerous product to ensure they are stored correctly and have not passed their expiry date.

References

Related policies	Source
Hygiene Policy p. 186	Revised National Quality Standard 2018, 2.1 Children's health and safety, 2.2 Each child is protected, 3.1 The design of the facilities is appropriate for the operation of the service
Occupational Health and Safety Policy p. 249	Education and Care Services National Regulations (December 2017) R 81,103,104,105,106,109,110,111,112, 113 Occupational Health & Safety Act 2004, Occupational Health & Safety Regulation 2007 (Vic) Moveable Play Equipment (December 2017) Kidsafe NSW Information Sheet Kidsafe Victoria https://www.kidsafevic.com.au/playground-safety

Medical Conditions in Children Policy p. 209

Emergency and Evacuation Policy p. 165

8.4 Anti-Bias/Discrimination Policy

Purpose

Bias exists in our society and individuals may be discriminated against because of their gender, race, religion, ability, socio-economic status or family structure. Such discrimination may lead to individuals not reaching their full potential.

Scope

It is important that children have the opportunity to develop their full potential within safe environments and that they learn the knowledge, skills and attitudes which enable them to make informed and just decisions about themselves and others. These biases can develop at a young age and so it is important to encourage children to explore areas of bias, learning to treat other children and adults with equity and respect.

Definitions

Bias	Inclination or prejudice for or against one thing or person.
Discrimination	Making an unjust distinction in the treatment of different categories of people, especially on the grounds of gender, race, religion, ability, socio-economic status or family structure.
Respect	Due regard for the feelings or rights of others.
Family Structure	Includes but is not limited to: single parent families, same sex families, adoptive families, families with legal guardians, foster families, and blended families.
Equity	The quality of being fair and impartial.

Application

This Policy is applicable to all educators, students, volunteers and families at Clifton Child Care Co-operative.

Policy

Within our Centre, educators and management endorse the concept of a multi-cultural and anti-biased curriculum and believe that children should be encouraged to explore areas of bias in an environment that offers diversity.

Our responsibilities

- We will treat all children, families and staff equally regardless of gender, race, nationality, religion, culture, ability, work, education, background and family structure. And we will encourage children to treat others as equals.
- We foster each child's construction of a knowledgeable, confident self-identity, comfortable, empathetic interaction with diversity among people.
- We foster each child's critical thinking about bias, to question and enquire and to stand up for themselves and others in the face of bias.

It is expected that the children attending Clifton Child Care Co-operative will be immersed in programmes that:

- Reflect language use and daily practice that are inclusive and non-discriminatory.

- Endeavour to provide environments that promote experimenting with broad learning which allows children to discover differences and similarities in readily apparent, concrete ways.
- Ensure all equipment and materials provided are inclusive regarding gender, race, nationality, religion, culture, ability, work, education, background and family structure.
- Encourage children to explore other languages.
- Provide inclusive models when discussing family structure.
- Utilise parents' expertise with regard to the gender, race, nationality, religion, culture, ability, work, education, background and family structure that is shared in the household.
- Endeavour to employ a diversity of staff to ensure that role models are inclusive of the broad society i.e. gender, race, nationality, religion, culture, ability, work, education, background and family structure.

References

Related policies	Source
Code Of Conduct p. 132	National Quality Standard 2011
Interactions With Children Policy p 202	Education and Care Services National Regulations 2013 Early Years Learning Framework Victorian Early Years Learning and Development Framework

8.5 Celebration and Festivities Policy

Purpose

To ensure that celebrations and festivities at Clifton Child Care Co-operative are suitably acknowledged.

Scope

This policy applies to birthdays, name days, celebrations and national festivities. We recognise that celebrations and festivities can assist children to learn about other people and cultures.

Application

This Policy is applicable to all educators, children and parents at Clifton Child Care Co-operative.

Policy

- The centres will acknowledge and celebrate a range of special occasions and festivities (include a sample list including various religions etc) with the children through consultation with current families.
- Families and children are consulted about the celebration of birthdays, special occasions and festivities to ensure that they meet individual, cultural and religious beliefs. This is included in the orientation and enrolment policy.
- Families are invited to attend the centre to acknowledge and celebrate special days.
- A simple cake will be shared in the room on each child's special day. For food safety and hygiene reasons it is recommended that families provide a store bought cake if they wish to celebrate their child's birthday at Clifton Child Care Co- operative.

Our responsibilities

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- The programme includes a range of experiences representing everyday life.
- Celebrations do not focus on one specific festival or aspect of a culture alone.
- Celebrations are an opportunity for children to learn and experience similarities and differences between the cultures represented in our society.
- Children are encouraged to acknowledge, celebrate and participate in festivities related to their own culture, religion or lifestyle with the group.
- Festivals and celebrations are well researched and relevant to young children.
- Parents are encouraged to provide input into the festivities and celebrations experienced within the centre to ensure that they are relevant to the children in the programme.

References

Related policies	Source
Nutrition Policy p. 247	Celebrations Working Party 2006
Celebration and Festivities Policy p. 103	National Quality Standard 2011 Education and Care Services National Regulations 2013
Anti-Bias/Discrimination Policy p. 101	Early Years Learning Framework Victorian Early Years Learning and Development Framework

8.6 Child Protection – Providing a Child Safe Environment Policy

Purpose

To ensure all children educated and cared for at Clifton Child Care Co-operative are safe and protected from any form of abuse, neglect, violence or exploitation. To ensure all educators are aware of current child protection laws, and understand their obligations and responsibilities.

Scope

Clifton Child Care Co-operative believes the health and well-being of children is paramount. The centre will create a child safe environment at all times by ensuring the best interests of the child are at the core of all practice and decision-making. This policy ensures that the centre complies with legislative responsibilities, to help protect children from all forms of abuse. It clarifies the role of the centre and its staff in relation to identifying, reducing and removing risks of child abuse and responding to and reporting suspected child abuse.

Definitions

Child abuse includes:

- Physical abuse, which involves any non-accidental injury to a child.
- Sexual abuse, which occurs when an adult or someone bigger and/or older than the child uses power or authority over the child to involve the child in sexual activity.
- Emotional abuse, which occurs when a child is repeatedly rejected or frightened by threats.
- Neglect, which is the failure to provide the child with the basic necessities of life, to the extent that the child's health and development are at risk.

Application

This Policy is applicable to all staff and volunteers working at Clifton Child Care Co-operative and to the Committee of Management.

Policy

All staff and the Committee of Management will understand and comply with their overarching obligations to keep children safe including:

- **Duty of Care** – We will all take reasonable steps to protect children in our care from the risks of injury that is reasonably foreseeable. We will act on concerns quickly and in the child's best interests, protecting the safety, health and wellbeing of the children in our care.
- The **Education and Care Services National Law Act 2010** and **Education and Care Services Regulations 2011** including:
 - the service is operated in a way that ensures the adequate supervision, safety, health and wellbeing of the children being educated and cared for
 - every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury
 - no child is subjected to any form of corporal punishment or any discipline that is unreasonable in the circumstances

- The seven **Victorian Child Safe Standards** (See our Commitment to Child safety) and their underlying principles. We will
 - Promote the cultural safety of Aboriginal children
 - Promote the cultural safety of children from culturally and/or linguistically diverse backgrounds
 - Promote the safety of children with a disability
- **Mandatory reporting** - Our early childhood teacher and all other staff who are also registered with or granted permission to teach by the Victorian Institute of Teaching are deemed to be mandatory reporters under the Children Youth and Families Act 2005 (CYFA).
- **Failure to protect law.** As people in positions of authority within organisations, our staff and Board will take action to protect children as soon as they become aware that a person associated with their organisation poses a substantial risk of sexually abusing children. Failure to do so is a criminal offence.
- **Failure to disclose** All Victorian adults have a responsibility under the Crimes Act, 1958 to report to Victoria Police where they form a reasonable belief that a sexual offence has been committed by an adult against a child under the age of 16. Failure to disclose the information to police is a criminal offence.
- **Organisational duty of care to prevent child abuse** – Our Co-ordinator and Committee of Management understand that it will be necessary to prove that the centre has taken “reasonable precautions” to prevent child abuse if there is ever a legal claim of negligence.

Our responsibilities

Leadership

(Child Safe Standards 1, 6)

- Committee members will receive induction into their responsibilities in the area of child safety and implementation of this policy when they commence their role.
- The Committee will ensure that the Nominated Supervisor has completed child protection training before commencing the role.
- The Co-ordinator will ensure that strategies to promote the cultural safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds and children with a disability are embedded across all aspects of the centres operations.
- Committee members and all staff will sign a Code of Conduct before commencing their role.
- The Co-ordinator will take a risk management approach to any incidents or issues identified by the staff team or families and report to the Committee.
- The annual review of this policy will include a risk assessment and review of ways that child safety can be strengthened at the centre.
- The Co-ordinator will ensure appropriate supervision of all staff, students and volunteers.

Staffing

(Child Safe Standards 1, 3, 6)

The Committee will ensure that staffing practices including recruitment, induction and ongoing professional development and supervision of all staff support the maintenance of a child safe environment

- The Co-ordinator and the Committee will make sure that the recruitment process will include screening of all potential staff members. All potential staff will be interviewed and at least 2 thorough referee checks carried out prior to candidates being offered employment. The referees must be linked to previous employment.
- Offers of employment will be subject to the candidate having a valid current Working with Children Check Card.
- All staff including relief teachers and educators will only commence work after their Working with Children Check card has been sighted, copied, added to the staff record and checked on the Department of Justice website by the Co-ordinator (Nominated Supervisor) or in their absence the Responsible Person in Charge.
- The Co-ordinator will check the Working with Children Check cards of all current staff on the Department of Justice website, every 6 months.
- All new educators will be provided with orientation in all centre policies and procedures and Code of Conduct and must take responsibility to understand and implement them.
- The Co-ordinator will ensure that all staff have an understanding of child protection and an awareness of child protection law and their obligations under the law. This will be achieved by ensuring that
 - Child protection awareness and responsibilities is included in staff induction
 - All new staff will complete the online child protection training within a month of employment
 - Ongoing training in this area is provided to all staff every 12 months or sooner if identified as a professional support need
- The Co-ordinator will ensure that current information about child abuse and how to recognise signs of child abuse or neglect are available to all staff.
- The Co-ordinator will ensure that information about community resources and family support services is available to staff and families and will foster links with relevant community organisations.
- Wherever possible at least one staff member who knows the children well be rostered to work with them. Strategies to maximise continuity of care and minimise the amount of time casual relief staff spend with the children will be implemented.

Visitors, Volunteers and family members

(Child Safe Standard 6)

- All visitors will be required to sign in and out.
- Regular visitors will be required to have a current WWCC.
- Visitors or tradespeople will not be left alone with the children at any time.
- Appointments will only be made with people who have a valid reason for being in the service, and will be arranged through the Co-ordinator or Responsible Person present.
- Family members will not be left alone with children other than their own at any time.

Responding to and reporting suspected child abuse

(Child Safe Standard 5)

- All staff must act promptly if they have any concerns about the safety or wellbeing of a child.
- If staff have any suspicion at all at any time that a child has been abused or is at risk of abuse or neglect they must immediately notify the Coordinator or responsible person present.
- The Co-ordinator or Assistant Co-ordinator will work together with the staff member to determine the appropriate next steps to support the child and if there are reasonable grounds to report the suspected abuse or neglect. The *Protecting Children – Mandatory Reporting and Other Obligations for Early Childhood Services* resources will be referred to and inform decision making.
- Depending on the nature of the situation this may involve contacting DHHS Child Protection, Victoria Police, and / or Child FIRST and making a notification to the Department of Education and Training. Refer to *The Four Critical Actions for Early Childhood Services* Handout 5 of *Protecting Children – Mandatory Reporting and Other Obligations for Early Childhood Services*.
- The *Protecting the safety and wellbeing of children and young people - A joint protocol of the Department of Human Services Child Protection, Department of Education and Early Childhood Development* will be referred to and will inform decision making.
- Staff will record their observations. Observations will be objective and factual and describe what was observed or heard. These will be stored securely and only accessible to the Co-ordinator, Assistant Co-ordinator or a responsible person present that they have delegated access to.
- The Chairperson will be informed at the time a report is made. Confidentiality will be maintained at all times and details will only be shared as necessary.
- Confidentiality will be maintained at all times and the situation will only be discussed with other staff as is necessary for them to carry out their role.
- If a concern or allegation is made about a staff member the Co-ordinator will immediately inform the Chairperson. Depending on the nature of the situation they will work together to determine the appropriate next steps.
- The Co-ordinator will offer support and access to external counselling for staff affected by a situation of abuse or suspected abuse.
- The Chairperson will offer support and access to external counselling for the Co-ordinator if affected by a situation of abuse or suspected abuse.

Participation and empowerment of children

(Child Safe Standard 7)

- Educators will foster children's self-esteem and positive self-image through their respectful interactions and relationships with children. See Clifton Child Care Cooperative's ***Philosophy*** and ***Interactions with Children Policy***.
- Educators will encourage children to be assertive and will role model assertive behaviour and language.
- Educators will support children to learn about their bodies in an age appropriate way and will provide information about early childhood sexuality to families.
- If children are distressed or raising issues of concern educators will listen to the child, stay calm, be patient and allow the child to talk at their own pace and use the child's language and vocabulary.

- The Co-ordinator and educators will foster a sense of agency for all children and involve them in all levels of decision making at the centre, in creative and age appropriate ways.

References

Related policies

Philosophy Philosophy p. 14

Staffing Policy p. 263

Interactions With Children Policy p.202

Visitor and Volunteer Policy p. 273

Maintenance and Safety – Child Safe Environments p. 209

Source

Education
and Care
Services
National Law
Act 2010:
Section
166,167

Education
and Care
National
Regulations

84, 162,
168(2)h

Revised
National
Quality
Standard, 2.2
: Each child is
protected

Victorian
Child Safe
Standards:

Standard
1: Strategies
to embed an
organisational
culture of
child safety,
including
through
effective
leadership
arrangements

Standard 2: A
child safe
policy or
statement of
commitment
to child safety

Standard 3: A
code of

Our Commitment to Child Safety

Clifton Child Care Cooperative is committed to child safety.

We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers.

We are committed to the safety, participation and empowerment of all children.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

We have legal and moral obligations to contact authorities when we are concerned about a child's safety, which we follow rigorously.

Clifton Child Care Cooperative is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.

We have robust human resources and recruitment practices for all staff and volunteers.

Our organisation is committed to regularly training and educating our staff and volunteers on child abuse risks.

We support and respect all children, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We have training in place that support our leadership team, staff and volunteers to achieve these commitments.

Our Children

Children are vital and active participants in our organisation. We involve them when making decisions, especially about matters that directly affect them. We listen to their views and respect what they have to say.

We promote diversity and tolerance in our organisation, and people from all walks of life and cultural backgrounds are welcome. In particular we:

- Promote the cultural safety, participation and empowerment of Aboriginal children
- Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds
- Ensure that children with a disability are safe and can participate equally.

Our Staff and Volunteers

All of our staff and volunteers must agree to abide by our code of conduct which specifies the standards of conduct required when working with children. All staff and volunteers, as well as children and their families, are given the opportunity to contribute to the development of the code of conduct.

Child Safe Standards

Clifton Child Care Cooperative will implement all 7 of the Victorian Child Safe Standards. They are reflected in our policies, and procedures as follows:

Standard 1: Strategies to embed an organisational culture of child safety, including through effective leadership arrangements.

- Governance Policy _Committee Engagement document

Standard 2: A child safe policy or statement of commitment to child safety.

Standard 3: A code of conduct that establishes clear expectations for appropriate behaviour with children.

- Code of Conduct
- Student Placement Policy
- Visitors and Volunteers

Standard 4: Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel.

- Staffing Policy
- Induction Checklist

Standard 5: Processes for responding to and reporting suspected child abuse.

- Child Protection Policy

Standard 6: Strategies to identify and reduce or remove risks of child abuse.

- Child Protection Policy
- Staffing Policy

Standard 7: Strategies to promote the participation and empowerment of children

- Interactions with Children Policy
- Curriculum Development Policy
- Philosophy

9 Committee Engagement Document

9.1 Introduction

The following document captures some of the key learnings of the Committee of Management since 2012. Clifton Co-op has experienced a number of key events in this period, including:

conduct that establishes clear expectations for appropriate behaviour with children

Standard 4: Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel

Standard 5: Processes for responding to and reporting suspected child abuse

Standard 6: Strategies to identify and reduce or remove risks of child abuse

Standard 7: Strategies to promote the participation and empowerment of children.

Protecting the Safety and

11. Significant financial loss in 2012

12. Introduction of the National Quality Framework

13. Departure of long term staff, most notably the 10-year incumbent Co-ordinator

14. Significant pay increases to educators

It is intended that this document be further refined by the Committee, Educators and the broader Co-operative membership.

To Do List

Other items considered worthy of inclusion but not yet addressed

15. Welcome to Co-op document – obligations; overview of the model; encouraging participation

16. Formalisation of other content in Director folder

17. Pro-forma strategic, high level operation checklists

9.2 Organisation Chart

The organisation chart shown below describes the various roles required at Clifton Co-op. Multiple roles may be undertaken by a single person e.g. Educational Leader. The chart also introduces the concept of a defined “Leadership” team to consider higher level management decisions and to formalise the various senior roles within Clifton Co-op.

9.3 Responsibility Matrix

The following matrix outlines the various responsibilities assigned to the Committee and to the staff.

The following principals underlie this matrix (taken from CCCV presentation):

Committee	Management
Has primary concern for the service's strategic ends	Has primary concern for the operational means
Develops strategic end policies, governing process policies & coordinator delegation policies	Implements the committee's policies & develops necessary staff level operational policies
Creates a vision for the future	Makes the vision a reality
Monitors the work for the co-ordinator towards the achievement of the strategic ends and ensures compliance with policies	Monitors the work of all other staff & volunteers towards the achievement of the strategic ends
Makes high level resourcing decisions	Manages the efficient utilisation of resources & makes lower level resource decisions

Wellbeing of
Children and
Young
People: A
joint protocol
of the
Department
of Human
Services
Child
Protection,
Department
of Education
and Early
Childhood
Development
Licensed
Children
Services and
Victorian
Schools,
2010

Protecting
Children –
Mandatory
Reporting and
Other
Obligations
for Early
Childhood
Services,
Department
of Education
and Training,
2017

Early Years
Learning
Framework

Victorian
Early Years
Learning and
Development
Framework

Is ultimately responsible for all aspects of operation	Has delegated responsibility for all operational day to day management matters
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	Committee	Management (Staff/Educators managed through Co-ordinator)
Budget and Expenses	Approves Budget (includes Fees) Approves Expenses (>\$500) Approve Fees Defines Budget Principals Defines Profit / Net Asset position target	Creates Budget (includes Fees) Request Expense Approval (>\$500) Discretionary Spend (< \$500) Request changes to Budget Principals Establish & monitor room budgets
Reporting	Defines principals for the Monthly Co-ordinators Report Co-create Quarterly Report to Members	Create Monthly Co-ordinator Report Co-create Quarterly Report to Members
Staffing Strategy	Define Staff Leadership Roles	Define non-leadership Roles
Hiring	Hires Co-ordinator Participates in interviews for Leadership team Approve Leadership Staff	Hire Room Staff Hire Casuals Request New Resources
Staff Management	Reviews and Sets Goals of Co-ordinator Approves HR Policies	Manages all staff Forms HR Policies
Staff CPD	Approve CPD Plan	Formulate CPD Plan Request Individual CPD Event
Education Policy	Approves policy	Forms policy
Risk Management	Signoff Risk Register	Create and Manage Risk Register
Compliance and OH&S	Request and Approve Compliance Status	Contribute to Compliance Status Update

Council Relationship	Make Requests for Capital Expenditure Maintain the Operational Agreement	Maintain Primary Relationship Make Requests for Maintenance Negotiate the Lease
Capital Works	Approve Capital Works	Suggest/Request Capital Works
Access Policy	Approve access policy	Create & implement access policy
Co-operative Membership	Completes annual Co-operatives reporting	Approves Membership in accordance with the constitution Maintain membership records
Code of Conduct	Approve Code of Conduct	Participate in development of Code of Conduct
Annual Report and AGM	Create Annual Report Organise AGM Record minutes of AGM	Write Co-ordinator, Educational Leader and Room Leader reports for inclusion within Annual Report
Social Events	Co-create Schedule Run Social Events	Co-create Schedule
Member Information Events	Participate in Member Info events (e.g. Chairperson, Staff-Parent Liaison) Provides input to event content	Develops program for Member Info events Run Member Info events
Marketing	Approves marketing plan	Creates marketing plan Update website
Finance Policies and Procedures	Establish finance policies	Manages finances (with bookkeeper) in accordance with policies
Committee of Management	Appoint replacement directors Define COM roles Elect Chairperson	Provide feedback regarding scope of roles

Child Numbers and Room Strategy	Decide how many children in which rooms	Provide recommendations on child numbers and room makeup
Quality Improvement Plan	Provide strategic input to QIP Consider QIP at each Committee meeting	Maintain and update QIP
Policies and Procedures	Manage new and updated Committee level policies and procedures	Manage new and updated operational policies and procedures

9.4 Business Model

The following diagram demonstrates Clifton Co-op's business model in a graphical format. Numbers have been rounded to aid readability.

9.5 Employing and managing the Co-ordinator

One of the key roles undertaken by the Committee of Management is the employment of the Co-ordinator. The Co-ordinator reports to the Chairperson and Staff Parent Liaison on behalf of the broader Committee. The Co-ordinator's position description and other conditions are negotiated by the Committee.

Managing the Co-ordinator's performance

Managing the co-ordinator is a difficult task for a volunteer Committee given the small organisation size and the financial and time pressures placed on (relatively) new parents. These guidelines have been developed to assist various stakeholders in promoting a methodology which encourages outstanding early learning outcomes and the overall health and wellbeing of the Co-ordinator, Chairperson, Committee and other educators.

Encouraging open feedback from staff

As part of the broader performance feedback gathered within Clifton Co-op, the Committee will, from time to time, survey the staff regarding specific aspects of the Co-ordinator's role. Typically, this will be undertaken annually but it may happen more frequently following the appointment of a new co-ordinator or following a significant change to the operations of the centre (e.g. adoption of a new learning framework or other major change to the industry).

This feedback is sought for a number of reasons:

18. The Committee of Management typically does not include members with specific early learning experience. Gathering this feedback helps round out the assessment of the Co-ordinator's broad role.
19. The Committee of Management does not take a day to day operational role within Clifton Co-op. Gathering this feedback is useful in helping to plan relevant PD and other training for the Co-ordinator.
20. Gathering this feedback helps the Committee understand more general issues facing educators.
21. Providing a formal mechanism for this feedback lessens the need for ongoing performance related dialogue between the Committee and educators.

Committee assessment of performance

In addition to the staff perspectives, the Committee makes its own assessment of the Co-ordinator's performance on the basis of:

22. Meeting strategic objectives
23. Adherence to risk, compliance and safety obligations
24. Provision of adequate reporting
25. Financial performance of Clifton Co-op
26. Engagement with Committee

This feedback is provided to the Co-ordinator as appropriate (at least twice per year).

Dispute resolution

The Committee recognises there will be times where the Co-ordinator and one or more educators disagree regarding a particular issue. Respectful differences of opinion including offering of alternate views often results in better overall decision making including the broader consideration of additional perspectives.

The Committee also respects that; from time-to-time; the following characteristics may clash:

27. The Co-ordinator is responsible for all aspects of the day-to-day running of Clifton Co-op.
28. The Educational Leader and Room Leaders are responsible for the planning and delivery of the specific day-to-day educational programs.

Moreover, the Committee also recognised that there is a cross over in roles among the staff group. For example, the Co-ordinator may be required to relieve on an occasional basis within the room; or one or more of the senior educators may be required to act as Co-ordinator when the co-ordinator is away on sick/annual leave.

The Committee also recognises that it is obliged to provide a workplace that is free from harassment, bullying and other discrimination. The current Complaints Policy doesn't adequately address concerns between staff members. The following information will be used to create new policies as a result of stakeholder feedback.

In house handling

In the first instance, educators are encouraged to address these issues between themselves. Consulting Co-op's philosophy; policies and procedures manual; National Law; National Regulations; National Quality Framework or other third party document often provides a mechanism for the broader consideration of the issues at hand. In addition, the Decision Framework contained elsewhere within this document provides a useful template for both initial decision consideration and dispute resolution.

External assistance

In cases where in house handling has failed, the Committee has developed the following procedures on the basis that this process:

29. Provides best practise dispute resolution by utilising the services of trained professionals
30. Prevents non HR specialist Committee members from having to intervene, potentially exposing Clifton Co-op to unnecessary risk

31. Respects that Committee members are volunteers, often with limited time. The cost (if any) of obtaining external assistance is spread evenly across the Co-operative membership
 32. Promotes impartiality and the use of evidence based decision making
- External assistance may be sought for Committee-Committee, Committee-Educator or Educator-Educator issues.
- Depending on the issue raised, the external party may proceed by:
33. Interviewing key stakeholders
 34. Facilitating a mediation session
 35. Providing recommendations to the Committee and/or Leadership team regarding suggested actions
 36. Suspending one or more staff members
 37. Communicating to the Committee that one or more staff members be summarily dismissed (in the case of serious misconduct)

9.6 Decision Making Model

The following decision making model has been developed as a tool to assist various stakeholders (i.e. Committee, Leadership and/or Educators) in making better decisions based on considering all stakeholders and the various components of such a decision

This decision framework could be used to aid various decision makers to, for example:

- Purchase a major piece of equipment
- Refurbish part or all of the building
- Change the staff/children mix

Stakeholder Assessment

How does the proposed decision affect the following stakeholders? Depending on the decision to be made, it may be useful to list pros and cons for the following stakeholders.

Children	
Families	
Committee	

Licensee (i.e. Chairperson)	
Educators	
Council	
Neighbours/Community	

Decision Components

Analyse the proposed decision against the following components, if applicable. Examples shown are designed as a prompt for further thinking and are by no means exhaustive.

Early Years Learning Framework <i>Provide details of the proposed decision compared against the seven areas</i>	
Regulatory <i>Check against National Law, National Regulations, Co-operatives Act</i>	
Safety <i>How will children's safety be ensured/enhanced?</i>	
Compliance <i>What extra documentation might be required?</i> <i>How can we ensure ongoing compliance?</i>	
Financial <i>Will there be an impact on revenue/expenses?</i> <i>Complete separate financial modelling if required</i>	

Stakeholder Consultation <i>Have children, families, educators been consulted?</i> <i>Has any feedback been addressed?</i>	
Human Resources <i>Will staff roles/hours be affected?</i>	
Communication Plan <i>How is the proposed decision going to be communicated to children; families, educators & other stakeholders</i>	
Change Management <i>If adopted/approved, how will the decision be implemented? How will the success/failure be determined?</i>	
Similar Centres <i>Research and document relevant comparisons from both other Co-operatives and nearby child care centres.</i>	

9.7 Roles & Responsibilities

Committee of Management

A Committee of Management (COM) manages the Co-op in accordance with the Standard Rules (Constitution). The COM is made up of volunteer parents with children at the Co-op and is responsible for overseeing all aspects of the Co-op's operations. Duties include budget planning, staff appointments, movement of finances, liaison with government bodies, fundraising, developing policies, and maintaining a close involvement with staff and the day to day running of the Co-op. As a Co-op member, parents are expected to be willing to serve on the COM and are strongly encouraged to consider serving as a Committee member or sub-committee member.

Key Functions of the Committee of Management:

- Strategic planning and evaluation, setting organisations goals and directions, monitoring progress, establishing accountabilities
- Monitor the overall management of any services provided by the Co-operative
- Take responsibility as the Approved Provider under the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011
- Has other legal responsibilities as an employer and provider of a community service
- Develop and review policy in collaboration with members / families and staff, relevant stakeholder, peak bodies and regulatory authorities
- Ensure the Centre operates effectively with regular documented communication, and in line with its policies

- Plan, monitor and manage the finances of the Centre
- Maintain accurate records in line with legal and financial legislative record keeping requirements
- Ensure Centre complies with all relevant rules, regulations, service and funding agreements
- Encourage the involvement of all members / families of the Centre
- Promote community management, and committee/board membership (including sub-committees)
- Negotiate with outside bodies regarding funding, grants etc.
- Ensure the tasks of any Sub-Committees are carried out in an effective way and in a manner that encourages input and involvement from both families and staff
- Ensure meetings are planned appropriately, and that record keeping systems are in place, working closely with the Director
- Employ, manage and support staff in line with current industrial obligations

The Committee of Management will:

- Endeavour to represent the general parent body at all times to the best of their ability
- Will maintain appropriate communication with parents, through regular newsletters, notices, parent meetings, social events, and being available to parents
- Will maintain appropriate communication with staff, through the Co-ordinator and Parent/Staff Liaison Person, attending staff meetings as required, staff appraisal, social and fundraising events, and being available
- Will maintain appropriate communication with relevant government bodies, being aware of and responding to child care issues as they may arise
- In conjunction with the Co-ordinator, review existing policy and procedure to ensure they reflect expectations of current members and staff, and to develop any new policies or procedures required
- Will discuss budget criteria for the following year, to provide guidelines for the Treasurer to prepare a draft budget. This will be put on the agenda as a fixed item.

Chairperson

The Chairperson's role is to ensure that the committee functions effectively and to ensure that the affairs of the Co-operative are managed effectively. A large part of the Chairperson's role is dealing with people. The Chairperson monitors that tasks are being completed and workloads are reasonable. It is important that they ensure the tasks of the Board of Directors are carried out in an effective way and in a manner that encourages input and involvement from both users and staff.

Responsibilities:

- Convene and chair Board meetings in accordance with the constitution,
 - ensuring that informed decisions are made, actions are recorded and followed up and workload is shared
 - ensuring that meeting processes allow everyone to have a say
 - ensuring meetings run smoothly and in an efficient manner
- Ensure the service is meeting all legal and accountability requirements
- Ensure the affairs of the service are being managed appropriately

- Ensure that centre policies are current and reviewed
- Work closely with and maintain effective working relationships with other Board members and the centre Co-ordinator
- In conjunction with the Board provide support and supervision to the Co-ordinator
- Ensure staff support mechanisms are in place
- Ensure a good flow of communication between the Board, the staff and the families
- Encourage the involvement of members of the Co-operative not on the Board of Directors
- Negotiate and liaise with other organisations and act as the official representative of the centre when required.

Secretary

The Secretary reports to and is the point of contact for Consumer Affairs Victoria and Australian Charities and Not for Profit Commission (ACNC). The Secretary organises meetings, deals with documents and maintains the records of the association.

Responsibilities:

- In consultation with the Board and in accordance with the centre constitution organise all meetings including Board meetings, Special General Meetings and Annual General Meetings including
 - Preparing and sending out notices of meetings and agendas
 - Taking, distributing and storing minutes - ensuring that all decisions and follow up actions are clearly recorded and that Business Arising matters are addressed
- Receive applications for membership and ensure maintenance of the members register
- Recording incoming and outgoing correspondence and writing letters on behalf of the Association
- Report and lodge relevant documents or forms, including with Consumer Affairs Victoria and the Australian Charities and Not for Profit Commission
- Ensure that records of the association are kept and stored appropriately including correspondence, records of meetings, financial reports and documents lodged with Consumer Affairs Victoria
- Work closely with and maintain effective working relationships with the Board Executive and other Board members.

Treasurer

The overall role of the Treasurer is to monitor the finances of the service and to ensure members of the Board are informed of the financial status of the service. The Treasurer needs to work closely with the Co-ordinator and the accountant/bookkeeper to ensure the following tasks are completed:

- A realistic annual budget is prepared
- The budget is presented to the Board for approval
- The budget is monitored each month
- The Board is assisted to understand the financial state of the service
- Income and expenditure statements are presented to the Board each month and comparisons are made to the budget

- The service meets its financial accountability requirements
- Ensure that the financial records of the Co-operative are kept in accordance with the Act; and
- Co-ordinate the preparation and lodgement of the financial statements of the Association and their certification by the Board prior to their submission to the annual general meeting
- Work closely with and maintain effective working relationships with the Board Executive and other Board members.

Staff-Parent Liaison

- Be a personal communication link between the COM, Co-ordinator (staff) and parents.
- Convey to the COM relevant information regarding the Co-ordinator's views and concerns (and those of other staff generally) – particularly as they may arise from the staff appraisal process.
- Convey to the COM relevant information regarding parent's views and concerns – particularly as may come to light from the parent survey.
- Provide support and assistance to the Co-ordinator both generally in her/his role and in particular instances (e.g. when dealing with problems and/or confidential matters regarding staff, or with difficult issues involving parents such as the late payment of fees)
- Meet regularly with the Co-ordinator and all staff (perhaps at their staff meetings) and gain (and maintain) a sense of their assessment of 'where the Centre is at' with particular reference to any concerns they have.
- Share with the Co-ordinator and staff any views and concerns of the COM and of parents – and also any response to issues raised by the Co-ordinator or staff.
- Assist the Co-ordinator to carry out the annual staff appraisal process (in April and September) as set out in the Centre Policy Manual.
- Participate in the process of employing new staff; including, as appropriate, the involvement of parents and other staff, the revision of position descriptions, decisions regarding the selection process, and the short-listing and interviewing of applicants.
- Be available as a support to all staff, in the sense of being available to listen to and explore a concern, but on the basis that the staff member is encouraged/assisted in following-up issues with the Co-ordinator themselves.
- Facilitate the resolution of persistent difficulties between Co-ordinator and staff, not by representing one party but by bringing parties together in a way that ensures respect and support is accorded to all parties and a fair outcome is achieved.
- Promote openness and trust in relations between the Co-ordinator and staff and in general, that encourages staff to relate their concerns to the Co-ordinator in the first instance – who will if appropriate then take that to parents or the COM.

Risk/Compliance (incorporating Maintenance)

- Ensure the maintenance of a 'safety check list' (based on our safety policy and as required) undertake an 'Annual Safety Audit' about mid year ensuring that all is well or that all outstanding issues are reported to the COM and a plan to correct problems is prepared and enacted.
- To ensure the effectiveness of the Gardening and Maintenance Working group (assisted by the COM and staff as appropriate) by recruiting and supporting members, and meeting with them to plan, organize and undertake work.

- Implement Working Bee policy in consultation with the Co-ordinator. i.e.:
- Organise and distribute working bee rosters to parents
- Monitor work to be done
- Organise a list of work to be done at each working bee and equipment needed
- Monitor attendance at Working Bees and follow up with parents who do not contribute as members agree to in the Family Participation Points Scheme
- When necessary, and in consultation with the Co-ordinator, liaise with Yarra City Council regarding maintenance issues through direct communication, letters, meeting, etc.
- When necessary obtain quotes and costing for the purchase of equipment/services – and check with COM or Co-ordinator as necessary.

Fundraising Co-ordinator

- Prepare a S&F plan early in the Year (in consultation with the COM and a working group) and ensure this is entered into the annual 'Calendar of Events' and publicized through the newsletter.
- Ensure the effectiveness of the Social and Fundraising Working group (assisted by the COM and staff as appropriate) by recruiting and supporting members, and meeting with them to plan and organize and undertake Social and Fundraising activities.
- Involve the wider parent body in ensuring successful Social and Fundraising events.
- Organise social events for Co-op families and staff (at minimum cost to participants) which enhance a feeling of community and which therefore encourage parents to contribute to the running of the Co-op.
- Organise the annual Christmas party for Co-op families.
- Raise money, for special nominated projects/items. (Fundraising should be used for items that are not covered in the annual budget. Such projects are to be nominated by staff and/or parents through the COM).
- Keep a financial record of money raised and spent (in co-operation with the Co-ordinator).

Director (ordinary member)

Ordinary committee member is a term for committee members who do not have an Executive committee position. They have a responsibility to be knowledgeable about the work of the centre and to make informed contributions to decision making.

Responsibilities:

- Prepare for and appropriately participate in meetings;
- Be knowledgeable about the work of the centre and any current issues and projects;
- Work with the other committee members to
 - Ensure the service is meeting all legal and accountability requirements
 - Ensure the affairs (including finances) of the service are being managed appropriately
 - Ensure that centre policies are current and reviewed;
- Undertake any assignments allocated on an individual or group basis;
- Attend functions organised by the committee/centre.

p. 19

9.8 Child Sexuality Policy

Purpose

To ensure that children's questions or actions related to the human body or sexuality are responded to with consistency, clarity and sensitivity.

Scope

This policy acknowledges that children are inquisitive by nature and that it is necessary and appropriate to respond to children's questions calmly and with sensitivity to the child's family and cultural beliefs and practices.

Application

This Policy is applicable to all educators, students, children and families at Clifton Child Care Co-operative.

Policy

- Staff will always portray a positive attitude to the human body.
- The correct names of body parts are used when speaking to children.
- Staff should be aware and respectful of families' cultural and religious beliefs in relation to expectations and responses to children's sexual questions and exploration.
- Families are consulted about children's questions and sexual exploration and the staff response.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- Reactions to children's sexual exploration are calm and without value judgement.
- Responses to children's sexual exploration are carefully considered.
- Children's questions are answered simply and factually with respect for family values.
- Children's questions are answered with enough information to assist the child to understand.
- Parents are informed about children's sexual questions and exploration.
- Parents are made welcome to discuss issues and concerns.
- Staff have an understanding of what is age and developmentally appropriate and what is part of normal inquisitive behaviour.
- Staff will take action to ensure that children are protected from abuse, family violence and neglect in accordance with the Child Protection Policy 2007 and will take seriously any concerns or issues raised by children and/or parents in accordance with the Child Protection Policy 2007.

References

Related policies

Child Protection p. 105

Source

Department of Human Services – Child Protection

NAPCAN

Australian Childhood Foundation

National Quality Standard 2011

Education and Care Services National Regulations 2011

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

9.9 Child Supervision Policy

Purpose

To ensure that children are appropriately supervised at all times during their care at a Clifton Child Care Co-operative.

Scope

The Clifton Child Care Co-operative is committed to ensuring that all staff provides direct and active supervision of the children at all times to ensure their safety. Staff and facilities must meet the Education and Care Services National Regulations 2010 to ensure a safe and secure learning environment is provided at all times.

Application

This Policy is applicable to all staff, volunteers, children and families at Clifton Child Care Co-operative.

Policy

- All children will be directly and actively supervised at all times.
- Centre staff will position themselves in a way to ensure maximum supervision of the room/outdoor area at all times.
- Centre staff will communicate with each other regularly regarding their movements, particularly relating to positioning and ability to provide active and direct supervision.
- All gates have self-closing mechanisms.

Our responsibilities

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- A minimum of two staff are on duty at all times that children are in care.
- A regular head count is taken of the children in each room to ensure that each child is accounted for.
- Head counts are referenced with the sign in/out book.
- Staff child ratios are maintained in accordance with the Education and Care Services National Regulations 2010 at all times.
- Centre gates are closed at all times to prevent children from leaving the centre unaccompanied.
- Parents/guardians sign their children in and out of the centre.
- Centre staff need to check that the sign in/out has been signed and if this has not occurred the staff member will sign and indicate who collected the child in lieu of the parent. The parent's/guardian signature will be sought the next day of care.
- Before leaving the centre each room is checked for children and cross referenced with sign in/out book.

If a child leaves the centre unaccompanied, we will ensure that:

- The premises (indoors and outdoors) are checked to see if the child is still within the centre.
- A search of the immediate area fence perimeter, surrounding streets, parks and properties is undertaken as soon as the child is noticed to be missing.

- Parents, team leader, Children's Services' and Department of Human Services are contacted immediately.
- Police are called – 000 and staff to follow police direction. Staff will prepare an accurate description of the child including photograph, age, clothing and any distinguishing features.
- Staff will ensure that other children in the centre remain safe and calm.
- Counselling is offered to children, staff and families as required.
- A report is sent to Department of Human Services within 24 hours.

Family responsibilities

Families have a responsibility to ensure:

- An authorised person signs their child into and out of the centre each day.
- Centre gates are closed at all times to prevent children from leaving the centre unaccompanied.

References

Related policies	Source
Delivery and Collection Policy p.161	DHS Children's Services Practice Notes
Maintenance and Safety – Child Safe Environments p. 209	Legal Aspects of Child Care Victoria 2009 National Quality Standard 2011
Excursion Policy p. 171	Education and Care Services National Regulations 2013 Early Years Learning Framework Victorian Early Years Learning and Development Framework

9.10 Children of Employees Policy

Purpose

To ensure all staff are aware of the allowances and limitations upon having their children enrolled in the Centre where they are employed.

Scope

The Clifton Child Care Co-operative recognises that there may be instances where a staff member may wish to enrol their child at the centre where they are employed. The Clifton Child Care Co-operative acknowledges there are benefits and potential limitations of this arrangement. Staff must consult with the appropriate Clifton Child Care Co-operative Co-ordinator to determine whether it will be a suitable arrangement for them and the centre.

Application

This Policy is only applicable to staff members working in a Clifton Child Care Co-operative, who wish to have their child attend the centre for the purpose of Child Care.

Policy

- Placement of children in care must meet the requirements of the Clifton Child Care Co-operative priority of access policy.
- Authorisation to place a child in the Centre is at the discretion of the Co-ordinator, after discussion with other staff.

Our responsibilities

Clifton Child Care Co-operative employees who wish to have their child cared for in the same centre as they work have a responsibility to discuss with the Co-ordinator how the needs of their child and their ability to undertake their work duties will be impacted by the placing their child in the Centre.

References

Related policies**Source**

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

Legal aspects of Child Care 2009 Victoria

9.11 Clothing and Footwear for Children Policy

Purpose

To ensure that children are protected by wearing appropriate clothing and footwear.

Scope

To ensure the safe and full participation of children in the programme, it is important to ensure children are suitably dressed for the activities they are undertaking.

Application

This Policy is applicable to all staff, children and families accessing Clifton Child Care Co-operative.

Policy

- Children are dressed appropriately for indoor and outdoor play.
- Centre staff assist children to adjust their clothing to meet changing conditions throughout the day.
- Children are given the choice as to whether they want to wear or remove footwear and they are not expected to wear footwear at all times. Educators will suggest to children when it may be appropriate to wear shoes. When children are playing in the sand pit they may remove their footwear. Individual needs will be considered e.g. children learning to walk, crawlers, etc.

Our responsibilities

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- Children wear comfortable clothing that allows for freedom of movement.
- Children wear clothing and footwear as required for the activity. Thongs and crocs are not considered appropriate footwear
- Children do not go outside unless appropriately dressed for conditions.
- Toilet trained children wear underpants at all times.
- Underpants or a nappy, plus a singlet or T-shirt are worn by all children at sleep time. Clothing is not removed at rest time except in the interest and comfort of the child
- Any concerns or suggestions regarding suitable clothing and footwear are respectfully and discretely discussed with families

Family responsibilities

Families have a responsibility to ensure:

- Their child is provided with a change of clothing for each day.
- Any specific clothing requirements are discussed with staff upon enrolment.
- Their child is wearing clothing and footwear that is appropriate, suitable and comfortable.
- Their child brings, or has available, a coat and a hat every day in the winter months.
- Their child brings, or has available, a legionnaire or wide brimmed hat each day.

References

Related policies

[SunSmart Policy](#) p. 270

Source

Royal Children Hospital Resource Centre

Anti Cancer Council

ePodiatry.com

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

9.12 Code Of Conduct

Purpose

To ensure that all Clifton Child Care Co-operative staff, families, students and volunteers are aware of the code of conduct expectations regarding interactions between staff, adults and children.

Scope

This code of conduct details practice we require all adults working or visiting our Centre to follow. It will assist in ensuring the safety and well-being of children, families and staff.

Application

This Policy is applicable to all staff, parents, students and volunteers to a Clifton Child Care Co-operative.

Policy

The Centre is a place of learning and care for young children and therefore the rights of the child must always be considered first and foremost. All adults are expected to follow the principles of:

Safety	Comply with all Centre policies, including the Commitment to Child Safety statement.
Ethical conduct	Act in the best interest of colleagues, children, their families and users of the Centre.
Support	Work in a co-operative manner.
Communication	Use courteous and acceptable verbal and non-verbal language. Avoid the use of profane, insulting, harassing, aggressive or otherwise offensive language.
Respect	Value diversity and refrain from all actions and behaviours that constitute harassment or discrimination.
Confidentiality	Keep information relating to children families and staff confidential.

In relation to children, all adults are required to:

- Be a positive role model at all times.
- Always speak in an encouraging and positive manner.
- Listen actively to children and offer empathy, support and guidance where needed.
- Regard all children equally and with respect and dignity.
- Support children to be able to take care of their own personal needs.

In relation to others (including staff, parents and volunteers), adults are required to:

- Use respectful, encouraging and accepting language.
- Respect the rights and dignity of others as individuals.
- Give encouraging and constructive feedback.
- Deal with ethical issues in ways that reflect the Clifton Child Care Co-operative's values and standards.

- Refrain from public criticism of children and adults at the centre.
- Any issues or grievances should be directed to the Centre Co-ordinator as outlined in the complaints policy.
- Under no circumstances should a child, parent or member of staff be approached directly or in a confrontational manner regarding an issue or grievance.

Our responsibilities

Clifton Child Care Co-operative educators will be reflective in regards to our ethical practice and will be guided by the ECA Code of Ethics. We will promote the health and well-being of all children and will:

- Create and maintain safe and healthy environments for children that are free from the use of tobacco, alcohol and drugs.
- Ensure that they are not affected by alcohol or drugs when educating and caring for children.
- Foster all facets of children's development in the context of the child, their family and their community.
- Enhance each child's feelings of competence, independence and self-esteem.
- Act as an advocate on behalf of all children for policies, programmes and services that impact on their health and well-being.
- Act promptly in situations where the well-being of the child is compromised.
- Enable children to participate to their full potential in environments that are carefully planned to serve individual needs and to facilitate the child's progress in the social, emotional, physical and cognitive areas of development.
- Consider the children's cultural and social environments when planning.
- Apply the knowledge of stages of physical, social, emotional, moral and cognitive development of each child.

We will demonstrate our care for all children in all aspects of our practice by:

- Responding appropriately to each child's expression of need.
- Providing children with experiences that build trust.
- Expressing warmth, appropriate affection, consideration and acceptance for children both verbally and non-verbally.
- Communicating to children a genuine interest in their activities, ideas, opinions and concerns.
- Supporting children as they experience different emotions and model acceptable ways of expressing emotions.

We will work in partnership with parents and families; recognise that they have primary responsibility for the care of their children, value their commitment to their children and support them in their parenting. We will do this by:

- Promoting considerate relationships with parents.
- Respecting the rights of parents to transmit their values, beliefs and cultural traditions to their children.
- Supporting parents with knowledge, skills and resources that will enhance their ability to care for their children.
- Supporting families in obtaining support from other agencies/professionals.
- Providing programmes and environments that meet both child and family needs.

We will work in ways that enhance human dignity in trusting, caring and co-operative relationships:

- Communicate respect by practising and promoting anti-biased interactions.
- Plan inclusive programmes that communicate respect for diversity regarding ability, culture, gender, socio-economic status, sexual orientation and family composition.

We will comply with the policy for dealing with a breach in the code of conduct:

- An alleged breach of the code of conduct will be reported to the Co-ordinator or the Committee Staff Liaison Officer. They will recommend a course of action that may include but is not limited to a first and final warning meeting/letter being issued to inform the relevant person that the Centre will not tolerate another breach of the code of conduct.

In an emergency situation where staff believe they, the children or parents, are at immediate risk (for example violence has been threatened or perpetrated) the staff must ensure action is taken quickly and decisively. These actions may include but not be limited by:

- Contacting the local police to advise them of the current situation.
- Suspending the relevant person from attending the centre until the incident has been investigated and a course of action decided.

The Centre Co-ordinator will ensure that:

- All staff, students and volunteers are provided with a copy of the code of conduct.
- A completed and signed 'acknowledgement of receipt of code of conduct' is collected from staff, students and volunteers is added to each person's personal file.
- The code of conduct is observed and compliance is monitored.

References

Related policies

Our Commitment to Child Safety

Clifton Child Care Cooperative is committed to child safety.

We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers.

We are committed to the safety, participation and empowerment of all children.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

We have legal and moral obligations to contact authorities when we are concerned about a child's safety, which we follow rigorously.

Clifton Child Care Cooperative is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.

We have robust human resources and recruitment practices for all staff and volunteers.

Our organisation is committed to regularly training and educating our staff and volunteers on child abuse risks.

We support and respect all children, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We have training in place that support our leadership team, staff and volunteers to achieve these commitments.

Our Children

Children are vital and active participants in our organisation. We involve them when making decisions, especially about matters that directly affect them. We listen to their views and respect what they have to say.

We promote diversity and tolerance in our organisation, and people from all walks of life and cultural backgrounds are welcome. In particular we:

- Promote the cultural safety, participation and empowerment of Aboriginal children
- Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds
- Ensure that children with a disability are safe and can participate equally.

Our Staff and Volunteers

All of our staff and volunteers must agree to abide by our code of conduct which specifies the standards of conduct required when working with children. All staff and volunteers, as well as children and their families, are given the opportunity to contribute to the development of the code of conduct.

Child Safe Standards

Clifton Child Care Cooperative will implement all 7 of the Victorian Child Safe Standards. They are reflected in our policies, and procedures as follows:

Source

Australian Child
www.childhoodaustralia.org.au

Child Safe Standards
conduct that meets
expectations of
behaviour with

ECA Code of
Childhood Australia
www.earlychildhoodaustralia.org.au

Revised National
2018, 4.2 Ma
and staff are
respectful and

Education and
National Reg
December, 20
82,83,84,168

Early Years L

Victorian Early
Development

Standard 1: Strategies to embed an organisational culture of child safety, including through effective leadership arrangements.

- Governance Policy _Committee Engagement document

Standard 2: A child safe policy or statement of commitment to child safety.

Standard 3: A code of conduct that establishes clear expectations for appropriate behaviour with children.

- Code of Conduct
- Student Placement Policy
- Visitors and Volunteers

Standard 4: Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel.

- Staffing Policy
- Induction Checklist

Standard 5: Processes for responding to and reporting suspected child abuse.

- Child Protection Policy

Standard 6: Strategies to identify and reduce or remove risks of child abuse.

- Child Protection Policy
- Staffing Policy

Standard 7: Strategies to promote the participation and empowerment of children

- Interactions with Children Policy
- Curriculum Development Policy
- Philosophy

10 Committee Engagement Document

10.1 Introduction

The following document captures some of the key learnings of the Committee of Management since 2012. Clifton Co-op has experienced a number of key events in this period, including:

- 38. Significant financial loss in 2012
- 39. Introduction of the National Quality Framework
- 40. Departure of long term staff, most notably the 10-year incumbent Co-ordinator
- 41. Significant pay increases to educators

It is intended that this document be further refined by the Committee, Educators and the broader Co-operative membership.

To Do List

Other items considered worthy of inclusion but not yet addressed

42. Welcome to Co-op document – obligations; overview of the model; encouraging participation

43. Formalisation of other content in Director folder

44. Pro-forma strategic, high level operation checklists

10.2 Organisation Chart

The organisation chart shown below describes the various roles required at Clifton Co-op. Multiple roles may be undertaken by a single person e.g. Educational Leader. The chart also introduces the concept of a defined “Leadership” team to consider higher level management decisions and to formalise the various senior roles within Clifton Co-op.

10.3 Responsibility Matrix

The following matrix outlines the various responsibilities assigned to the Committee and to the staff.

The following principals underlie this matrix (taken from CCCV presentation):

Committee	Management
Has primary concern for the service's strategic ends	Has primary concern for the operational means
Develops strategic end policies, governing process policies & coordinator delegation policies	Implements the committee's policies & develops necessary staff level operational policies
Creates a vision for the future	Makes the vision a reality
Monitors the work for the co-ordinator towards the achievement of the strategic ends and ensures compliance with policies	Monitors the work of all other staff & volunteers towards the achievement of the strategic ends
Makes high level resourcing decisions	Manages the efficient utilisation of resources & makes lower level resource decisions
Is ultimately responsible for all aspects of operation	Has delegated responsibility for all operational day to day management matters

	Committee	Management (Staff/Educators managed through Co-ordinator)
Budget and Expenses	Approves Budget (includes Fees) Approves Expenses (>\$500) Approve Fees Defines Budget Principals Defines Profit / Net Asset position target	Creates Budget (includes Fees) Request Expense Approval (>\$500) Discretionary Spend (< \$500) Request changes to Budget Principals Establish & monitor room budgets
Reporting	Defines principals for the Monthly Co-ordinators Report Co-create Quarterly Report to Members	Create Monthly Co-ordinator Report Co-create Quarterly Report to Members
Staffing Strategy	Define Staff Leadership Roles	Define non-leadership Roles
Hiring	Hires Co-ordinator Participates in interviews for Leadership team Approve Leadership Staff	Hire Room Staff Hire Casuals Request New Resources
Staff Management	Reviews and Sets Goals of Co-ordinator Approves HR Policies	Manages all staff Forms HR Policies
Staff CPD	Approve CPD Plan	Formulate CPD Plan Request Individual CPD Event
Education Policy	Approves policy	Forms policy
Risk Management	Signoff Risk Register	Create and Manage Risk Register
Compliance and OH&S	Request and Approve Compliance Status	Contribute to Compliance Status Update
Council Relationship	Make Requests for Capital Expenditure Maintain the Operational Agreement	Maintain Primary Relationship Make Requests for Maintenance Negotiate the Lease

Capital Works	Approve Capital Works	Suggest/Request Capital Works
Access Policy	Approve access policy	Create & implement access policy
Co-operative Membership	Completes annual Co-operatives reporting	Approves Membership in accordance with the constitution Maintain membership records
Code of Conduct	Approve Code of Conduct	Participate in development of Code of Conduct
Annual Report and AGM	Create Annual Report Organise AGM Record minutes of AGM	Write Co-ordinator, Educational Leader and Room Leader reports for inclusion within Annual Report
Social Events	Co-create Schedule Run Social Events	Co-create Schedule
Member Information Events	Participate in Member Info events (e.g. Chairperson, Staff-Parent Liaison) Provides input to event content	Develops program for Member Info events Run Member Info events
Marketing	Approves marketing plan	Creates marketing plan Update website
Finance Policies and Procedures	Establish finance policies	Manages finances (with bookkeeper) in accordance with policies
Committee of Management	Appoint replacement directors Define COM roles Elect Chairperson	Provide feedback regarding scope of roles
Child Numbers and Room Strategy	Decide how many children in which rooms	Provide recommendations on child numbers and room makeup
Quality Improvement Plan	Provide strategic input to QIP Consider QIP at each Committee meeting	Maintain and update QIP

Policies and Procedures	Manage new and updated Committee level policies and procedures	Manage new and updated operational policies and procedures
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10.4 Business Model

The following diagram demonstrates Clifton Co-op's business model in a graphical format. Numbers have been rounded to aid readability.

10.5 Employing and managing the Co-ordinator

One of the key roles undertaken by the Committee of Management is the employment of the Co-ordinator. The Co-ordinator reports to the Chairperson and Staff Parent Liaison on behalf of the broader Committee. The Co-ordinator's position description and other conditions are negotiated by the Committee.

Managing the Co-ordinator's performance

Managing the co-ordinator is a difficult task for a volunteer Committee given the small organisation size and the financial and time pressures placed on (relatively) new parents. These guidelines have been developed to assist various stakeholders in promoting a methodology which encourages outstanding early learning outcomes and the overall health and wellbeing of the Co-ordinator, Chairperson, Committee and other educators.

Encouraging open feedback from staff

As part of the broader performance feedback gathered within Clifton Co-op, the Committee will, from time to time, survey the staff regarding specific aspects of the Co-ordinator's role. Typically, this will be undertaken annually but it may happen more frequently following the appointment of a new co-ordinator or following a significant change to the operations of the centre (e.g. adoption of a new learning framework or other major change to the industry).

This feedback is sought for a number of reasons:

45. The Committee of Management typically does not include members with specific early learning experience. Gathering this feedback helps round out the assessment of the Co-ordinator's broad role.
46. The Committee of Management does not take a day to day operational role within Clifton Co-op. Gathering this feedback is useful in helping to plan relevant PD and other training for the Co-ordinator.
47. Gathering this feedback helps the Committee understand more general issues facing educators.
48. Providing a formal mechanism for this feedback lessens the need for ongoing performance related dialogue between the Committee and educators.

Committee assessment of performance

In addition to the staff perspectives, the Committee makes its own assessment of the Co-ordinator's performance on the basis of:

49. Meeting strategic objectives
50. Adherence to risk, compliance and safety obligations
51. Provision of adequate reporting

52. Financial performance of Clifton Co-op

53. Engagement with Committee

This feedback is provided to the Co-ordinator as appropriate (at least twice per year).

Dispute resolution

The Committee recognises there will be times where the Co-ordinator and one or more educators disagree regarding a particular issue. Respectful differences of opinion including offering of alternate views often results in better overall decision making including the broader consideration of additional perspectives.

The Committee also respects that; from time-to-time; the following characteristics may clash:

54. The Co-ordinator is responsible for all aspects of the day-to-day running of Clifton Co-op.

55. The Educational Leader and Room Leaders are responsible for the planning and delivery of the specific day-to-day educational programs.

Moreover, the Committee also recognised that there is a cross over in roles among the staff group. For example, the Co-ordinator may be required to relieve on an occasional basis within the room; or one or more of the senior educators may be required to act as Co-ordinator when the co-ordinator is away on sick/annual leave.

The Committee also recognises that it is obliged to provide a workplace that is free from harassment, bullying and other discrimination. The current Complaints Policy doesn't adequately address concerns between staff members. The following information will be used to create new policies as a result of stakeholder feedback.

In house handling

In the first instance, educators are encouraged to address these issues between themselves. Consulting Co-op's philosophy; policies and procedures manual; National Law; National Regulations; National Quality Framework or other third party document often provides a mechanism for the broader consideration of the issues at hand. In addition, the Decision Framework contained elsewhere within this document provides a useful template for both initial decision consideration and dispute resolution.

External assistance

In cases where in house handling has failed, the Committee has developed the following procedures on the basis that this process:

56. Provides best practise dispute resolution by utilising the services of trained professionals

57. Prevents non HR specialist Committee members from having to intervene, potentially exposing Clifton Co-op to unnecessary risk

58. Respects that Committee members are volunteers, often with limited time. The cost (if any) of obtaining external assistance is spread evenly across the Co-operative membership

59. Promotes impartiality and the use of evidence based decision making

External assistance may be sought for Committee-Committee, Committee-Educator or Educator-Educator issues.

Depending on the issue raised, the external party may proceed by:

60. Interviewing key stakeholders

61. Facilitating a mediation session
62. Providing recommendations to the Committee and/or Leadership team regarding suggested actions
63. Suspending one or more staff members
64. Communicating to the Committee that one or more staff members be summarily dismissed (in the case of serious misconduct)

10.6 Decision Making Model

The following decision making model has been developed as a tool to assist various stakeholders (i.e. Committee, Leadership and/or Educators) in making better decisions based on considering all stakeholders and the various components of such a decision

This decision framework could be used to aid various decision makers to, for example:

- Purchase a major piece of equipment
- Refurbish part or all of the building
- Change the staff/children mix

Stakeholder Assessment

How does the proposed decision affect the following stakeholders? Depending on the decision to be made, it may be useful to list pros and cons for the following stakeholders.

Children	
Families	
Committee	
Licensee (i.e. Chairperson)	
Educators	

Council	
Neighbours/Community	

Decision Components

Analyse the proposed decision against the following components, if applicable. Examples shown are designed as a prompt for further thinking and are by no means exhaustive.

Early Years Learning Framework <i>Provide details of the proposed decision compared against the seven areas</i>	
Regulatory <i>Check against National Law, National Regulations, Co-operatives Act</i>	
Safety <i>How will children's safety be ensured/enhanced?</i>	
Compliance <i>What extra documentation might be required?</i> <i>How can we ensure ongoing compliance?</i>	
Financial <i>Will there be an impact on revenue/expenses?</i> <i>Complete separate financial modelling if required</i>	
Stakeholder Consultation <i>Have children, families, educators been consulted?</i> <i>Has any feedback been addressed?</i>	
Human Resources <i>Will staff roles/hours be affected?</i>	

Communication Plan <i>How is the proposed decision going to be communicated to children; families, educators & other stakeholders</i>	
Change Management <i>If adopted/approved, how will the decision be implemented? How will the success/failure be determined?</i>	
Similar Centres <i>Research and document relevant comparisons from both other Co-operatives and nearby child care centres.</i>	

10.7 Roles & Responsibilities

Committee of Management

A Committee of Management (COM) manages the Co-op in accordance with the Standard Rules (Constitution). The COM is made up of volunteer parents with children at the Co-op and is responsible for overseeing all aspects of the Co-op's operations. Duties include budget planning, staff appointments, movement of finances, liaison with government bodies, fundraising, developing policies, and maintaining a close involvement with staff and the day to day running of the Co-op. As a Co-op member, parents are expected to be willing to serve on the COM and are strongly encouraged to consider serving as a Committee member or sub-committee member.

Key Functions of the Committee of Management:

- Strategic planning and evaluation, setting organisations goals and directions, monitoring progress, establishing accountabilities
- Monitor the overall management of any services provided by the Co-operative
- Take responsibility as the Approved Provider under the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011
- Has other legal responsibilities as an employer and provider of a community service
- Develop and review policy in collaboration with members / families and staff, relevant stakeholder, peak bodies and regulatory authorities
- Ensure the Centre operates effectively with regular documented communication, and in line with its policies
- Plan, monitor and manage the finances of the Centre
- Maintain accurate records in line with legal and financial legislative record keeping requirements
- Ensure Centre complies with all relevant rules, regulations, service and funding agreements
- Encourage the involvement of all members / families of the Centre
- Promote community management, and committee/board membership (including sub-committees)
- Negotiate with outside bodies regarding funding, grants etc.

- Ensure the tasks of any Sub-Committees are carried out in an effective way and in a manner that encourages input and involvement from both families and staff
- Ensure meetings are planned appropriately, and that record keeping systems are in place, working closely with the Director
- Employ, manage and support staff in line with current industrial obligations

The Committee of Management will:

- Endeavour to represent the general parent body at all times to the best of their ability
- Will maintain appropriate communication with parents, through regular newsletters, notices, parent meetings, social events, and being available to parents
- Will maintain appropriate communication with staff, through the Co-ordinator and Parent/Staff Liaison Person, attending staff meetings as required, staff appraisal, social and fundraising events, and being available
- Will maintain appropriate communication with relevant government bodies, being aware of and responding to child care issues as they may arise
- In conjunction with the Co-ordinator, review existing policy and procedure to ensure they reflect expectations of current members and staff, and to develop any new policies or procedures required
- Will discuss budget criteria for the following year, to provide guidelines for the Treasurer to prepare a draft budget. This will be put on the agenda as a fixed item.

Chairperson

The Chairperson's role is to ensure that the committee functions effectively and to ensure that the affairs of the Co-operative are managed effectively. A large part of the Chairperson's role is dealing with people. The Chairperson monitors that tasks are being completed and workloads are reasonable. It is important that they ensure the tasks of the Board of Directors are carried out in an effective way and in a manner that encourages input and involvement from both users and staff.

Responsibilities:

- Convene and chair Board meetings in accordance with the constitution,
 - ensuring that informed decisions are made, actions are recorded and followed up and workload is shared
 - ensuring that meeting processes allow everyone to have a say
 - ensuring meetings run smoothly and in an efficient manner
- Ensure the service is meeting all legal and accountability requirements
- Ensure the affairs of the service are being managed appropriately
- Ensure that centre policies are current and reviewed
- Work closely with and maintain effective working relationships with other Board members and the centre Co-ordinator
- In conjunction with the Board provide support and supervision to the Co-ordinator
- Ensure staff support mechanisms are in place
- Ensure a good flow of communication between the Board, the staff and the families

- Encourage the involvement of members of the Co-operative not on the Board of Directors
- Negotiate and liaise with other organisations and act as the official representative of the centre when required.

Secretary

The Secretary reports to and is the point of contact for Consumer Affairs Victoria and Australian Charities and Not for Profit Commission (ACNC). The Secretary organises meetings, deals with documents and maintains the records of the association.

Responsibilities:

- In consultation with the Board and in accordance with the centre constitution organise all meetings including Board meetings, Special General Meetings and Annual General Meetings including
 - Preparing and sending out notices of meetings and agendas
 - Taking, distributing and storing minutes - ensuring that all decisions and follow up actions are clearly recorded and that Business Arising matters are addressed
- Receive applications for membership and ensure maintenance of the members register
- Recording incoming and outgoing correspondence and writing letters on behalf of the Association
- Report and lodge relevant documents or forms, including with Consumer Affairs Victoria and the Australian Charities and Not for Profit Commission
- Ensure that records of the association are kept and stored appropriately including correspondence, records of meetings, financial reports and documents lodged with Consumer Affairs Victoria
- Work closely with and maintain effective working relationships with the Board Executive and other Board members.

Treasurer

The overall role of the Treasurer is to monitor the finances of the service and to ensure members of the Board are informed of the financial status of the service. The Treasurer needs to work closely with the Co-ordinator and the accountant/bookkeeper to ensure the following tasks are completed:

- A realistic annual budget is prepared
- The budget is presented to the Board for approval
- The budget is monitored each month
- The Board is assisted to understand the financial state of the service
- Income and expenditure statements are presented to the Board each month and comparisons are made to the budget
- The service meets its financial accountability requirements
- Ensure that the financial records of the Co-operative are kept in accordance with the Act; and
- Co-ordinate the preparation and lodgement of the financial statements of the Association and their certification by the Board prior to their submission to the annual general meeting
- Work closely with and maintain effective working relationships with the Board Executive and other Board members.

Staff-Parent Liaison

- Be a personal communication link between the COM, Co-ordinator (staff) and parents.
- Convey to the COM relevant information regarding the Co-ordinator's views and concerns (and those of other staff generally) – particularly as they may arise from the staff appraisal process.
- Convey to the COM relevant information regarding parent's views and concerns – particularly as may come to light from the parent survey.
- Provide support and assistance to the Co-ordinator both generally in her/his role and in particular instances (e.g. when dealing with problems and/or confidential matters regarding staff, or with difficult issues involving parents such as the late payment of fees)
- Meet regularly with the Co-ordinator and all staff (perhaps at their staff meetings) and gain (and maintain) a sense of their assessment of 'where the Centre is at' with particular reference to any concerns they have.
- Share with the Co-ordinator and staff any views and concerns of the COM and of parents – and also any response to issues raised by the Co-ordinator or staff.
- Assist the Co-ordinator to carry out the annual staff appraisal process (in April and September) as set out in the Centre Policy Manual.
- Participate in the process of employing new staff; including, as appropriate, the involvement of parents and other staff, the revision of position descriptions, decisions regarding the selection process, and the short-listing and interviewing of applicants.
- Be available as a support to all staff, in the sense of being available to listen to and explore a concern, but on the basis that the staff member is encouraged/assisted in following-up issues with the Co-ordinator themselves.
- Facilitate the resolution of persistent difficulties between Co-ordinator and staff, not by representing one party but by bringing parties together in a way that ensures respect and support is accorded to all parties and a fair outcome is achieved.
- Promote openness and trust in relations between the Co-ordinator and staff and in general, that encourages staff to relate their concerns to the Co-ordinator in the first instance – who will if appropriate then take that to parents or the COM.

Risk/Compliance (incorporating Maintenance)

- Ensure the maintenance of a 'safety check list' (based on our safety policy and as required) undertake an 'Annual Safety Audit' about mid year ensuring that all is well or that all outstanding issues are reported to the COM and a plan to correct problems is prepared and enacted.
- To ensure the effectiveness of the Gardening and Maintenance Working group (assisted by the COM and staff as appropriate) by recruiting and supporting members, and meeting with them to plan, organize and undertake work.
 - Implement Working Bee policy in consultation with the Co-ordinator. i.e.:
 - Organise and distribute working bee rosters to parents
 - Monitor work to be done
 - Organise a list of work to be done at each working bee and equipment needed
 - Monitor attendance at Working Bees and follow up with parents who do not contribute as members agree to in the Family Participation Points Scheme

- When necessary, and in consultation with the Co-ordinator, liaise with Yarra City Council regarding maintenance issues through direct communication, letters, meeting, etc.
- When necessary obtain quotes and costing for the purchase of equipment/services – and check with COM or Co-ordinator as necessary.

Fundraising Co-ordinator

- Prepare a S&F plan early in the Year (in consultation with the COM and a working group) and ensure this is entered into the annual 'Calendar of Events' and publicized through the newsletter.
- Ensure the effectiveness of the Social and Fundraising Working group (assisted by the COM and staff as appropriate) by recruiting and supporting members, and meeting with them to plan and organize and undertake Social and Fundraising activities.
- Involve the wider parent body in ensuring successful Social and Fundraising events.
- Organise social events for Co-op families and staff (at minimum cost to participants) which enhance a feeling of community and which therefore encourage parents to contribute to the running of the Co-op.
- Organise the annual Christmas party for Co-op families.
- Raise money, for special nominated projects/items. (Fundraising should be used for items that are not covered in the annual budget. Such projects are to be nominated by staff and/or parents through the COM).
- Keep a financial record of money raised and spent (in co-operation with the Co-ordinator).

Director (ordinary member)

Ordinary committee member is a term for committee members who do not have an Executive committee position. They have a responsibility to be knowledgeable about the work of the centre and to make informed contributions to decision making.

Responsibilities:

- Prepare for and appropriately participate in meetings;
- Be knowledgeable about the work of the centre and any current issues and projects;
- Work with the other committee members to
 - Ensure the service is meeting all legal and accountability requirements
 - Ensure the affairs (including finances) of the service are being managed appropriately
 - Ensure that centre policies are current and reviewed;
- Undertake any assignments allocated on an individual or group basis;
- Attend functions organised by the committee/centre.

p.19

Child Protection – Providing a Child Safe Environment Policy p. 105

Interactions With Children Policy p. 202

Staffing Policy p. 263

10.8 Communication Policy

Purpose

To outline the communication principles for educators and families attending Clifton Child Care Co-operative.

Scope

The Clifton Child Care Co-operative considers the role of the parent/family as paramount in the development of a child. Family members have a great deal of knowledge about their child and a positive working relationship will ensure that this knowledge can be shared with early childhood staff. Communication is a two way process and the centre staff will endeavour to share information about each child's day with their family on a daily basis. Formal and informal processes for communicating with families will be used to ensure that all relevant information is given and received in a timely manner.

Teamwork and effective communication between educators is critical to the efficient operation of the Centre and the consistent care of young children we are committed to ensuring that educators work in a positive environment with maximum communication and collaboration.

The Clifton Child Care Co-operative will ensure that each family has access to fair and equitable policies for dealing with complaints. All complaints about the Centre will be dealt with fairly, promptly and confidentially.

Application

This Policy is applicable to all working at Clifton Child Care Co-operative.

Policy

- We will use a range of communication methods to ensure that effective and efficient communication occurs within the team and with the families attending the centre. These methods will include, but are not limited to, newsletters, notices on notice boards, e-mails, formal meetings with families and informal daily contact with families.
- Feedback regarding children's progress will occur through face to face communication, formal and informal contact where necessary.
- The interpreter service will be utilised where necessary to ensure that a family can communicate effectively with staff.
- Staff will keep each other informed, in a timely manner, of any organisational matters which impact on their work as soon as is practicable, either in writing or verbally.
- Staff meetings will be utilised to ensure that all staff have an opportunity to work together and that the same messages are being passed on to all staff.
- Staff working in rooms will ensure they have effective communication systems with regard to; the programme, children's changing needs, health issues and any incidents which have occurred.

Our responsibilities

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- Verbal communication occurs with families on a regular basis regarding information about their child's day.

- Formal meetings with families occur as required as well as on a planned basis.
- A room journal is maintained, which documents children's involvement and learning within the programme and as well as the individual children's books are added to and are available at all times for parents to access and/or contribute to.
- A regular newsletter is prepared and distributed to parents.
- Educators will participate in the development of the newsletter by providing information about what is happening in the room in which they work.
- Notice boards are kept up to date.
- We share ideas and knowledge at regular staff meetings, through social events and incidental communication which occurs on a daily basis.

Family responsibilities

Families are responsible to ensure that:

- Staff are provided with current information regarding the child's progress, development and health.

References

Related policies

[Family Engagement Policy](#) p. 173

Source

Legal Aspects of Child Care Victoria 2009

National Quality Standard 2011

Education and Care Services National Regulations 2011

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

10.9 Complaints Policy

Purpose

Clifton Child Care Co-operative welcomes each complaint as a means of improving its service and upholding positive relationships between the educators and families. Everyone has a right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns in a prompt and positive manner that recognises the importance of:

Scope

Clifton Child Care Co-operative has an obligation to inform the Secretary of the Department of Education and Early Childhood Development, Victorian Government (the regulatory authority), of complaints alleging 'that the safety, health or wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service, or that the Education and Care Services National Law Act 2010 has been contravened' (section 174(2)). This policy is intended to assist in improving communication and complaint handling.

The President is responsible for determining whether a complaint should be handled under this policy, or another of Clifton Child Care Co-operative's policies, or the Grievance Procedure.

Applications

This policy is applicable to all educators, parents/guardians, Committee of Management and any other person accessing the Clifton Child Care.

Policy

Pursuant to the requirements of the Education and Care Services National Law Act 2010 (Vic), we are required to have a documented procedure for dealing with complaints that is available to families. This procedure is documented within this Policy.

Our Responsibilities

Dealing with complaints

All complaints will be dealt with promptly and confidentially in a manner that:

- values the opportunity to be heard
- promotes conflict resolution
- encourages the development of harmonious partnerships
- ensures that conflicts and grievances are mediated fairly, and
- is transparent and equitable.
- Where possible complaints will be dealt with immediately by the child's room leader as this is individual is responsible for the educational program. If the complaint is about an issue that the educator considers to be outside of their control, or the family does not feel they wish to share it with the educator, the family may be directed to Committee of Management for their complaint to be resolved.

- All confidential conversations with parents/guardians take place in a quiet area away from children, other families and educators who are not involved.
- Where a family wishes that their grievance remain confidential this will be honoured. However, families will be advised that issues cannot always be resolved if they choose to remain anonymous and they will inform the family if issues needs discussion with others.
- Procedural fairness, natural justice, Ethical conduct and a culture free from discrimination and harassment, will be applied to all complaints
- The opportunity for review and further investigation is available.
- complaints between members of the Clifton Child Care Co-operative or a member of the association and the Committee, related to the operation of the incorporated association will be dealt with in accordance with Part 10 of the Constitution 2010 entitled 'Disputes and Mediation', (Grievance Procedure)
- Complaints related to industrial or employment matters, the Committee of Management will act in accordance with specific staffing policies and the requirements specified under relevant awards, industrial agreements or legislation.

The complainant will be asked to:

- clearly explain and describe their concern
- provide information regarding how the situation could be rectified to their satisfaction

The person receiving the complaint will:

- clarify any issues by actively listening and questioning the complainant to further understand the issues, and
- if possible, resolve the concern immediately. If this is not possible the complainant will be advised that the issue will be given high priority and dealt with as soon as possible.

If the complaint was dealt with by the room leader, the room leader will immediately bring the complaint to the attention of CCC management and the outcome of the complaint. CCC management will decide whether any legal requirements in relation to the complaint need to be considered, such as the need to notify regulatory authorities.

If the issues are complex the complainant will be asked to put their concerns in writing and it will then be brought to the attention of Committee of Management who will either deal with the complaint and/or address it with the President or Parent/Staff Liaison person. If the complaint cannot be dealt in this manner, under this policy, then a Complaints Sub Committee will be formed to deal with the issue

Formation of Complaints Sub Committee

The membership of a Complaints Sub Committee will be a minimum of two Committee members (one of whom may be the President or Parent/Staff liaison person) to deal with the complaint as set out in this policy.

The Complaints Sub Committee

The Complaints Subcommittee is responsible for responding to, investigating and resolving any complaints that fall under the scope of this policy, in accordance with this policy and, seeking assistance and advice from the relevant regulatory authority or other relevant organisations, in dealing with the complaint.

The Sub Committee will meet to deal with the complaint as soon as possible consider the nature and the details of the complaint and will:

- inform the complainant of the procedure for dealing with the complaint
- give the complainant the opportunity to meet with them to discuss the complaint and to provide additional information where relevant
- handle the complaint in a discrete and professional manner
- keep all written information relating to the complaint in a secure place with access limited to those designated by the Committee or complaints subcommittee

All complaints will be documented and a report provided to each Committee meeting, regarding the number and nature of any complaints received since the previous report.

If the President, Parent/Staff liaison person or other Committee members are personally involved in issues as a complainant, or are materially involved in the complaint, they will stand aside from participation in sub committee, or procedures related to the investigation, or management of complaints, because of a possible conflict of interest.

Investigate the complaint and gather relevant information

The Complaints Subcommittee will meet individually with all concerned regarding the complaint, giving right of reply to the person or persons against whom the complaint is made in relation to any concerns or information relating to the issues. The Sub Committee will:

- review relevant information and documents
- obtain any information or documentation that will assist them in trying to resolve the complaint
- seek advice, where appropriate from individuals and organisations that may be able to help resolve the complaint
- keep Committee of Management informed during the process

Resolution stage

The Complaints Sub Committee will, wherever possible endeavour' to resolve the complaint by mutual agreement of the parties involved.

In the event that the complaint is resolved, the sub committee will report this to the Committee and where appropriate set out the terms of any recommendation to be considered by the Committee.

In the event that the complaint has not been resolved to the satisfaction of the parties involved, or particular decisions require Committee approval, the Complaints Sub Committee will refer the matter to the Committee for consideration.

Where mediation is required all parties will have the right to agree to the appointment of the mediator.

Committee involvement

Where an issue is referred to the Committee, the Complaints Sub Committee will provide a report and include relevant information it has have gathered during the investigations and consultations relating to the complaint.

The Committee will review the report and any recommendations received from the Complaints Sub Committee and will make a decision regarding the action, if any, to be taken, including relevant review mechanisms.

Report back and follow up

The Complaints Subcommittee (or Committee), will advise the complainant and other relevant parties, of any decisions they have made relating to the complaint. Where appropriate the Complaints Subcommittee (or Committee) will establish relevant review mechanisms and/or procedures to monitor progress in relation to implementation of any recommendations.

The Committee will follow through to determine that complaints have been successfully resolved to everyone's satisfaction.

Families will be contacted to determine if they are satisfied with the way the issue was resolved and management will be consulted about the outcome from an operational point of view.

Family Responsibilities

- Families can make a complaint directly to their child's educator or Committee of Management or other persons identified within the committee nominated to do so.
- In order to assist families that wish to contact the regulatory authority, the name, address and telephone number of the regulatory authority is on display in the Centre.
- Current copies of the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations are available for inspection in the CCC foyer.

References

Related policies

Source

Legal aspects of Child Care 2009 Victoria
 National Quality Standard 2011
 Education and Care Services National Regulations 2013
 Annie Dennis Children's Centre Constitution 2010, Part 10, 'Disputes and Mediation'.
 Early Childhood Australia , The Code of Ethics, 2006
 Department of Education, Employment and Workplace Relations, Child Care Service Handbook 2011-2012
 Early Years Learning Framework
 Victorian Early Years Learning and Development Framework

10.10 Curriculum Development Policy

Purpose

To ensure that Clifton Child Care Co-operative staff are aware of curriculum development requirements including relevant learning frameworks, emergent curriculum, reflective practice and critical reflection.

Scope

Curriculum development is integral to the programme and environment fostered at Clifton Child Care Co-operative. Staff must be guided by early years learning frameworks and consultation with families when developing the curriculum.

Application

This Policy is applicable to all staff working at Clifton Child Care Co-operative.

Policy

- All full time staff working with children are provided with regular time on and off the floor for curriculum planning. Staff work on programme documents within the room and children collaborate in the planning and assessment of the learning and practice.
- A range of methods is used to gain information about children's skills, knowledge and attitudes, interests and developmental level, in order to plan effectively.
- Critical reflection is carried out on all aspects of the programme.
- Learning narratives, professional reflections, links the to the Early Years Learning Framework and the Victorian Early Years Development and Learning Framework form part of the documentation of the programme in the children's books.
- Consideration is given to spontaneous learning, intentional teaching and strategies consistent with children's interests and developmental needs, ensuring both the programme and adult engagement is deliberate, purposeful and thoughtful.
- Supporting the participation and empowerment of children will underpin curriculum development
- Programmes will be developed in conjunction with the Centre's philosophy. The philosophy will be updated annually (with input from staff and parents) and displayed on the centre noticeboard.
- A range of experiences, such as music, visual, arts, movement, language, literature, drama, maths, technology, science, health, safety, natural environment, equality and cultures will be provided.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- Programmes are challenging and engaging for all children, build on the child's interests and abilities and are linked to relevant learning frameworks.
- Families, children and staff are consulted when planning the programme.
- Consideration is given to children and families' cultural and religious beliefs.
- The equity of all children is promoted in the programme.

- A range of methods is used to discover more about children, including learning narratives, noticing (both individual and those on the room Noticeboard), samples of work, documentation of projects, discussions with parents and digital media.
- Current programmes are displayed in the children's rooms for parents' and staff Related policies.
- Programmes ensure that both planned and incidental learning opportunities are catered for.
- Thoughtfully planned small groups are encouraged at all times; transitions are progressive, calm and reflected upon.
- In each child's book and/or file there will be a range of records that provide information about the child.

References

Related policies	Source
Interactions With Children Policy p. 202	National Quality Standard 1 Approved learning framework, Child-centred, Program learning opportunities Standard 2 Practice, Intentional Teaching, Responsive teaching and scaffolding, Child directed learning Standard 3 Assessment and planning
Excursion Policy p. 171	Education and Care Services National Regulations (December 2017) 148,73,74,75,76
Environmental Programming Policy p. 169	Victorian Child Safe Standard 7: Strategies to promote the participation and empowerment of children
	Early Years Learning Framework
	Victorian Early Years Learning and Development Framework

10.11 Daily Flow and Routines Policy

Purpose

To ensure that the Clifton Child Care Co-operative's programmes run with flexibility and consistency in order to provide a stable and secure environment for all children in attendance.

Scope

This policy encompasses the relationships, activities and routines which are part of the Centre's experience. Daily flow refers to the experiences, relationships and routines that flow through the day and the way they interact with each other. Transition refers to the act of passing from one activity or place to another.

Application

This Policy is applicable to all staff working in a Clifton Child Care Co-operative.

Policy

The daily flow offers routines that provide stability while allowing for flexible and emergent learning opportunities. Transitions are relaxed and progressive to ensure a smooth flow. The daily flow includes opportunities for individual, small group and whole group experiences. Sleep and rest times meet the individual needs of children in consultation with their families.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- The daily flow is flexible and allows for spontaneous and child-initiated experiences.
- Children are provided with opportunities for quiet, individual play.
- Transitions are relaxed and progressive, and provided in a manner that meets the individual and developmental needs of the children in the room.
- Families are consulted about their children's individual needs.
- Self-help skills are encouraged throughout the day.
- Children's individual rest times are respected.
- Children who do not require rest are provided with alternative play experiences.
- Children and centre staff have clearly defined rules and expectations that are developed in consultation with the children and continually reviewed. This fosters feelings of ownership and responsibility for both individual and group outcomes.

References

Related policies	Source
Curriculum Development Policy p. 157	Legal Aspects of Child Care Victoria 2009 National Quality Standard 2011
Interactions With Children Policy p. 202	Education and Care Services National Regulations 2013 Early Years Learning Framework Victorian Early Years Learning and Development Framework

10.12 Delivery and Collection Policy

Purpose

To ensure that children only leave the premises in the care of an authorised person.

Scope

The Education and Care Services National Regulations (September 2013) require the approved provider of an education and care service to ensure that a child who is being educated and cared for by the Centre does not leave the premises except in accordance with the requirements under Chapter 4, Part 4.2, Division 6, 99 (4)

Definitions

An authorised person is a person who has been given written permission by the legal parent/guardian to collect a child from care. Authorised people must be 16 years of age, or older.

Application

This Policy is applicable to all families and staff who access or work at Clifton Child Care Co-operative.

Policy

- All children must be signed in upon arrival at the centre by the person accompanying the child. Signing in includes recording the time of arrival, contact number for the day and the name of the person collecting the child.
- All children must be signed out upon departure from the centre by the person collecting the child. Signing out includes recording the time of departure.
- If a person other than a parent (authorised person) is required to collect a child from care, they must have written permission from the child's parent. An authorised person must be 16 years or older. This permission should be made in writing on the sign in sheet, and photographic identification of the authorised person will be required when they arrive at the centre to collect the child.
- The authorised persons are asked to bring a form of photographic identification with them when collecting a child from care.
- If written permission for the authorised person cannot be given, the parent may inform the Co-ordinator/staff in person or via the telephone.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- All families are aware of the requirement to sign their child in and out each day.
- The sign in/out book is shown to each parent upon enrolment to the centre and when changing rooms.
- The sign in/out book is checked each day to ensure that all children are signed in and out.
- Written or telephone approval is provided before a child is allowed to leave the centre with a person other than their parent/guardian.
- Authorised persons are asked for evidence of their identity when presenting at the centre to collect a child.

- Parents are made aware that children cannot be released into the care of an unauthorised person if parental permission has not been received in writing or via telephone and/or if parental permission has been received but the authorised person cannot show photographic identification.
- No child leaves the centre with a person who is unauthorised.

Family responsibilities

Families have a responsibility to ensure that:

- Their child is signed in upon arrival at the centre and the time of arrival recorded.
- Their child is signed out upon departure from the centre and the time of departure recorded.
- They notify the centre of any changes in the person collecting the child from care staff on a day to day basis.
- The centre Co-ordinator or a member of staff is notified via the telephone where written permission cannot be given, should an authorised person be required to collect a child from care.
- The authorised person brings a form of identification with them to the centre when collecting the child.
- Parents on Government Fee Assistance are also required to note on the appropriate days their child's absences from scheduled care, the reason, and their signature.

References

Related policies	Source
Access to Children Policy p. 91	Legal aspects of Child Care 2009 Victoria
Child Protection p. 105	National Quality Standard 2011
	Education and Care Services National Regulations 2013
	Early Years Learning Framework
	Victorian Early Years Learning and Development Framework

10.13 Dental Health Policy

Purpose

By promoting dental hygiene in conjunction with educating children, staff and families, we hope to promote a strong awareness of dental care throughout our centre, our programs and within the home.

Scope

Staff are aware of the importance of having a dental care routine that is followed through at the centre and at home, and the importance of establishing good dental care practices at an early age. Dental care and dental hygiene are important for young children and should be incorporated into the program. Children up to the age of 6 require assistance with tooth brushing. Time requirements for one-on-one assistance and supervision, risk of cross contamination, and hygienic storage issues make tooth brushing an ineffective procedure at the Centre, however other prevention and education strategies are used.

Application

This Policy is applicable to all Clifton Child Care Co-operative staff and volunteers

Policy

Clifton Child Care Co-operative staff model, support and encourage all children to practice correct dental hygiene.

Our responsibilities:

Clifton Child Care Co-operative employees have a responsibility to ensure:

- Children are encouraged to drink after meals, rinsing their mouths to minimise the effect of sugary foods
- Children do not fall asleep with bottles to minimise the effect of milk and the teat on teeth
- Milk is provided at lunch and morning tea time as a source of calcium as dairy products have a proven protective effect in oral hygiene
- Water is provided throughout the day to rinse mouths and provide fluoride for the teeth
- Children are encouraged to drink and enjoy water and to eat fresh fruit
- Children have discussions and read stories that model and support food choices that strengthen teeth and reduce tooth decay
- Families are provided with information on dental care practices recommended by recognised health and dental care authorities
- Materials promoting healthy teeth and gums and correct oral hygiene are displayed
- Dental health professionals visit the service where possible to educate children and their families on dental hygiene
- Children are reminded that the most important times of the day to brush their teeth are before bed and in the morning.

References

Related policies

Nutrition Policy p. 247

Sleep and Rest Policy p. 261

Source

Australian Dental Association website (www.ada.org.au)

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

National Health and Medical Research Council,

Staying Healthy in Child Care 2006, 2007 Edition

10.14 Emergency and Evacuation Policy

Purpose

To ensure the safety of all persons accessing Clifton Child Care Co-operative.

Scope

The personal safety of the children and staff attending the centre is of primary importance. An emergency is an event that adversely affects the running of the Centre. It could arise from an internal or external source and cause physical and/or emotional distress. The response to the emergency depends upon the type of emergency and could include a mass evacuation, minor evacuation or a lockdown.

Definitions

Lockdown	Children and staff at the Child Care centre are locked into the building in response to an emergency situation such as a toxic emission.
Shelter-in-place	A safe place for staff and children to stay during an emergency.

Application

This Policy is applicable to all staff, children, families, volunteers, and students accessing Clifton Child Care Co-operative.

Policy

- Staff are trained to respond to all types of emergencies and have appropriate equipment on hand to facilitate the movement of children from the centre to an evacuation centre or shelter-in-place.
- Evacuations and lock downs are practised every three months in response to scenarios developed by centre staff members.
- Any emergency situation is debriefed thoroughly, documented and investigated according to Clifton Child Care Co-operative Occupational Health and Safety policy.

Our responsibilities

Clifton Child Care Co-operative has a responsibility to ensure that:

- The Centre has an emergency management plan that details an evacuation and lockdown plan.
- The Centre's emergency management plan is displayed in a prominent place.
- The emergency evacuation policies are displayed in each of the children's rooms.
- The emergency management plan is discussed with staff at staff meetings on a regular basis.
- Emergency phone numbers are displayed beside all centre telephones.
- Emergency and evacuation practice drills are conducted at least four times per year at varying times of day and debriefed at their conclusion.
- Parental consent is obtained for children leaving the centre to practice emergency drills.
- Staff have a current first aid certificate.

- Staff attend other training that will improve their response in emergency situations including but not limited to dealing with aggressive people, fire warden training and OHS training.
- A record of all emergency and evacuation practice drills undertaken is kept at each centre including an evaluation of the drill.
- All new or relief staff are informed of the emergency evacuation policies upon commencement.
- An emergency pack is available in a convenient location in the centres.
- We have a responsibility to discuss emergency, accident, lockdown and evacuation policies with the children as part of the programme.
- Know and understand the emergency management plan and location of emergency equipment.

References

Related policies

First Aid, Illness, Incident, Injury and Trauma Policy p. 176

Emergency Management Plans

Source

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

10.15 Enrolment and Orientation Policy

Purpose

To ensure that educators are aware of the needs of each child in care, and that the necessary documents are completed by each family enrolling a child or children into a Clifton Child Care Co-operative.

Scope

The policy encompasses all the procedures and activities which are included in orienting new children and families to Clifton Child Care Co-operative to ensure that children settle in well to the new environment and their parents are informed about their child's experience.

Application

This Policy is applicable to all staff and families at Clifton Child Care Co-operative.

Policy

- All families accepting a place at Clifton Child Care Co-operative will be asked to attend an entry interview to discuss needs, interests and expectations and complete the relevant paperwork for enrolment.
- An orientation programme will be designed to assist each individual child to settle into the centre. This programme will be designed with the family and staff at the enrolment interview. The orientation process is expected to be carried out over a two week period from commencement of care.
- Each family will be asked to regularly update their family and child details.

Our responsibilities

Clifton Child Care Co-operative Co-ordinators is responsible for ensuring that:

- All families are offered an entry interview prior to commencement in the Centre.
- All families have completed the required paperwork prior to commencement of care.
- Families are provided with a tour of the Centre and introduced to room staff prior to commencement.
- The date of commencement and days of care are secured via the Confirmation of Care form. Any changes to care as outlined on this form are subject to the Cancellation or Variation of Care policy.
- All families are provided with information about the Centre during the enrolment interview.
- An orientation programme is designed for each child, taking into account parent and child needs and availability.
- Families are provided with information on their child's progress settling in.
- Parents are asked to update their enrolment details on a regular basis.

Family responsibilities

Families accessing Clifton Child Care Co-operative are required to:

- Ensure that they are in attendance at the entry interview and that all required documents are completed and provided at that time.

- Ensure that child and family details are regularly updated.
- Ensure that regular communication with staff occurs regarding their child.

References

Related policies

[Fee Policy](#) p. 174

Source

National Quality Standard 2011

Education and Care Services National Regulations 2011

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

DHS Practice notes

10.16 Environmental Programming Policy

Purpose

To ensure that environmental issues and awareness are a high priority in both practice and programming.

Scope

We believe that if young children are educated and receive positive role modelling promoting sustainability, it will provide them with beneficial knowledge, skills and practices for their future.

We aim to promote environmental awareness and educate children about environmental issues through practice and culture.

Application

This Policy is applicable to all staff, parents and children at Clifton Child Care Co-operative.

Policy

Children are introduced to the concept of environmental awareness through the programme, service operation, staff behaviour and the choice of materials used within the programme and the Centre.

Our responsibilities

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- Recycled materials are used where possible.
- Recycling of paper, glass and plastic is undertaken and children are supported to be part of this programme.
- Children are educated about the benefits of responsible behaviour and practices towards the environment.
- Unused food is composted where appropriate.
- Environmental friendly cleaning products are used where appropriate.
- Environmental awareness is an integral part of the programme planning.
- Maximum access to natural materials is provided in the children's programme and play experiences.
- 'Green' materials and equipment are given consideration when purchasing art supplies and replacing equipment.
- Rain water tanks are installed at each centre for children to access for water play and promote positive learning about water conservation.
- Excursions organised take into account environmentally friendly projects and activities.

References

Related policies	Source
Curriculum Development Policy p. 157	National Quality Standard 2011
Water Safety Policy p. 276	Education and Care Services National Regulations 2013
Nutrition Policy p. 247	Early Years Learning Framework
Nappy Changing and Toileting Policy p. 222	Victorian Early Years Learning and Development Framework
Water Safety Policy p. 276	Environmental Education in Early Childhood Association

10.17 Excursion Policy

Purpose

To ensure that all excursions take place with parental consent, in liaison with other centre staff, and with all safety precautions in place.

Scope

Clifton Child Care Co-operative operates within an urban environment that provides opportunities for many learning experiences and enjoyment. Children can experience the natural and built environment through excursions to local places and further afield as their interest develops. An excursion provides pleasure, enjoyment, humour and laughter as an important part of each day.

Application

This is applicable to all staff working at Clifton Child Care Co-operative.

Policy

Pre-planning of all excursions is undertaken with the centre Co-ordinator and will consider:

- Numbers of children and staff attending the excursion
- The needs of children not attending the excursion and ensuring that the adult/child ratio in the room is maintained.
- Consultation with their room and centre colleagues to make sure any changes in the centre programme or routine are considered, and plans made for their continuation.
- A risk assessment completed by the room leader prior to the excursion date
- Excursions are relevant to the programme and children involved.
- A Risk Assessment of a new excursion venue will occur prior to the event to gain safety information, determine the location of toilets, lunch areas, shaded areas, play areas, possible activities, entrances and exits and parking.
- Excursion ratios are:
 - 1:2 adult/child for children three years old and under and
 - 1:3 adult/child for four to five years old.
- A minimum of two adults must accompany every excursion.
- Written consent must be received by parent, guardian or an authorised person to enable a child to attend an excursion.
- Children who have not received correct authorisation by their parent, guardian or authorised person will be included in the centre programme for the day.
- Parent involvement in excursions is encouraged by the centre.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- Coordinated planning of both onsite activities and the excursion occurs with the centre Co-ordinator.
- Information and consent forms are sent to all families outlining the reason for the excursion, date and time of event, destination, and method of transport, proposed activities, and length of excursion, number of staff, cost and parents accompanying the children.
- Children, staff and parents are reminded of the expectations of them whilst on the excursion.
- Staff must be aware of all the whereabouts and needs of children at all times during the excursion.
- Children without correct authorisation to attend the excursion remain at the centre.
- Communication with the centre staff occurs to ensure the children remaining at the centre are cared for appropriately, and staff/child ratios are maintained
- Children staying at the centre are provided with information about why they are remaining and where they will be cared for during the excursion.
- The following items must be taken on the excursion – first aid kit, emergency contact numbers, medical information and medications, appropriate seasonal clothing, water for children, mobile phone, money and permission forms.

References

Related policies	Source
Curriculum Development Policy p. 157	Legal aspects of Child Care 2009 Victoria National Quality Standard 2011
Anaphylaxis Policy p. 93	Education and Care Services National Regulations 2013 Early Years Learning Framework Victorian Early Years Learning and Development Framework

10.18 Family Engagement Policy

Purpose

This policy provides educators and families with information about how and when families may access the Centre and guidelines as to how best to facilitate these visits.

Scope

Families are the primary educator in children's lives. We encourage and welcome the participation of families in the centre and facilitate this attendance through a variety of activities.

Application

This Policy is applicable to all educators, children and families at Clifton Child Care Co-operative.

Policy

- Family members are welcome to attend the Centre at any time throughout the day while still respecting the daily flow.
- Family members are informed of, and invited to, a range of social and educational forums throughout the year.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- At least two parent social evenings are held each year, not including fundraising events and the AGM. Parent/teacher interviews are scheduled once yearly for the Balayang room and twice yearly for the Pimbeal. One of those meetings is specifically geared to children transitioning from the Kindergarten program to school the following year.
- Special events which complement the programme are held at each centre throughout the year to enable parents to be involved in the programme.
- Parent participation in excursions and onsite activities is welcomed and encouraged.

References

Related policies

[Communication Policy](#) p. 151

Source

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

10.19 Fee Policy

Purpose

To ensure each family is aware of the fees and charges that relate to Clifton Child Care Co-operative and that they are aware of their responsibilities in relation to payment.

Scope

The Clifton Child Care Co-operative is committed to ensuring the best of care is available for all children in its care and this policy sets out clear guidelines to all responsible for the fees and payment timelines.

Applications

This Policy is applicable to all families accessing Clifton Child Care Co-operative.

Policy

The service that Clifton Child Care Co-operative provides will be equitable to all families and the fees and charges will be charged to all families irrespective of individual circumstances.

The total fee is to be paid on the first day of care for that week, correct money preferred. Any CCB or CCR will be passed on to the family after it has been calculated and credited to the relevant account. If payment is not made on the first day before care commences a surcharge will apply for the week's fees.

Educators are not required to provide care on public holidays. If a child's usual booked day falls on a public holiday the normal fee applies.

There will be no reductions or refunds for days missed. If families need to add time, regardless of missed days, there will be a charge for additional time. Fees are due regardless of whether the child attends and this includes sick days and holidays.

Fees are not charged if the educator is unavailable for the agreed booked hours of care. Public holidays are an exception.

If payment is a week late, care will not be available until all payments are received.

This is payable by all families, including existing families and is necessary to protect Co-op's revenue. The bond will be refundable when your child leaves Co-op in certain circumstances (for example, with proper notice and no money owing). The bond (less any existing bond) will appear on your statement in January

Bond

Parents/guardians are required to pay a full bond on offer of a place. This payment is retained until the child ceases care at the service. The bond payment will secure the child's place in the child care centre. The bond is non-refundable.

Child Care Benefit (CCB)

The Commonwealth Government provides CCB- registered care to families who meet the work/training/study test. A CCB receipt will be issued by the centre fortnightly. For further information visit www.familyassist.gov.au

Child Care Rebate (CCR)

The Child Care Rebate entitlement is calculated as 50% of the out of pocket expenses for approved child care up to an annual cap of \$7500 per child per year. For further information contact the Family Assistance Office (FAO) on 13 1650

Kindergarten Fee Subsidy

The Department of Education and Early Childhood Development provides a kindergarten fee subsidy to a child identified by a parent/guardian as an Aboriginal and/or Torres Strait Islander, a child individually holds, or has a parent/guardian who holds a current Health Care Card/Pensioner Concession Card/Temporary Protection/Humanitarian Visas 447,451,785 or a resolution of status (RoS) visa, Class CD, subclass 851, Asylum seeker Bridging Visa A-F, Refugee and Special Humanitarian Visas holders 200-217, DVA Gold or White card and families with triplets/quadruplets attending a funded kindergarten program in the same year.

The subsidy is paid to the funded organisation to directly reduce fees paid by families, making the kindergarten program free or a minimal cost for eligible families.

Our Responsibilities

Fees will be reviewed in January and July and presented to Families on the **Fee Schedule** (Refer [Annexure A – Fee Schedule](#) p. 278) and families will be given adequate notice of any changes and the date that they take effect.

Family Responsibilities

It is expected that families will adhere to the payment timeframes to ensure the smooth running of the facility.

A minimum number of hours booking per day are required, excluding before and after school care.

With the exception of the first 4 weeks of care, notice is to be given by either party for termination of the care arrangement.

References

Related policies

Source

Legal aspects of Child Care 2009 Victoria

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

10.20 First Aid, Illness, Incident, Injury and Trauma Policy

Purpose

To outline all precautionary steps to be taken to ensure the safety of all children in care, and to outline the steps to be taken in the event of an accident, illness, incident, injury or trauma.

Scope

Clifton Child Care Co-operative believes that the well-being and safety of all people in the centre is important. While unforeseen incidents do occur, preventative and responsive measures must be in place to maximise the health and safety of all children in our care.

Application

This Policy is applicable to all staff, children, families and volunteers at Clifton Child Care Co-operative.

Policy

- The Centre will ensure all staff hold current first aid, anaphylaxis and asthma management qualifications as required by the Education and Care Services National Regulations.
- All accidents, illness, incidents, injury or trauma will be promptly acted upon.
- The recommendations in Staying Healthy in Child Care will be followed by staff and families.
- All accidents, illnesses, incidents, injuries or traumas are documented and parents are informed when collecting their child.
- Staff are required to record any minor or major injuries, they may sustain on site, using the incident form.

Our responsibilities

Clifton Child Care Co-operative Co-ordinator is responsible for ensuring that:

- A staff member who holds an approved first aid, anaphylaxis and emergency asthma management qualification is rostered on and immediately available to provide first aid and manage any incidents or accidents.
- A record is kept of all staff members approved first aid, anaphylaxis and emergency asthma management qualifications.
- In service approved first aid, anaphylaxis and emergency asthma management qualification training opportunities are provided for staff.
- Suitably equipped and labelled first aid kits are maintained at the Centre in readily accessible positions.
- A first aid kit is taken on all excursions.

Centre employees have a responsibility to ensure:

- They hold an approved first aid, anaphylaxis and emergency asthma management qualification
- That these qualifications are updated as required by attending Centre in service opportunities or booking into external training

In the event of an accident or illness:

- Each accident/illness is assessed and appropriate first aid is applied as soon as practicable.
- Children are monitored and recorded for any further signs or symptoms of illness and appropriate action is taken.
- Parents/guardians are notified as soon as practicable of an accident, illness, incident, injury or trauma involving their child, but not later than 24hrs after the incident.
- Where a child requires further medical treatment, the parents are contacted as soon as practicable, asked to collect their child and advised to seek medical advice. When a child requires emergency medical treatment, an ambulance will be called immediately. If the parent or authorized emergency contact isn't available immediately a staff member will accompany the child.
- Where a child attended or should have attended hospital assistance, the regulatory authority will be notified within a 24hr period.
- All accidents and illnesses /incidents/ injuries or traumas are documented using the forms provided by the Clifton Child Care Co-operative and ACECQA. and signed by families
- A monthly Occupational Health and Safety inspection takes place.

If the tragedy of a serious injury or death should occur at the service, the Co-ordinator must:

- Contact the police, who should advise the child's parents/guardians in person and assist them with transport to the service or hospital;
- Contact the Chairperson to advise of the situation and with their support notify the Victorian Government Department of Education (DET) and arrange for trauma counseling for all those who may need it.

Family responsibilities

Families have a responsibility to ensure that:

- The medical permission and conditions agreement included in the enrolment form is signed before care commences. This allows staff to seek medical, hospital or ambulance assistance for their child and that all costs connected with this treatment will be paid for by the family.
- After being informed of a specific incident, any accident, illness, incident, injury or trauma report is signed to demonstrate that they have been notified, and

Any child who has:

- a fever of more than 38 degrees Celsius;
- vomiting;
- diarrhoea or
- has been prescribed antibiotics for an acute illness;

is required to stay away from the Centre for at least 24 hours after last incident or as advised by a doctor.

References

Related policies

Enrolment and Orientation Policy p. 167

Maintenance and Safety – Child Safe Environments

Purpose

To ensure that Clifton Child Care Co-operative is a safe environment, free from hazards and harmful substances, is well maintained at all times, minimises the use of toxic substances and ensures that potentially dangerous products are handled and stored to protect the health of staff and children.

Scope

Children need a safe environment to explore and learn. Young children do not always understand the potential dangers of their environments so it is imperative that we take an active approach to creating, maintaining and monitoring all aspects of our physical environments to ensure that they are child safe at all times. Clifton Child Care Co-operative is aware that safety of children's buildings, playgrounds and equipment is paramount to ensuring the health and wellbeing of all children, and adults. Recognising potential hazards, and eliminating and controlling hazards is intrinsic to ensuring environments are child safe.

Application

This Policy is applicable to all staff, students and volunteers working at Clifton Child Care Co-operative.

Policy

Clifton Child Care Co-operative will ensure that all buildings, fencing and gates, outdoor areas and equipment are safe, well maintained, and regularly checked. Any damaged infrastructure or equipment will be promptly removed or made inaccessible and repaired or replaced. The use of dangerous products will be minimised and they will be stored in areas inaccessible to children. Staff, volunteers, students and families will act as role models for children by engaging in safe practices and discussing these with children when appropriate. Cleaning routines and safety checks will be carried out as outlined in our Hygiene and Occupational Health and Safety Policies.

City of Yarra

Source

Staying Healthy in Child Care 2015

Revised National Quality Standard 2018,
2.1.2 - Health practices and emergency
procedures, 2.2.2 Incident and emergency
management

Education and Care Services National
Regulations (December 2017) R 85,86, 87,
88, 89, 168, 175, 176

Early Years Learning Framework

Victorian Early Years Learning and
Development Framework

The City of Yarra is responsible for

- Completing a yearly maintenance audit to identify any minor or major works required for the building and grounds. The council audit is conducted in conjunction with the Co-ordinator and/or if available a committee member.
- Safety tagging of all electrical equipment to ensure items are not faulty.
- Maintaining essential services e.g. fire extinguishers and air conditioners.
- Responding to maintenance requests in a timely manner.

Our responsibilities

Buildings and outdoor

- Daily safety checklists of indoor and outdoor play areas are undertaken and signed by staff prior to children's use.
- Any hazards including spiders, vermin or toxic plants identified at any time will be removed or eliminated immediately. If the hazard cannot be removed or rectified, the Co-ordinator must be informed and a maintenance request will be submitted to the City of Yarra. The Co-ordinator and staff will ensure interim measures are taken to keep children safe from hazard or harm.
- Any sharps hazards such as syringes, and other associated equipment will be handled without direct contact: e.g. use of single-use gloves and extended tongs. They will not be disposed of in the general rubbish bins. They will be stored in a sealed container and the Co-ordinator will contact City of Yarra for disposal.
- Clifton Child Care Co-operative is responsible for the replenishing of sand and softfall material in the children's playgrounds. This will be conducted twice yearly by the gardening and maintenance committee.
- The Co-ordinator and staff will ensure that playground equipment and surfaces meets Australian Standards.
- Staff will ensure that any set ups meet Australian Standard requirements including a 1.5 m fall zone around any equipment over 600mm with softfall depth of 200 – 300mm
- All hazards, maintenance issues or near misses are recorded in the OH& S folder. The Co-ordinator and

OH&S Officer are responsible for maintaining a record of how these have been resolved.

- Staff are required to be aware of their surroundings and actively provide a safe environment for all.
- Monthly OH&S checklists are completed by the OH&S officer and reported on at the monthly staff meeting and committee meeting.
- All vegetation grown will be non-toxic to children.
- Power points will be out of reach to children, or if within reach, will be fitted with approved safety shutters.
- Electrical appliances and chords will be kept out of reach of children.
- Entrances exits and walkways will be kept clear.
- Sandpits are covered at night and raked daily.
- Contract cleaners clean the centre and dispose of rubbish daily.
- Staff maintain a clean environment throughout the day and complete a thorough bathroom clean in the middle of the day.

Equipment

Staff will

- Remove broken, unsafe or dangerous equipment immediately.
 - Check for sharp edges choking hazards, cords, or parts that can break off.
 - Ensure all equipment purchased is age appropriate and meets Australian Standards.
 - Discard broken toys if they are not repairable and regularly test locking devices to ensure they work correctly.
 - Regularly check furniture and equipment for stability, wear and tear and, ensure cleanliness of all equipment.
 - Check all equipment for quality design and manufacture

Storage of and handling of toxic and potentially dangerous products

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- The use of any potentially harmful or toxic substances including cleaning products, personal care products, and garden supplies is minimised.
- The least hazardous chemical is for the job is chosen.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored in their original labelled containers.
- All toxic substances that are decanted from their original container must be diluted to the correct ratio if necessary and labelled with the appropriate name, chemical composition, and risk and safety warnings.
- Only permanent staff who have appropriate instruction on handling toxic substances will decant toxic substances into other containers.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored out of reach or in a locked cupboard labelled 'chemical storage' or 'first aid' immediately after use.
- Warning signs are posted on or near storage areas for potentially dangerous products and include a list of those products held.
- Toxic sprays that produce fumes are not used when children are present.
- Protective gloves are used when handling potentially corrosive products.
- Containers used to store toxic substances are not subsequently used for any other purpose.
- All chemicals and cleaning agents are replaced before the expiry date and have a material data safety sheet provided by the supplier at the time of delivery.
- Material safety data sheets are placed near all potentially toxic products and these contain first aid details.
- The phone number for the Poisons Information Centre is posted beside all telephones in the centre and is included on the first aid action plan.
- Ensure hazardous chemicals, substances or equipment are disposed of in accordance to the

manufacturer's instructions, OH&S regulations, local council regulation or Department of Health advice.

- Conduct and record regular audits of toxic or dangerous product to ensure they are stored correctly and have not passed their expiry date.

References

Related policies	Source
Hygiene Policy p. 186	Revised National Quality Standard 2018, 2.1 Children's health and safety, 2.2 Each child is protected, 3.1 The design of the facilities is appropriate for the operation of the service
Occupational Health and Safety Policy p. 249	Education and Care Services National Regulations (December 2017) R 81, 103, 104, 105, 106, 109, 110, 111, 112, 113 Occupational Health & Safety Act 2004, Occupational Health & Safety Regulation 2007 (Vic) Moveable Play Equipment (December 2017) Kidsafe NSW Information Sheet Kidsafe Victoria https://www.kidsafevic.com.au/playground-safety

Medical Conditions in Children Policy p. 209

Medication Policy p. 215

Excursion Policy p. 171

Infectious and Communicable Diseases Policy p. 192

10.21 Fundraising Policy

Purpose

To ensure that the Centre's fundraising takes place in an ethical way, without pressuring families, and that all fundraising events are developed in consultation and with the support of families accessing the centre.

Scope

Fundraising activities conducted by Clifton Child Care Co-operative can provide additional opportunities to add to the programme. It is important to ensure these activities are targeted, voluntary and aligned with service and family values.

Application

This Policy is applicable to all accessing Clifton Child Care Co-operative.

Policy

- The responsibility of fundraising for the Centre is vested in the Committee of Management.
- All fundraising activities will have a specific purpose which families are to be notified of when the activity commences. Notification will occur through the Centre newsletters, notice boards and verbal conversations with families.
- It is not an expectation that fundraising is a compulsory activity. No family should feel pressured to participate in fundraising activities.
- All fundraising projects organised must take into account environmental, cultural, religious and health sensitivities.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- Families are notified of all fundraising activities and their purpose.
- No staff member or family feels pressured to participate in fundraising activities.
- Parents and staff are informed of the amount raised in each funding activity, what the money is to be used for.

References

Related policies	Source
Family Engagement Policy p. 173	National Quality Standard 2011
Participation Recognition Scheme p 254	Education and Care Services National Regulations 2013 Early Years Learning Framework Victorian Early Years Learning and Development Framework

10.22 Grouping Of Children Policy

Purpose

To ensure that room grouping of children provides a suitable learning environment consistent with the Education and Care Services National Regulations 2013 and the Victorian Early Years Learning and Development Framework (VEYLDF).

Scope

Clifton Child Care Co-operative believe that there are unique learning experiences available in peer and multi-age environments. The centre has a grouping model that meets the needs of the centre and the needs of children and their families.

Application

This Policy is applicable to all staff and families at Clifton Child Care Co-operative.

Policy

- Children will be placed in a room within the centre based on their age, individual needs and individual abilities.
- Decisions to move children are made by the centre Co-ordinator in consultation with the room staff and families.
- Families are consulted about any changes to their child's care.
- Orientation programmes are gradual and based on children's individual needs.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- Families and staff are consulted about any possible room changes for individual children.
- Families are consulted about orientation programmes and progress.

References

Related policies

[Family Engagement Policy](#) p. 173

[Environmental Programming Policy](#)
p. 169

Source

National Quality Standard 2011

Education and Care Services National Regulations 2013
Early Years Learning Framework

Victorian Early Years Learning and Development Framework

10.23 Hygiene Policy

Purpose

To ensure that high levels of hygiene are practiced and encouraged at Clifton Child Care Co-operative to keep children and adults free from communicable disease.

Scope

The Clifton Child Care Co-operative recognises that children are not naturally hygienic in their daily actions and that mouthing of toys, saliva and other bodily fluids are a normal part of childhood and may leave toys and equipment unhygienic. Clifton Child Care Co-operative staff have a responsibility to ensure that equipment is regularly cleaned, that they model good hygienic practice themselves and that children are encouraged and helped to be hygienic themselves.

Application

This Policy is applicable to all staff, volunteers, children and families at Clifton Child Care Co-operative.

Policy

- Clifton Child Care Co-operative provides a safe and hygienic environment for all children and staff.
- A high level of hygiene is practiced at the centre at all times to keep cross infection to a minimum.
- Children are encouraged and supported to follow hygienic practices at the centre and at home.
- Children do not make common use of personal items such as bottles, dummies or hats.

Our responsibilities

General hygiene

- Children's personal items are stored so that they are not touching.
- Toys shared among children are cleaned and disinfected after being mouthed, daily.
- The centre is thoroughly cleaned on a daily basis.
- Bathroom fixtures are disinfected and rubbish is removed on a regular basis.
- Used tissues are disposed of immediately.

Personal hygiene of children

- Children are introduced to hygiene practices through modelling and discussion.
- All children will wash their hands with soap and water before and after meal times, after using the toilet, handling animals, wiping noses and after other unhygienic practices.
- Children are provided with disposable paper towels to dry their hands.
- Children are encouraged to flush the toilet after use.

Personal hygiene of staff

Staff will:

- Provide positive modelling for children in relation to personal hygiene practices;
- Wash hands with soap before and after assisting with toileting or nappy changing; before and after handling food; after blowing a child's nose; after using the toilet; and before and after performing first aid.

Laundry

- Sheets and blankets are provided to each child for sleep time and are kept in a named bedding bag.
- Mattresses are sprayed with disinfectant and wiped down daily.
- Sheets are washed weekly or more frequently as required.
- Face washers, tea towels and other linen used for individual children are laundered through the linen service, or the centre's laundry.

Nappy changing, training potties and toilet training

- See 'Nappy changing and toileting policy '.

References

References

Infection Control Policy p. 190

Nappy Changing and Toileting Policy p. 222

Source

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

National Health and Medical Research Council,

Staying Healthy in Child Care 2006, 2007 Edition

10.24 Indoor and Outdoor Programming Policy

Purpose

To ensure that children can access indoor and outdoor play and learning spaces throughout their time at the centre.

Scope

The centre values the learning and play experiences that come from playing inside and outside and the programme structure incorporates both experiences into the programme and equipment set-up.

Application

This Policy is applicable to all staff at Clifton Child Care Co-operative.

Policy

- All children are given the opportunity to experience simultaneous indoor and outdoor play.
- A combination of sun protection measures will be considered for all outdoor play, and staff will act as role models by practising SunSmart behaviours when outside.
- The programme will provide an environment that provides freedom of choice, values and recognises that the children's play is meaningful and provides opportunity for spontaneous learning.
- Children and staff should move freely within the space, with staff positioning themselves to ensure children are being actively engaged and supervised at all times.
- Once the environment is set, routines will be gradual and relaxed to allow time for the staff to nurture and interact with the children.
- When playing outside, we will ensure that children are adhering to the Centre's SunSmart policy.
- A range of experiences are provided in the indoor and outdoor areas that provide opportunities for exploration and extension of all developmental areas and take into account children's interests.
- The set up of outdoor equipment should factor in SunSmart recommendations.
- Obstacle courses, climbing, jumping, ball games are provided to encourage large muscle experiences.
- Both the outdoor and indoor areas need to provide areas for active and passive play, spaces for solitary play as well as small and larger group work.

Our responsibilities

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- A range of natural, recycled and improvised materials are provided as the basis for the experiences presented to children.

References

References

SunSmart Policy p. 270

Curriculum Development Policy p.
157

Daily Flow and Routines Policy p.
159

Source

National Quality Standard 2011

Education and Care Services National Regulations 2011

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

Clifton Child Care Co-operative Children's services Leadership
Group

10.25 Infection Control Policy

Purpose

To ensure that centre staff act to guard against the spread of infection, and implement the appropriate steps should any incidents arise.

Scope

Infection control is a matter of importance to all people accessing and working in Centres. It is the responsibility of all adults to ensure that infection control is managed and that the appropriate steps are taken as set out by this policy.

Application

This Policy is applicable to all staff at Clifton Child Care Co-operative.

Policy

- Centre staff will manage all blood/bodily fluids in line with universal hygiene precautions for the prevention of infection at all times.
- Blood spills kits are provided with First Aid kit.

Our responsibilities

Clifton Child Care Co-operative Co-ordinators have a responsibility to ensure that:

- Latex and rubber gloves are provided to staff in a range of sizes.
- Aprons are provided to staff within the work environment.
- Disposable paper towel is provided to clean up blood spills and bodily fluids.
- Clifton Child Care Co-operative employees have a responsibility to ensure that all cuts, sores, wounds and skin breaks are covered by a waterproof bandage at all times in the workplace.
- Hands are washed after contact with blood/bodily fluids using warm soapy water.
- Disposable gloves should be used for administering first aid, changing nappies, cleaning biological waste or blood spillages.
- Biological waste splashed in the eye should be rinsed out for several minutes with cold running water.
- Hands are washed after removing gloves.
- Gloves are to be sealed in a bag or container and placed in a rubbish bin.
- Spilt bodily fluids are cleaned up using the centre's blood spills kit.
- Equipment exposed to blood/bodily fluids is cleaned thoroughly with hot soapy water as soon as is practicable.
- Bloodied clothes/first aid equipment should be soaked in bleach 1:10 water for 5-10 minutes.
- Handwashing with soap is compulsory for staff after entering and leaving the centre, smoking, using nasal tissues, toileting, nappy changing, and before handling food. Children are routinely encouraged to follow the same hygiene practices.

- Change bench is to be disinfected after each child.
- Beds and mattresses are disinfected between each child use, or otherwise weekly.
- Dirty linen is to be placed in the laundry basket immediately after stripping.
- Toys are disinfected weekly, or more often if required.
- The whole bathroom area and toileting facilities are cleaned and disinfected during the middle of each day.
- The whole of the Centre is cleaned at the end of each day by a cleaner.
- Soiled disposable nappies are disposed of in the compostable nappy bin.
- Soiled clothing is rinsed, sealed in a plastic bag and placed in child's bag.
- Soiled smocks are laundered daily.
- Soiled first aid waste is disposed of in a sealed plastic bag.
- The sandpit is covered overnight, and for extended periods of non-use, to exclude animals

References

Related policies

[Hygiene Policy](#) p. 186

Source

Department of Human Services
 Staying Healthy in Child Care 2006 Edition
 Clifton Child Care Co-operative Policy
 National Quality Standard 2011
 Education and Care Services National Regulations 2013
 Early Years Learning Framework 2010
 Victorian Early Years Learning and Development Framework

10.26 Infectious and Communicable Diseases Policy

Purpose

To limit the spread of communicable and infectious disease.

Scope

The well-being of children is of the highest priority in the Centre. While the transmission of some illnesses amongst children is common, providing information to parents about infectious disease and excluding staff and children while contagious supports a healthy learning environment.

Definitions

Infectious diseases	Diseases that can be spread directly or indirectly from one living thing to another, such as meningitis, malaria, strep throat and influenza.
Communicable diseases	Diseases capable of being passed on from one person to another.
Contagious diseases	A condition easily diffused or spread from one person to another.

Application

This Policy is applicable to all children and staff accessing Clifton Child Care Co-operative.

Policy

- Families will be informed of the occurrence of any infectious diseases in either staff or children at the centre.
- Children or staff with infectious diseases will be excluded from attendance at the centre as specified in the Department of Human Services infectious disease exclusion list.
- In the case of an infectious disease, children who are not immunised due to medical exemptions are required to stay at home for the duration of the period of infection.
- Specific details of individuals with infectious diseases will not be disclosed to other families in line with the Health Privacy Act.
- Families are required to immunise their child under the No Jab No Play legislation.
- Clifton Child Care Co-operative staff are provided with the opportunity to immunise against influenza and Hepatitis A and B vaccinations.
- Clifton Child Care Co-operative does not require anyone to disclose that they are HIV positive or have AIDS. Children cannot be excluded from a centre on the grounds of HIV infection or assumed infection.

Our responsibilities

- The Co-ordinator must obtain evidence before a child commences that they are fully immunised for their age or on a recognised catch up program or unable to be fully immunised for medical reasons or are experiencing disadvantage and are eligible under the No Jab No Play grace period.
- Immunisation schedules are promoted within the centre.

- Parents will be notified of any symptoms their child is showing of illness as soon as is practicable and if the child's temperature is elevated above 37.5 degrees. Clifton Child Care Co-operative does not provide or administer Panadol or any other Paracetamol.
- Children are referred to their doctor for diagnosis of infectious diseases.
- All families are notified of the presence of any infectious diseases within the Centre as soon as is practicable via written notification and verbal information sharing.
- The Co-ordinator or person in day to day charge will notify the Department of Health and Human Services in accordance with the National Health & Medical Research Council's recommended notifiable diseases guidelines
- It is recommended that staff follow the guideline in Staying Healthy in Child Care in regards to recommended vaccinations and infectious diseases during pregnancy.
- If there is a case of illness that can be vaccinated against, the Co-ordinator will check the vaccination status of staff members and follow the Staying Healthy in Child Care guidelines.

Family responsibilities

Families attending Clifton Child Care Co-operative have a responsibility to ensure:

- They provide the Centre with an immunised status certificate (Immunisation History Statement from the Australian Immunisation Register - AIR)
- Staff are notified as soon as possible that their child has contracted an infectious disease.
- Their child attends a doctor if any infectious diseases are suspected.
- Their child does not attend when displaying symptoms of infectious illnesses or if the child is experiencing symptoms that require pain relief such as paracetamol, before attending the Centre.
- The centre is provided with a medical certificate from a doctor stating that their child is no longer infectious, when required.
- The centre is provided with updates of their child's immunisation status.
- Parents must follow appropriate procedures carefully to prevent re-infection (for example, where a child has head lice). Parents should check with the Co-ordinator or their doctor if they are unsure of the infectious period.
- Children affected with chronic diarrhoea will be excluded from care, until a written clearance from a medical practitioner is sighted stating that the condition is not infectious.
- In other cases, the Co-ordinator may also require provision of a medical clearance certificate.
- They follow the guidelines in Staying Healthy in Child Care with regards to Infectious illness as outlined by the Co-ordinator.

References

Related Policies

Infection Control Policy p.190

First Aid, Illness, Incident, Injury and Trauma Policy p. 176

Medication Policy p. 215

Source

Revised National Quality Standard 2018 2.1.2 Health practice and procedures

Education and Care Services National Regulations (December 2017) R 85,86,87,88, 162, 168

Public Health and Wellbeing Amendment (No Jab, No Play) Bill 2015

No Jab No Play - Immunisation enrolment toolkit

Victorian Early Years Learning and Development Framework

Health Records Act 2001

Staying Healthy in Childcare 5th edition 2015

10.27 Information Privacy Policy

Purpose

To provide clear guidelines to staff, parents and other users regarding the collection, use, disclosure, storage and transfer of confidential personal information including photographs collected by the Clifton Child Care Co-operative.

Scope

Personal information and health information is collected about children and parents/ guardians to enable the Centre to provide for the education and care of individual children and to administer the Centre.

Photographs/Images of the children at the Centre are taken by staff as part of the Centre's programs and this is covered under its' own Policy.

Definitions

Personal information

- Identifying information about an individual, including health information. It is either information or an opinion that is recorded in any form, whether true or not.

Health information

- Information or an opinion about:
 - the physical, mental or psychological health of an individual
 - a disability of an individual
 - an individual's express wishes about future provision of health services, or a health service provided or to be provided to an individual.

Application

This Policy is applicable to educators, parents and other users of the facility

Policy

Clifton Child Care Co-operative is committed to safeguarding the privacy and confidentiality of individual children and their families, educators and other users of the Centre.

Our Responsibilities

Clifton Child Care Co-operative will only collect personal information which is necessary for its functions and activities and will only use and disclose personal information for the purpose it was collected.

In general the Centre may disclose personal and health information as part of its day to day business:

1. to Government Departments or agencies as part of our legal and funding obligations
2. to Local government in relation to enrolment details for planning purposes
3. to organisations providing services related to staff entitlements and employment
4. in the management of the Centre's programs and activities, and

5. where an individual consents to the disclosure of the personal information.
- Clifton Child Care Co-operative will take reasonable steps to ensure that personal information collected, used or disclosed is accurate, complete and up to date.
 - Clifton Child Care Co-operative will take reasonable steps to protect the personal information it holds from misuse, loss, unauthorised access, modification or disclosure.
 - Clifton Child Care Co-operative will also take reasonable steps to destroy or permanently de-identify personal information it is no longer needed for any purpose.
 - Educators who fail to adhere to this policy may be subject to counselling or disciplinary action. Students failing to adhere to this policy may have their placement terminated.
 - Clifton Child Care Co-operative will ensure that individuals have the right to access their personal information and, where necessary, request corrections to it.
 - Clifton Child Care Co-operative will only share unique identifiers (e.g. a reference number for Child Care Benefits or Lump Sum payments) with other organisations (e.g. Department of Education, Employment and Workplace Relations) with the consent of the family concerned or where it is necessary for Clifton Child Care Co-operative to fulfil its obligations the other organisation
 - The Co-ordinator is responsible for implementing, enforcing and evaluating the Information Privacy Policy. All Centre staff and other users of Clifton Child Care Co-operative are responsible for their personal adherence to this policy.

Family Responsibilities

Parents and guardians who fail to adhere to this policy may be excluded from the Clifton Child Care Co-operative in line with the Constitution.

All queries about accessing personal information should be directed to the Co-ordinator of Clifton Child Care Co-operative.

Where a person believes that an act or practice has interfered with their information privacy, he or she should make a complaint, at first instance, to the Co-ordinator of Clifton Child Care Co-operative. The Co-ordinator will seek to resolve this complaint directly with the person concerned. If the complaint cannot be resolved by the Co-ordinator, a person may complain to the Privacy Commissioner or the Health Services Commissioner (where the personal information is health information).

References

Related policies**Source**

Legal aspects of Child Care 2009 Victoria

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

There are three Acts which set out the law governing the privacy of personal information:

The Information Privacy Act 2000 (Vic)

The Health Records Act 2001 (Vic)

The Privacy Act 1988 (Commonwealth)

10.28 Information Technology and Digital Communications Policy

Purpose

It is intended to encourage responsible action and to reflect a respect for the ability of all persons to exercise good judgement and to behave in a professional and ethical manner.

This policy is intended to operate within, and be consistent with, the existing Centre's policies and procedures and although the internet and email are valuable resources they are often open to hazardous programs including, but not limited to, virus, ad ware, spy ware and foreign intrusion by outside sources. For this reason the Centre cannot guarantee the privacy and confidentiality of matters transmitted or stored electronically.

Scope

Electronic equipment (technology facilities) is a useful resource for research, communication and for conducting business. The Centre seeks to provide all employees, Committee members and parents with online information resources and communication tools, to support them in the education of their children and the operation of the Centre.

Application

This policy is applicable to all employees, the employer, students, volunteers and families or any other persons who have access to, or use the information technology facilities at the Centre.

Policy

This Policy provides clear guidelines for the Centre's information technology facilities with a safe working environment protect confidential and sensitive information and to prevent inappropriate use.

This policy applies to all electronic equipment, fixed and portable, which receives, stores, displays, and forwards or generates material electronically. It covers applications, including information or electronic mail.

All information technology facilities, and the information stored thereon or processed therein, remain the property of Clifton Child Care Co-operative.

Each authorised staff member of the Centre's information technology facilities:

- must comply with all relevant legislation and policies
- must not attempt to access or transmit at any time, via email or any other medium, material (language and images), which a reasonable person could consider indecent, offensive, profane, sexually explicit or objectionable
- must not harass, slander, intimidate, embarrass, defame, vilify, seek to offend or make threats against another person, including Committee of Management, Centre management, work colleagues or other organisations via electronic mail or other medium
- must not make copies of, or transmit, commercial software illegally in breach of copyright
- must not participate in spamming or sending mass unsolicited email
- must not transmit confidential information inappropriately
- must not attempt to access or transmit at any time, via email or any other medium material that is illegal

- must not use the Centre's information technology facilities to access pornographic material or to create, store or distribute pornographic material. It will not be an acceptable defence to claim that the recipient was a consenting adult
- must adhere to the Centre's information privacy policy in regard to emails and information accessed on the Centre's information technology facilities is not to access accounts, data or files on the Centre's information technology facilities which they are not authorised to access
- is responsible for Co-operating with other staff members of the Centre's information technology facilities to ensure fair and equitable access to the facilities, and
- must ensure that the Centre's information technology portable facilities (notebooks) are stored and locked in a secure place after each use.

Backing up

All staff members responsible for using the Centre's information technology facilities are required to utilise the component of the shared hard drive for backing up all data. If the Centre's information technology facilities limit this capacity and staff members back up on individual hard drives, they are required to maintain back up of the all the files. In the event of a crash, the Centre's business processes could be promptly reinstated.

Personal use

All staff members must not use the Centre's information technology facilities for personal profit, for the Centre's undertakings not under the control, or without knowledge, of the Committee of Management. Personal use may be permitted during lunch break. No staff member is to use any technology resources in a manner that adversely affects the normal business operation of them, including game playing.

The Centre respects the privacy of staff but reserves the right to monitor the use of the Centre's information technology facilities. This includes accessing all applications, if necessary, on individual computers.

Social networking sites provide tremendous potential opportunities for staying in touch with friends, family and work colleagues. As early childhood educators we have a professional image to uphold and how we conduct ourselves online helps determine this image.

All persons employed at Clifton Child Care Co-operative:

- must not harass, slander, intimidate, embarrass, defame, vilify, seek to offend or make threats against work colleagues, Committee of Management or other organisations via social networking sites
- must not discuss confidential information or publicly criticise Centre policies or procedures via social networking sites, and
- must not post work related images of work colleagues, Centre events, children and families without the consent of the individual persons involved.

All persons employed at Clifton Child Care Co-operative must not use the Centre's information technology facilities to access any social networking sites.

No staff member is to make unauthorised contact with Committee of Management or Centre management to their personal email without prior consent. If staff wish to meet or discuss an issue which concerns them, this must be done within the confines of the Centre's relevant policies and procedures (Staff Grievance Policy).

No Committee of Management member or parent is to make unauthorised contact with staff to their personal email without prior consent.

Our Responsibilities

We are committed to:

- providing clear guidelines on the appropriate use of information technology facilities at the Centre
- preventing inappropriate use
- providing a safe workplace for employees, the employer and others using the Centre's information technology facilities
- maximising the protection needed to safeguard the privacy and confidentiality of matters received, transmitted or stored electronically
- ensuring the use of the Centre's information technology facilities complies with the Centre's policies and relevant legislation

The Co-ordinator and Assistant Co-ordinator are responsible for:

- ensuring office email accounts are checked on a regular basis and relevant emails are forwarded to appropriate Committee of Management and staff members
- ensuring current virus protection software is installed on all of the Centre's technology information facilities
- authorising staff members access to the Centre's information technology facilities and for ensuring there is no unauthorised access to the Centre's information technology facilities
- ensuring the Centre's information technology facilities are loaded with programs approved by the Committee of Management

Staff who fail to adhere to the procedures set out in this policy may be liable to counselling, disciplinary action, personal criminal or civil legal action. This could result in serious consequences such as a fine, damages and/or costs being awarded against the individual or even imprisonment. The Centre will not defend or support any staff member who uses the Centre's information technology facilities for an unlawful purpose.

Volunteers and/or students failing to adhere to the policy may have access to the Centre's information technology facilities denied or have their placement terminated.

Family Responsibilities

Parents/guardians or other users failing to adhere to this policy may be expelled from the Centre in line with the Centre's constitution.

References

Related policies

Source

Legal aspects of Child Care 2009 Victoria
 National Quality Standard 2011
 Education and Care Services National Regulations 2013
 Early Years Learning Framework
 Victorian Early Years Learning and Development Framework
 Children's Services Act 1996
 Children's Services Regulations 2009
 Health records Act 2001 (Vic)
 Information Privacy Act 2000 (Vic)
 Equal Opportunity Act 1995 (Vic)
 Sex Discrimination Act 1984 (Cth)
 Disability Discrimination Act 1992 (Cth)
 Racial Discrimination Act 1984 (Cth)
 Human Rights and Equal Opportunity Act 1986 (Cth)
 The Occupational Health and Safety Act 2004
 Centre's policies and procedures

10.29 Interactions With Children Policy

Purpose

To create an environment that promotes equitable and respectful relationships between educators and children.
To ensure the participation and empowerment of children.

Scope

This policy recognises the importance of an environment that promotes positive relationships and behaviours, both between staff members and between staff and the children in their care. It emphasises that children have the same rights as adults. It acknowledges values and celebrates the differences and similarities that exist in all persons.

Application

This Policy is applicable to all educators, students, volunteers, children and families accessing Clifton Child Care Co-operative.

Policy

- Children are treated with the same respect and empathy as an adult would expect.
- Educators use strategies that build children's confidence and self-esteem; provide children with support, guidance and opportunities to manage their own behaviour; and promote collaborative behaviours between the service's stakeholders and/or external agencies.
- We model the values, attitudes and current recommended strategies that promote positive play behaviours and patterns.
- We respect the importance of interactions and relationships between children, families and staff.
- We understand why children behave in certain ways in specific circumstances.
- We promote realistic play and behaviour limits that guide children's safety and security rather than curb their play experiences, curiosity or creativity.

Our responsibilities

- We recognise and understand that a child's behaviour may be affected by their age and development; general health and wellbeing; relationships with their family; play and learning environments to name just a few.
- Families and staff display respect and empathy towards children when they label behaviour and not the individual child. This means that behaviours are managed, not children.
- Educators who are implementing behaviour guidance strategies and/or plans for children who display inappropriate behaviours, (especially if the behaviour is aggressive towards other children or adults) receive continued support and assistance.
- The use of physical punishment, isolation, humiliation, intimidation or negative labelling as a behaviour guidance strategy is not acceptable under any circumstances.

Guidelines that can assist staff when recognising and implementing behaviour guidance strategies and practices:

- Staff respond to, and acknowledge children's emotions, such as happiness, anger, pleasure, fear, anxiety, frustration, sadness, and pride.
- Staff should acknowledge that the emotions experienced by children are significant.
- Staff should understand that children may not have developed the appropriate strategies to express emotions due to their age and/or stage of development.
- Staff attitudes and care giving strategies demonstrate an understanding and empathy towards children who display behaviours that are not always consistent with their development and/or general disposition.
- We get down to the child's level when communicating with them and make sure that they are listening.
- Children are encouraged to participate Co-operatively, and to 'help' when possible.
- Children are assisted to recognise and label their feelings and are also assisted to develop an awareness and respect for other people's feelings.
- Clear expectations and limits are set in Co-operation with the children where possible (but children are not given choices where there are none).
- Children are redirected where necessary through options or choices.
- Children are involved in establishing play and safety limits, which reflect recommended best practices, and the consequences involved when limits are not adhered to.
- Establishing limits depends on the developmental level of children. Younger children require safety and guidance limits established for them by adults, while staff can vary their communication style and language with older children to negotiate limit setting.

References

References	Source
Enrolment and Orientation Policy p. 167	ECA Code of Ethics (2016)
Communication Policy p. 151	UNICEF (n.d.). Fact sheet: A summary of the rights under the Convention on the Rights of the Child. Retrieved April 4, 2007,
First Aid, Illness, Incident, Injury and Trauma Policy p. 176	Victorian Child Safe Standard 7: Strategies to promote the participation and empowerment of children
Nutrition Policy p. 247	National Quality Standard 5.1 Relationships between educators and children Standard 5.2 Relationships between children, 1.1.2 Child Centred, 1.2.3 Child directed learning
Occupational Health and Safety Policy p. 249	Education and Care Services National Regulations (December 2017) R155,156,165,166,168 Early Years Learning Framework Victorian Early Years Learning and Development Framework

10.30 Kindergarten Policy

Purpose

The learning and development that occurs in the kindergarten programme will assist children to make a seamless transition into primary school.

Scope

Clifton Child Care Co-operative programmes offer a range of engaging play experiences that provide opportunities for children to develop meaningful relationships, social competencies, self esteem, as well as physical and cognitive skills.

Application

This Policy is applicable to the early childhood educators at Clifton Child Care Co-operative.

Policy

The Clifton Child Care Co-operative funded preschool programmes offer a play-based emergent curriculum which is led by qualified kindergarten teachers.

Our responsibilities

Our educators have a responsibility to ensure that:

- The learning and development that occurs in the kindergarten programme will assist children to make a successful transition into formal education.
- The kindergarten programmes endeavour to develop positive attitudes which will enable children to continue learning skills for life.
- Play experiences encourage children to investigate, explore and manipulate the environment.
- Children are given the opportunity to participate in play experiences that include messy play.

References

Related policies	Source
Curriculum Development Policy p. 157	Victorian Kindergarten Guide
School Transition Policy p. 259	Department of Education and Early Childhood Development, Transition: A Positive Start to School Resource Kit 2009
	National Quality Standard
	Education and Care Services National Regulations
	Early Years Learning Framework
	Victorian Early Years Learning and Development Framework

10.31 Language and Literacy Policy

Purpose

To ensure that children accessing Clifton Child Care Co-operative are able to maintain and be supported in learning about and expressing their home language and culture and that all children are encouraged to communicate according to their age and ability.

Scope

Clifton Child Care Co-operative recognises that children attending the Centre come from varying backgrounds and cultures. Staff at the centre are committed to encouraging and supporting families and children to maintain their home language and culture.

Application

This Policy is applicable to all staff, parents and children at Clifton Child Care Co-operative.

Policy

- A variety of language and literacy experiences are provided in the programme.
- Children are supported to maintain their home language through the use of language, print and visual materials and resources/support agencies.
- We treat children as valuable conversation partners and role model appropriate language.
- Children collaborate with staff and parents on aspects of the programme they have been involved with or would like to see happen.
- Resources and materials are provided in languages other than English to foster children's interest in the written form of a variety of languages.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- Staff respond vocally to children's attempts to communicate, name objects for them and represent non-verbal communications in simple words.
- Staff use key words, songs and rhymes from children's home languages.
- Staff read to individuals and small groups.
- Children are encouraged to discuss their thoughts and ideas with others.
- Children are encouraged to use a range of language and print mediums as part of the programme.
- Resource agencies are used where possible to plan for children who do not have English as their home language and for those with additional communication needs.

References

References

Interactions With Children Policy p. 202

Curriculum Development Policy p. 157

Family Engagement Policy p. 173

Source

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

10.32 Late Collection of Children Policy

Purpose

To ensure that Centre staff and families are aware of the requirements for the collection of children from the centres and any penalties or other consequences which may be implemented in the event that a child is not collected on time.

Scope

Late collection of children can affect the quality of care and the required staff numbers and may cause the centre to be in breach of its licence and the regulations. This policy outlines the expectations relating to the collection of children and the course of action to be taken, including penalties to be applied, in the event that a child is not collected on time.

Application

This Policy is applicable to all staff and families accessing Clifton Child Care Co-operative.

Policy

Children should be collected by 5.45 p.m., and the Co-op is closed at 6.00 p.m. All children are to be collected prior to the advertised closing time of the centre.

- Staff will contact parents of children remaining at the Co-op at 6.00 p.m.
- If parents are not contactable, the family's emergency contact person will be contacted to collect the child.
- When a parent anticipates a late pickup, a phone call to staff would be greatly appreciated. However, this does not exempt the parent from the late fine.
- Recurrent late collection may result in the cancellation of a child's place.
- A late fee will apply to any family collecting their child after the advertised closing time. The late fee will apply to compensate staff for extra time worked. The Centres kitchen clock will be the Related policies for time.
- The late fee will be calculated at \$10.00 for first 15 minutes or part thereof and \$1.00 per minute after that.
- When a child is collected late the parent must sign a late pick up form.
- The Co-ordinator will calculate the fee payable and issue a statement. The late fee will be charged to the fortnightly fee statement automatically.
- If a parent will be late they should arrange for someone to collect their child, but the parent must notify staff of this arrangement. (**NOTE:** staff cannot release children to the care of someone other than the person specified, without notification by parent).
- Families who continue to attend late to pick up their child without adequate reason will be required to meet with the centre Co-ordinator and their care may be reduced.

Our responsibilities

Centre employees have a responsibility to ensure that:

- All families are aware of the late fee policy and at what times it applies.
- Appropriate staffing arrangements are made where a child is collected late from care.
- Families are billed with their fees for the late fee. Child Care Benefit is not applied to the late fee – in order to comply with the requirements of the Child Care Benefit funding scheme.
- If a child has not been collected ten minutes after the closing time and there has been no contact by the person who is responsible for picking them up, a call will be made to the person and/or guardian of the child.
- If contact cannot be made with the person to collect the child and the parents/guardians, then contact will be attempted with the emergency contact persons listed on the child's enrolment form.
- After 60 minutes staff are to contact the Child Protection Office of the Department of Human Services on the Child Protection Crisis Line 13 12 78. The Victoria Police will not attend to such matters however they may be contacted to undertake a welfare check of the family home to ensure that nothing suspicious has occurred.

Family responsibilities

Families have a responsibility to ensure that:

- Centre employees are notified, if possible, of any lateness in the collection of a child.
- The late fee documentation is signed.

References

Related policies

Source

Legal aspects of Child Care 2009 Victoria

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

10.33 Maintenance and Safety – Child Safe Environments

Purpose

To ensure that Clifton Child Care Co-operative is a safe environment, free from hazards and harmful substances, is well maintained at all times, minimises the use of toxic substances and ensures that potentially dangerous products are handled and stored to protect the health of staff and children.

Scope

Children need a safe environment to explore and learn. Young children do not always understand the potential dangers of their environments so it is imperative that we take an active approach to creating, maintaining and monitoring all aspects of our physical environments to ensure that they are child safe at all times. Clifton Child Care Co-operative is aware that safety of children's buildings, playgrounds and equipment is paramount to ensuring the health and wellbeing of all children, and adults. Recognising potential hazards, and eliminating and controlling hazards is intrinsic to ensuring environments are child safe.

Application

This Policy is applicable to all staff, students and volunteers working at Clifton Child Care Co-operative.

Policy

Clifton Child Care Co-operative will ensure that all buildings, fencing and gates, outdoor areas and equipment are safe, well maintained, and regularly checked. Any damaged infrastructure or equipment will be promptly removed or made inaccessible and repaired or replaced. The use of dangerous products will be minimised and they will be stored in areas inaccessible to children. Staff, volunteers, students and families will act as role models for children by engaging in safe practices and discussing these with children when appropriate. Cleaning routines and safety checks will be carried out as outlined in our Hygiene and Occupational Health and Safety Policies.

City of Yarra

The City of Yarra is responsible for

- Completing a yearly maintenance audit to identify any minor or major works required for the building and grounds. The council audit is conducted in conjunction with the Co-ordinator and/or if available a committee member.
- Safety tagging of all electrical equipment to ensure items are not faulty.
- Maintaining essential services e.g. fire extinguishers and air conditioners.
- Responding to maintenance requests in a timely manner.

Our responsibilities

Buildings and outdoor

- Daily safety checklists of indoor and outdoor play areas are undertaken and signed by staff prior to children's use.
- Any hazards including spiders, vermin or toxic plants identified at any time will be removed or eliminated immediately. If the hazard cannot be removed or rectified, the Co-ordinator must be informed and a

maintenance request will be submitted to the City of Yarra. The Co-ordinator and staff will ensure interim measures are taken to keep children safe from hazard or harm.

- Any sharps hazards such as syringes, and other associated equipment will be handled without direct contact: e.g. use of single-use gloves and extended tongs. They will not be disposed of in the general rubbish bins. They will be stored in a sealed container and the Co-ordinator will contact City of Yarra for disposal.
- Clifton Child Care Co-operative is responsible for the replenishing of sand and softfall material in the children's playgrounds. This will be conducted twice yearly by the gardening and maintenance committee.
- The Co-ordinator and staff will ensure that playground equipment and surfaces meets Australian Standards.
- Staff will ensure that any set ups meet Australian Standard requirements including a 1.5 m fall zone around any equipment over 600mm with softfall depth of 200 – 300mm
- All hazards, maintenance issues or near misses are recorded in the OH&S folder. The Co-ordinator and OH&S Officer are responsible for maintaining a record of how these have been resolved.
- Staff are required to be aware of their surroundings and actively provide a safe environment for all.
- Monthly OH&S checklists are completed by the OH&S officer and reported on at the monthly staff meeting and committee meeting.
- All vegetation grown will be non-toxic to children.
- Power points will be out of reach to children, or if within reach, will be fitted with approved safety shutters.
- Electrical appliances and chords will be kept out of reach of children.
- Entrances exits and walkways will be kept clear.
- Sandpits are covered at night and raked daily.
- Contract cleaners clean the centre and dispose of rubbish daily.
- Staff maintain a clean environment throughout the day and complete a thorough bathroom clean in the middle of the day.

Equipment

Staff will

- Remove broken, unsafe or dangerous equipment immediately.
 - Check for sharp edges choking hazards, cords, or parts that can break off.
 - Ensure all equipment purchased is age appropriate and meets Australian Standards.
 - Discard broken toys if they are not repairable and regularly test locking devices to ensure they work correctly.
 - Regularly check furniture and equipment for stability, wear and tear and, ensure cleanliness of all equipment.
 - Check all equipment for quality design and manufacture

Storage of and handling of toxic and potentially dangerous products

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- The use of any potentially harmful or toxic substances including cleaning products, personal care products, and garden supplies is minimised.
- The least hazardous chemical for the job is chosen.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored in their original labelled containers.
- All toxic substances that are decanted from their original container must be diluted to the correct ratio if necessary and labelled with the appropriate name, chemical composition, and risk and safety warnings.
- Only permanent staff who have appropriate instruction on handling toxic substances will decant toxic substances into other containers.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored out of reach or in a locked cupboard labelled 'chemical storage' or 'first aid' immediately after use.
- Warning signs are posted on or near storage areas for potentially dangerous products and include a list of those products held.
- Toxic sprays that produce fumes are not used when children are present.
- Protective gloves are used when handling potentially corrosive products.
- Containers used to store toxic substances are not subsequently used for any other purpose.
- All chemicals and cleaning agents are replaced before the expiry date and have a material data safety sheet provided by the supplier at the time of delivery.
- Material safety data sheets are placed near all potentially toxic products and these contain first aid details.
- The phone number for the Poisons Information Centre is posted beside all telephones in the centre and is included on the first aid action plan.
- Ensure hazardous chemicals, substances or equipment are disposed of in accordance to the manufacturer's instructions, OH&S regulations, local council regulation or Department of Health advice.
- Conduct and record regular audits of toxic or dangerous product to ensure they are stored correctly and have not passed their expiry date.

References

Related policies

Hygiene Policy p. 186

Occupational Health and Safety Policy p. 249

Source

Revised National Quality Standard 2018, 2.1 Children's health and safety, 2.2 Each child is protected, 3.1 The design of the facilities is appropriate for the operation of the service

Education and Care Services National Regulations (December 2017) R 81,103,104,105,106,109,110,111,112, 113

Occupational Health & Safety Act 2004, Occupational Health & Safety Regulation 2007 (Vic)

Moveable Play Equipment (December 2017) Kidsafe NSW Information Sheet

Kidsafe Victoria <https://www.kidsafevic.com.au/playground-safety>

10.34 Medical Conditions in Children Policy

Purpose

To ensure that staff and families understand the individual health plan requirements to care for children with medical conditions or specific health needs at Clifton Child Care Co-operative.

Scope

Children with health conditions can often fully participate in the programme if careful consideration has been given to the care and risks associated with these conditions. Specific actions may be required to manage medical conditions like asthma, diabetes, anaphylaxis and other individual health needs. It is the responsibility of families and centre staff to determine an agreed management plan for these health needs to ensure that precautions are taken and that treatment actions are clearly defined.

Plans should be completed prior to a child being enrolled at a Clifton Child Care Co-operative, or as soon as the families becomes aware of the health need to ensure appropriate management actions can be taken.

Application

This Policy is applicable to all staff, volunteers, children and families at Clifton Child Care Co-operative's Centre.

Policy

- The centre must be notified of any medical conditions.
- Families and centre staff will discuss the child's medical conditions or allergies during enrolment or as soon as families become aware of the individual health need.
- A copy of this Policy ("Medical conditions in children policy") is to be provided to parents or guardians when the centre is advised their child experiences a medical condition.
- The centre must ensure permanent and relief staff and volunteers can identify children with a medical condition, the child's health management plan and the location of the child's medication.
- Children with a medical condition may not attend the centre without the prescription medication required in relation to the child's specific health care need.
- All medical details held by the centre will be managed in accordance with the Health Records Act.
- Individual Health Management Plans for serious conditions will be developed as required for individual children. Individual Health Management Plans are reviewed on a six monthly basis or as the condition changes, whichever comes first.

Our responsibilities

Clifton Child Care Co-operative has a responsibility to ensure that:

- An individual health management plan is developed when advised of a child's medical condition
- All staff and volunteers can identify children in the centre with a medical condition, locate the respective action plans and locate the respective child's medication.
- A number of staff at centre are trained in management of health conditions, including awareness of common childhood conditions and their symptoms.
- Action plans are implemented and families notified in the event of a medical event.

- Children only attend the centre where families have provided unexpired medication required for treatment of their child's medical condition.
- Staff checks the expiry date of medication that is stored at the centre and advise families if medication is nearing expiry.
- Risk minimisation is practiced where possible. This includes checking food labelling; safe food handling and ensuring children are seated and supervised during meals.
- Individual health management plans are reviewed every six months or as required.

Family responsibilities

Families attending Clifton Child Care Co-operative have a responsibility to ensure:

- The centre is notified if their child experiences or has experienced a medical condition.
- An individual health management plan, developed in consultation with the child's family doctor, is provided to centre staff. It must include what actions to take in the event of a medical event and written permission to implement the action plan if required.
- Current medication is available to the child at the centre each day the child is in care.
- Any changes to the child's condition, medication or dietary requirements are communicated to staff as soon as practicable.

References

Related policies	Source
Anaphylaxis Policy p. 93	Food Act 1984
Medication Policy p. 215	Legal Aspects of Child Care Victoria 2009
Infectious and Communicable Diseases Policy p. 192	National Quality Standard 2011
Nutrition Policy p. 247	Education and Care Services National Regulations 2013
	Early Years Learning Framework
	Victorian Early Years Learning and Development Framework

10.35 Medication Policy

Purpose

To provide staff with directions for applying any medications that must be administered to a child while in their care.

Scope

We recognise that some children may be required to take medication during the day to a prescribed schedule. Any child who is required to take medications during their time at a centre must have their medications administered in accordance with this policy. It is the responsibility of families and staff to work together to confirm the necessary medications and dosages and to ensure that they are administered in accordance with this policy.

Definitions

Non-Prescribed	Low-risk registered products are non-prescription medicines. Products in this category are considered to be lower risk than prescription medicines. However, they still require a high level of scrutiny, for example ensuring adequate labelling for appropriate use.
Prescribed	Prescription medicines fit into the sub-category of registered medicines as 'high-risk registered' products. Medicines assessed as having a higher level of risk must be registered (not listed). The degree of assessment and regulation they undergo is rigorous and detailed, with sponsors being required to provide comprehensive safety, quality and efficacy data.
Listed medicines	Listed medicines are usually considered to be relatively benign, so the regulations allow for sponsors to 'self assess' their products in some situations. The majority of listed medicines are self-selected by consumers and used for self-treatment.
Medication	Medication includes, but is not limited to, eye drops, cough mixture, Panadol, Asthma pumps, teething gel, prescribed nappy rash cream.
Complementary	Complementary medicines (also known as 'traditional' or 'alternative' medicines) include vitamin, mineral, herbal, aromatherapy and homeopathic products. They may either be registered or listed, depending on their ingredients and the claims made.

Application

This Policy is applicable to all staff, children and families at Clifton Child Care Co-operative.

This policy applies equally to prescribed and non-prescribed medication, including over-the-counter medications and complementary medications such as naturopathic, herbal and homeopathic, and to paracetamol.

Policy

- Centre staff will administer medication prescribed by a general practitioner (GP), non-prescribed and natural medicines if directed to do so by a child's parent/guardian.
- Staff must have written and signed consent from the child's parent/guardian to administer any medication the parent asks to be administered.
- Prescription medication will only be administered to the child named on the pharmacy label.

- All medication will be administered in accordance with the Education and Care Services National Regulations 2013 and as prescribed, or for non-prescribed or complementary medicines as indicated on the original medication container.
- Medications will be kept out of reach of children in keeping with the environmental conditions (i.e. refrigerator or out of reach/locked cabinet) required by the medication.
- Staff will not administer paracetamol (e.g. Panadol). If your child requires 4 hourly doses of paracetamol due to fever, teething etc they should not attend Clifton Child Care Co-operative.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- Prescribed medication is written onto the medication form and signed by the child's parents.
- Prescribed medication is written into the child's individual health management plan with consent to implement where required.
- Medication is provided in its original container with original label, instructions and the child's name and is within its use by date.
- Medication is kept in an out of reach/locked cabinet or in the refrigerator.
- Before staff administer the medication they cross check the child's name, with the prescribed name on the medication, check the prescribed dosage, the use by date and then the dosage witnessed by another staff member.
- Medication is not given to a child at a higher dosage than that prescribed on the label.
- Medication will only be administered where a set dosage and schedule are stated, not 'as required'.
- Details of medication administered are recorded on the medication form by an authorised person.
- The parent is notified if medication is not administered, for any reason, as soon as practicable.
- Where emergency treatment was provided and oral authorisation given, that written confirmation is received within seven days of this authorisation.

Family responsibilities

Families attending a Clifton Child Care Co-operative have a responsibility to ensure:

- Prescribed medication is written onto the centre medication form in a clear manner, signed and discussed verbally with staff.
- The instructions on the medication must include a specific time or condition, e.g. when the child's temperature reaches 38 degrees Celsius, inflamed gums, etc.
- Prescribed medication is written onto the medication form with consent to implement where required and a detail of the last dose of medication is provided to the staff.
- Medication is provided in its original container bearing the original label, child's name and instructions, before the use by date.
- The medication form is signed to verify that they have been informed that their child has been provided with their required medication.

References

Related policies

Anaphylaxis Policy p. 93

Maintenance and Safety – Child Safe Environments

Purpose

To ensure that Clifton Child Care Co-operative is a safe environment, free from hazards and harmful substances, is well maintained at all times, minimises the use of toxic substances and ensures that potentially dangerous products are handled and stored to protect the health of staff and children.

Scope

Children need a safe environment to explore and learn. Young children do not always understand the potential dangers of their environments so it is imperative that we take an active approach to creating, maintaining and monitoring all aspects of our physical environments to ensure that they are child safe at all times. Clifton Child Care Co-operative is aware that safety of children's buildings, playgrounds and equipment is paramount to ensuring the health and wellbeing of all children, and adults. Recognising potential hazards, and eliminating and controlling hazards is intrinsic to ensuring environments are child safe.

Application

This Policy is applicable to all staff, students and volunteers working at Clifton Child Care Co-operative.

Policy

Clifton Child Care Co-operative will ensure that all buildings, fencing and gates, outdoor areas and equipment are safe, well maintained, and regularly checked. Any damaged infrastructure or equipment will be promptly removed or made inaccessible and repaired or replaced. The use of dangerous products will be minimised and they will be stored in areas inaccessible to children. Staff, volunteers, students and families will act as role models for children by engaging in safe practices and discussing these with children when appropriate. Cleaning routines and safety checks will be carried out as outlined in our Hygiene and Occupational Health and Safety Policies.

City of Yarra

Source

Legal aspects of Child Care 2009

Department of Health and Ageing
Therapeutic Goods Administration

National Quality Standard 2011

Education and Care Services National
Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and
Development Framework

The City of Yarra is responsible for

- Completing a yearly maintenance audit to identify any minor or major works required for the building and grounds. The council audit is conducted in conjunction with the Co-ordinator and/or if available a committee member.
- Safety tagging of all electrical equipment to ensure items are not faulty.
- Maintaining essential services e.g. fire extinguishers and air conditioners.
- Responding to maintenance requests in a timely manner.

Our responsibilities

Buildings and outdoor

- Daily safety checklists of indoor and outdoor play areas are undertaken and signed by staff prior to children's use.
- Any hazards including spiders, vermin or toxic plants identified at any time will be removed or eliminated immediately. If the hazard cannot be removed or rectified, the Co-ordinator must be informed and a maintenance request will be submitted to the City of Yarra. The Co-ordinator and staff will ensure interim measures are taken to keep children safe from hazard or harm.
- Any sharps hazards such as syringes, and other associated equipment will be handled without direct contact: e.g. use of single-use gloves and extended tongs. They will not be disposed of in the general rubbish bins. They will be stored in a sealed container and the Co-ordinator will contact City of Yarra for disposal.
- Clifton Child Care Co-operative is responsible for the replenishing of sand and softfall material in the children's playgrounds. This will be conducted twice yearly by the gardening and maintenance committee.
- The Co-ordinator and staff will ensure that playground equipment and surfaces meets Australian Standards.
- Staff will ensure that any set ups meet Australian Standard requirements including a 1.5 m fall zone around any equipment over 600mm with softfall depth of 200 – 300mm
- All hazards, maintenance issues or near misses are recorded in the OH& S folder. The Co-ordinator and

OH&S Officer are responsible for maintaining a record of how these have been resolved.

- Staff are required to be aware of their surroundings and actively provide a safe environment for all.
- Monthly OH&S checklists are completed by the OH&S officer and reported on at the monthly staff meeting and committee meeting.
- All vegetation grown will be non-toxic to children.
- Power points will be out of reach to children, or if within reach, will be fitted with approved safety shutters.
- Electrical appliances and chords will be kept out of reach of children.
- Entrances exits and walkways will be kept clear.
- Sandpits are covered at night and raked daily.
- Contract cleaners clean the centre and dispose of rubbish daily.
- Staff maintain a clean environment throughout the day and complete a thorough bathroom clean in the middle of the day.

Equipment

Staff will

- Remove broken, unsafe or dangerous equipment immediately.
 - Check for sharp edges choking hazards, cords, or parts that can break off.
 - Ensure all equipment purchased is age appropriate and meets Australian Standards.
 - Discard broken toys if they are not repairable and regularly test locking devices to ensure they work correctly.
 - Regularly check furniture and equipment for stability, wear and tear and, ensure cleanliness of all equipment.
 - Check all equipment for quality design and manufacture

Storage of and handling of toxic and potentially dangerous products

Clifton Child Care Co-operative educators have a responsibility to ensure that:

- The use of any potentially harmful or toxic substances including cleaning products, personal care products, and garden supplies is minimised.
- The least hazardous chemical is for the job is chosen.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored in their original labelled containers.
- All toxic substances that are decanted from their original container must be diluted to the correct ratio if necessary and labelled with the appropriate name, chemical composition, and risk and safety warnings.
- Only permanent staff who have appropriate instruction on handling toxic substances will decant toxic substances into other containers.
- All toxic substances including chemicals, first aid supplies, medicines and cleaning agents are stored out of reach or in a locked cupboard labelled 'chemical storage' or 'first aid' immediately after use.
- Warning signs are posted on or near storage areas for potentially dangerous products and include a list of those products held.
- Toxic sprays that produce fumes are not used when children are present.
- Protective gloves are used when handling potentially corrosive products.
- Containers used to store toxic substances are not subsequently used for any other purpose.
- All chemicals and cleaning agents are replaced before the expiry date and have a material data safety sheet provided by the supplier at the time of delivery.
- Material safety data sheets are placed near all potentially toxic products and these contain first aid details.
- The phone number for the Poisons Information Centre is posted beside all telephones in the centre and is included on the first aid action plan.
- Ensure hazardous chemicals, substances or equipment are disposed of in accordance to the

manufacturer's instructions, OH&S regulations, local council regulation or Department of Health advice.

- Conduct and record regular audits of toxic or dangerous product to ensure they are stored correctly and have not passed their expiry date.

References

Related policies	Source
Hygiene Policy p. 186	Revised National Quality Standard 2018, 2.1 Children's health and safety, 2.2 Each child is protected, 3.1 The design of the facilities is appropriate for the operation of the service
Occupational Health and Safety Policy p. 249	Education and Care Services National Regulations (December 2017) R 81, 103, 104, 105, 106, 109, 110, 111, 112, 113 Occupational Health & Safety Act 2004, Occupational Health & Safety Regulation 2007 (Vic) Moveable Play Equipment (December 2017) Kidsafe NSW Information Sheet Kidsafe Victoria https://www.kidsafevic.com.au/playground-safety

Medical Conditions in Children Policy p. 209

10.36 Nappy Changing and Toileting Policy

Purpose

To ensure that Clifton Child Care Co-operative staff manage the toileting of all children in their care appropriately, according to individual, family and cultural needs.

Scope

Toileting and nappy changing is a daily part of childhood. We recognise the need for a consistent, positive and culturally sensitive approach to toileting and nappy changing.

Application

This Policy is applicable to all staff, parents and children at Clifton Child Care Co-operative.

Policy

Clifton Child Care Co-operative staff are sensitive to the emotional and physical needs associated with toileting each child, and regularly consult with families so that toileting practises are consistent. The Centre provides compostable nappies.

Our responsibilities

Clifton Child Care Co-operative staff has a responsibility to ensure that:

- Nappy change is a time for positive interactions between staff and children.
- A consistent, positive approach is taken to the toileting of children within the programme.
- Toileting is appropriate to the individual child's development.
- Toileting 'accidents' are managed in a positive and supportive manner.
- Staff are aware of any cultural practices in this area.

The following procedures are observed and practiced:

Nappy changing

- Children are always supervised whilst on the nappy change bench.
- Clean disposable compostable nappies are provided by the centre.
- We wash our hands with soap prior to and immediately after changing a nappy.
- We wear disposable gloves to reduce the incidence of cross infection.
- Disposable compostable nappies are stored in sealed containers and removed on a regular basis.
- The nappy changing area is cleaned with soapy water after every change.
- Nappy wipes and cleaning cloths are used once only and disposed of or laundered.
- Authorisation is received by parents before applying prescription or barrier creams.
- The relevant nappy changing procedure for the room is displayed.

Toilet training

- Ask parents to supply several changes of clothing for children who are toilet training.
- Do not embarrass shame or punish children, or in any way make the child feel bad about any aspect of using the toilet.
- Place soiled clothes in a plastic bag, tying the top firmly, for parents to take home at the end of the day. Soiled clothes will not be rinsed or washed at the centre as this can spread germs.
- Help the child use the toilet.
- Ensure children wash and dry their hands using good hand washing practices and provide support for younger children as needed. Explain to children that washing their hands and drying them properly will stop germs that might make them sick.
- If the child can use a toilet this is preferable as using a potty chair increases the risk of spreading germs. If the child must use a potty, empty the contents into the toilet and wash the chair. Do not wash it in a sink used for washing hands.
- Wash your own hands.

Family responsibilities

Families attending Clifton Child Care Co-operative have a responsibility to ensure:

- Staff are notified of any prescription or barrier cream to be used on their child – as per the medication policy.
- Staff are advised of any family or cultural practices regarding toileting.
- If child is toilet training, several labelled pairs of training pants and additional changes of clothes are required
- Parents are required to purchase two gripper belts for use with the compostable nappies.

References

Related policies

Purpose

To ensure all children educated and cared for at Clifton Child Care Co-operative are safe and protected from any form of abuse, neglect, violence or exploitation. To ensure all educators are aware of current child protection laws, and understand their obligations and responsibilities.

Scope

Clifton Child Care Co-operative believes the health and well-being of children is paramount. The centre will create a child safe environment at all times by ensuring the best interests of the child are at the core of all practice and decision-making. This policy ensures that the centre complies with legislative responsibilities, to help protect children from all forms of abuse. It clarifies the role of the centre and its staff in relation to identifying, reducing and removing risks of child abuse and responding to and reporting suspected child abuse.

Definitions

Child abuse includes:

- Physical abuse, which involves any non-accidental injury to a child.
- Sexual abuse, which occurs when an adult or someone bigger and/or older than the child uses power or authority over the child to involve the child in sexual activity.
- Emotional abuse, which occurs when a child is repeatedly rejected or frightened by threats.
- Neglect, which is the failure to provide the child with the basic necessities of life, to the extent that the child's health and development are at risk.

Application

This Policy is applicable to all staff and volunteers working at Clifton Child Care Co-operative and to the Committee of Management.

Policy

All staff and the Committee of Management will understand and comply with their overarching obligations to keep children safe including:

- **Duty of Care** – We will all take reasonable steps to protect children in our care from the risks of injury that is reasonably foreseeable. We will act on concerns quickly and in the child's best interests, protecting the safety, health and wellbeing of the children in our care.
- The **Education and Care Services National Law Act 2010** and **Education and Care Services Regulations 2011** including:
 - the service is operated in a way that ensures the adequate supervision, safety, health and wellbeing of the children being educated and cared for
 - every reasonable precaution is taken to protect children from harm and from any hazard likely to cause injury
 - no child is subjected to any form of corporal punishment or any discipline that is unreasonable in the circumstances

Source

National
Quality
Standard
2011

Educatio
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National
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Early
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|---|---|
| <ul style="list-style-type: none"> • The seven Victorian Child Safe Standards (See our Commitment to Child safety) and their underlying principles. We will <ul style="list-style-type: none"> ○ Promote the cultural safety of Aboriginal children ○ Promote the cultural safety of children from culturally and/or linguistically diverse backgrounds ○ Promote the safety of children with a disability • Mandatory reporting - Our early childhood teacher and all other staff who are also registered with or granted permission to teach by the Victorian Institute of Teaching are deemed to be mandatory reporters under the Children Youth and Families Act 2005 (CYFA). • Failure to protect law. As people in positions of authority within organisations, our staff and Board will take action to protect children as soon as they become aware that a person associated with their organisation poses a substantial risk of sexually abusing children. Failure to do so is a criminal offence. • Failure to disclose All Victorian adults have a responsibility under the Crimes Act, 1958 to report to Victoria Police where they form a reasonable belief that a sexual offence has been committed by an adult against a child under the age of 16. Failure to disclose the information to police is a criminal offence. • Organisational duty of care to prevent child abuse – Our Co-ordinator and Committee of Management understand that it will be necessary to prove that the centre has taken “reasonable precautions” to prevent child abuse if there is ever a legal claim of negligence. | <p>Human
Services
– Toilet
Training
Tip
Sheet</p> |
|---|---|

Our responsibilities

Leadership

(Child Safe Standards 1, 6)

- Committee members will receive induction into their responsibilities in the area of child safety and implementation of this policy when they commence their role.
- The Committee will ensure that the Nominated Supervisor has completed child protection training before commencing the role.
- The Co-ordinator will ensure that strategies to promote the cultural safety of Aboriginal and Torres Strait Islander children, children from culturally and linguistically diverse backgrounds and children with a disability are embedded across all aspects of the centres operations.
- Committee members and all staff will sign a Code of Conduct before commencing their role.
- The Co-ordinator will take a risk management approach to any incidents or issues identified by the staff team or families and report to the Committee.
- The annual review of this policy will include a risk assessment and review of ways that child safety can be strengthened at the centre.
- The Co-ordinator will ensure appropriate supervision of all staff, students and volunteers.

Staffing

(Child Safe Standards 1, 3, 6)

The Committee will ensure that staffing practices including recruitment, induction and ongoing professional development and supervision of all staff support the maintenance of a child safe environment

- The Co-ordinator and the Committee will make sure that the recruitment process will include screening of all potential staff members. All potential staff will be interviewed and at least 2 thorough referee checks carried out prior to candidates being offered employment. The referees must be linked to previous employment.
- Offers of employment will be subject to the candidate having a valid current Working with Children Check Card.
- All staff including relief teachers and educators will only commence work after their Working with Children Check card has been sighted, copied, added to the staff record and checked on the Department of Justice website by the Co-ordinator (Nominated Supervisor) or in their absence the Responsible Person in Charge.
- The Co-ordinator will check the Working with Children Check cards of all current staff on the Department of Justice website, every 6 months.
- All new educators will be provided with orientation in all centre policies and procedures and Code of Conduct and must take responsibility to understand and implement them.
- The Co-ordinator will ensure that all staff have an understanding of child protection and an awareness of child protection law and their obligations under the law. This will be achieved by ensuring that
 - Child protection awareness and responsibilities is included in staff induction
 - All new staff will complete the online child protection training within a month of employment
 - Ongoing training in this area is provided to all staff every 12 months or sooner if identified as a professional support need
- The Co-ordinator will ensure that current information about child abuse and how to recognise signs of child abuse or neglect are available to all staff.
- The Co-ordinator will ensure that information about community resources and family support services is available to staff and families and will foster links with relevant community organisations.
- Wherever possible at least one staff member who knows the children well be rostered to work with them. Strategies to maximise continuity of care and minimise the amount of time casual relief staff spend with the children will be implemented.

Visitors, Volunteers and family members

(Child Safe Standard 6)

- All visitors will be required to sign in and out.
- Regular visitors will be required to have a current WWCC.
- Visitors or tradespeople will not be left alone with the children at any time.
- Appointments will only be made with people who have a valid reason for being in the service, and will be arranged through the Co-ordinator or Responsible Person present.

-
- Family members will not be left alone with children other than their own at any time.

Responding to and reporting suspected child abuse

(Child Safe Standard 5)

- All staff must act promptly if they have any concerns about the safety or wellbeing of a child.
- If staff have any suspicion at all at any time that a child has been abused or is at risk of abuse or neglect they must immediately notify the Coordinator or responsible person present.
- The Co-ordinator or Assistant Co-ordinator will work together with the staff member to determine the appropriate next steps to support the child and if there are reasonable grounds to report the suspected abuse or neglect. The *Protecting Children – Mandatory Reporting and Other Obligations for Early Childhood Services* resources will be referred to and inform decision making.
- Depending on the nature of the situation this may involve contacting DHHS Child Protection, Victoria Police, and / or Child FIRST and making a notification to the Department of Education and Training. Refer to *The Four Critical Actions for Early Childhood Services* Handout 5 of *Protecting Children – Mandatory Reporting and Other Obligations for Early Childhood Services*.
- The *Protecting the safety and wellbeing of children and young people - A joint protocol of the Department of Human Services Child Protection, Department of Education and Early Childhood Development* will be referred to and will inform decision making.
- Staff will record their observations. Observations will be objective and factual and describe what was observed or heard. These will be stored securely and only accessible to the Co-ordinator, Assistant Co-ordinator or a responsible person present that they have delegated access to.
- The Chairperson will be informed at the time a report is made. Confidentiality will be maintained at all times and details will only be shared as necessary.
- Confidentiality will be maintained at all times and the situation will only be discussed with other staff as is necessary for them to carry out their role.
- If a concern or allegation is made about a staff member the Co-ordinator will immediately inform the Chairperson. Depending on the nature of the situation they will work together to determine the appropriate next steps.
- The Co-ordinator will offer support and access to external counselling for staff affected by a situation of abuse or suspected abuse.
- The Chairperson will offer support and access to external counselling for the Co-ordinator if affected by a situation of abuse or suspected abuse.

Participation and empowerment of children

(Child Safe Standard 7)

- Educators will foster children's self-esteem and positive self-image through their respectful interactions and relationships with children. See Clifton Child Care Cooperative's ***Philosophy*** and ***Interactions with Children Policy***.
- Educators will encourage children to be assertive and will role model assertive behaviour and language.
- Educators will support children to learn about their bodies in an age appropriate way and will provide information about early childhood sexuality to families.
- If children are distressed or raising issues of concern educators will listen to the child, stay calm, be patient and allow the child to talk at their own pace and use the child's language and vocabulary.
- The Co-ordinator and educators will foster a sense of agency for all children and involve them in all levels of decision making at the centre, in creative and age appropriate ways.

References

Related policies

Philosophy p. 14

Staffing Policy p. 263

Interactions With Children Policy p.202

Visitor and Volunteer Policy p. 273

Maintenance and Safety – Child Safe Environments p. 209

Source

Education
and Care
Services
National
Law Act
2010:
Section
166,167

Our Commitment to Child Safety

Clifton Child Care Cooperative is committed to child safety.

We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers.

We are committed to the safety, participation and empowerment of all children.

We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.

We have legal and moral obligations to contact authorities when we are concerned about a child's safety, which we follow rigorously.

Clifton Child Care Cooperative is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.

We have robust human resources and recruitment practices for all staff and volunteers.

Our organisation is committed to regularly training and educating our staff and volunteers on child abuse risks.

Education
and Care
National
Regulation
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162,
168(2)h
Revised
National
Quality
Standard,
2:2 :
Each
child is
protected
Victorian
Child
Safe

We support and respect all children, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.

We have training in place that support our leadership team, staff and volunteers to achieve these commitments.

Our Children

Children are vital and active participants in our organisation. We involve them when making decisions, especially about matters that directly affect them. We listen to their views and respect what they have to say.

We promote diversity and tolerance in our organisation, and people from all walks of life and cultural backgrounds are welcome. In particular we:

- Promote the cultural safety, participation and empowerment of Aboriginal children
- Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds
- Ensure that children with a disability are safe and can participate equally.

Our Staff and Volunteers

All of our staff and volunteers must agree to abide by our code of conduct which specifies the standards of conduct required when working with children. All staff and volunteers, as well as children and their families, are given the opportunity to contribute to the development of the code of conduct.

Child Safe Standards

Clifton Child Care Cooperative will implement all 7 of the Victorian Child Safe Standards. They are reflected in our policies, and procedures as follows:

Standard 1: Strategies to embed an organisational culture of child safety, including through effective leadership arrangements.

- Governance Policy _Committee Engagement document

Standard 2: A child safe policy or statement of commitment to child safety.

Standard 3: A code of conduct that establishes clear expectations for appropriate behaviour with children.

- Code of Conduct
- Student Placement Policy
- Visitors and Volunteers

Standard 4: Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel.

- Staffing Policy

Standard
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Standard
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2: A child
safe
policy or
statement
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Standard
3: A code
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expectati
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appropria
te
behaviour
with
children

- Induction Checklist
- Standard 5: Processes for responding to and reporting suspected child abuse.
- Child Protection Policy
- Standard 6: Strategies to identify and reduce or remove risks of child abuse.
- Child Protection Policy
- Staffing Policy
- Standard 7: Strategies to promote the participation and empowerment of children
- Interactions with Children Policy
- Curriculum Development Policy
- Philosophy

Standard 4: Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel

Standard 5: Processes for responding to and reporting suspected child abuse

Standard 6: Strategies to identify and reduce or remove risks of child abuse

Standard 7: Strategies to promote the participation and

11 Committee Engagement Document

11.1 Introduction

The following document captures some of the key learnings of the Committee of Management since 2012. Clifton Co-op has experienced a number of key events in this period, including:

6. Significant financial loss in 2012
7. Introduction of the National Quality Framework
8. Departure of long term staff, most notably the 10-year incumbent Co-ordinator
9. Significant pay increases to educators

It is intended that this document be further refined by the Committee, Educators and the broader Co-operative membership.

To Do List

Other items considered worthy of inclusion but not yet addressed

10. Welcome to Co-op document – obligations; overview of the model; encouraging participation
11. Formalisation of other content in Director folder
12. Pro-forma strategic, high level operation checklists

11.2 Organisation Chart

The organisation chart shown below describes the various roles required at Clifton Co-op. Multiple roles may be undertaken by a single person e.g. Educational Leader. The chart also introduces the concept of a defined "Leadership" team to consider higher level management decisions and to formalise the various senior roles within Clifton Co-op.

11.3 Responsibility Matrix

The following matrix outlines the various responsibilities assigned to the Committee and to the staff.

The following principals underlie this matrix (taken from CCCV presentation):

Committee	Management
Has primary concern for the service's strategic ends	Has primary concern for the service's day to day management
Develops strategic end policies, governing process policies & coordinator delegation policies	Implements the committee's policies and manages necessary staff level operations
Creates a vision for the future	Makes the vision a reality
Monitors the work for the co-ordinator towards the achievement of the strategic ends and ensures compliance with policies	Monitors the work of all staff towards the achievement of the service's strategic ends
Makes high level resourcing decisions	Manages the efficient utilisation of resources and makes lower level resource decisions
Is ultimately responsible for all aspects of operation	Has delegated responsibility for day to day management matters

	Committee	Management (Staff/Educational Leader through Co-op)
Budget and Expenses	Approves Budget (includes Fees) Approves Expenses (>\$500) Approve Fees Defines Budget Principals	Creates Budget Request Expenses Discretionary Spending Request changes

empowerment of children.

Protecting the Safety and Wellbeing of Children and Young People: A joint protocol of the Department of Human Services Child Protection, Department of Education and Early Childhood Development, Licensed Children Services and Victorian Schools, 2010

Department of Human Services Child Protection,

Department of Education and Early Childhood Development,

Licensed Children Services and Victorian Schools, 2010

Protecting the Safety and Wellbeing of Children and Young People: A joint protocol of the Department of Human Services Child Protection,

Department of Education and Early Childhood Development,

Licensed Children Services and Victorian Schools, 2010

Protecting the Safety and Wellbeing of Children and Young People: A joint protocol of the Department of Human Services Child Protection,

Department of Education and Early Childhood Development,

Licensed Children Services and Victorian Schools, 2010

Protecting the Safety and Wellbeing of Children and Young People: A joint protocol of the Department of Human Services Child Protection,

Department of Education and Early Childhood Development,

Licensed Children Services and Victorian Schools, 2010

Protecting the Safety and Wellbeing of Children and Young People: A joint protocol of the Department of Human Services Child Protection,

Department of Education and Early Childhood Development,

Licensed Children Services and Victorian Schools, 2010

	Defines Profit / Net Asset position target	Establish & monitor room budgets and Other
Reporting	Defines principals for the Monthly Co-ordinators Report Co-create Quarterly Report to Members	Create Monthly Co-ordinator Report Co-create Quarterly Report to Members Childhood d Services Department nt of Education and Trainees, 2017
Staffing Strategy	Define Staff Leadership Roles	Define non-leadership Roles
Hiring	Hires Co-ordinator Participates in interviews for Leadership team Approve Leadership Staff	Hire Room Staff Hire Casuals Request New Recruitings,
Staff Management	Reviews and Sets Goals of Co-ordinator Approves HR Policies	Manages all staff Forms HR Policies Early Years Learning Framework
Staff CPD	Approve CPD Plan	Formulate CPD Plan Request Individual CPD Event
Education Policy	Approves policy	Forms policy Years Learning
Risk Management	Signoff Risk Register	Create and Manage Risk Register Development
Compliance and OH&S	Request and Approve Compliance Status	Contribute to Compliance Status Update rk
Council Relationship	Make Requests for Capital Expenditure Maintain the Operational Agreement	Maintain Primary Relationship Make Requests for Maintenance Negotiate the Lease
Capital Works	Approve Capital Works	Suggest/Request Capital Works
Access Policy	Approve access policy	Create & implement access policy
Co-operative Membership	Completes annual Co-operatives reporting	Approves Membership in accordance with the constitution Maintain membership records

Code of Conduct	Approve Code of Conduct	Participate in development of Code of Conduct
Annual Report and AGM	Create Annual Report Organise AGM Record minutes of AGM	Write Co-ordinator, Educational Leader and Room Leader reports for inclusion within Annual Report
Social Events	Co-create Schedule Run Social Events	Co-create Schedule
Member Information Events	Participate in Member Info events (e.g. Chairperson, Staff-Parent Liaison) Provides input to event content	Develops program for Member Info events Run Member Info events
Marketing	Approves marketing plan	Creates marketing plan Update website
Finance Policies and Procedures	Establish finance policies	Manages finances (with bookkeeper) in accordance with policies
Committee of Management	Appoint replacement directors Define COM roles Elect Chairperson	Provide feedback regarding scope of roles
Child Numbers and Room Strategy	Decide how many children in which rooms	Provide recommendations on child numbers and room makeup
Quality Improvement Plan	Provide strategic input to QIP Consider QIP at each Committee meeting	Maintain and update QIP
Policies and Procedures	Manage new and updated Committee level policies and procedures	Manage new and updated operational policies and procedures

11.4 Business Model

The following diagram demonstrates Clifton Co-op's business model in a graphical format. Numbers have been rounded to aid readability.

11.5 Employing and managing the Co-ordinator

One of the key roles undertaken by the Committee of Management is the employment of the Co-ordinator. The Co-ordinator reports to the Chairperson and Staff Parent Liaison on behalf of the broader Committee. The Co-ordinator's position description and other conditions are negotiated by the Committee.

Managing the Co-ordinator's performance

Managing the co-ordinator is a difficult task for a volunteer Committee given the small organisation size and the financial and time pressures placed on (relatively) new parents. These guidelines have been developed to assist various stakeholders in promoting a methodology which encourages outstanding early learning outcomes and the overall health and wellbeing of the Co-ordinator, Chairperson, Committee and other educators.

Encouraging open feedback from staff

As part of the broader performance feedback gathered within Clifton Co-op, the Committee will, from time to time, survey the staff regarding specific aspects of the Co-ordinator's role. Typically, this will be undertaken annually but it may happen more frequently following the appointment of a new co-ordinator or following a significant change to the operations of the centre (e.g. adoption of a new learning framework or other major change to the industry).

This feedback is sought for a number of reasons:

13. The Committee of Management typically does not include members with specific early learning experience. Gathering this feedback helps round out the assessment of the Co-ordinator's broad role.
14. The Committee of Management does not take a day to day operational role within Clifton Co-op. Gathering this feedback is useful in helping to plan relevant PD and other training for the Co-ordinator.
15. Gathering this feedback helps the Committee understand more general issues facing educators.
16. Providing a formal mechanism for this feedback lessens the need for ongoing performance related dialogue between the Committee and educators.

Committee assessment of performance

In addition to the staff perspectives, the Committee makes its own assessment of the Co-ordinator's performance on the basis of:

17. Meeting strategic objectives
18. Adherence to risk, compliance and safety obligations
19. Provision of adequate reporting
20. Financial performance of Clifton Co-op
21. Engagement with Committee

This feedback is provided to the Co-ordinator as appropriate (at least twice per year).

Dispute resolution

The Committee recognises there will be times where the Co-ordinator and one or more educators disagree regarding a particular issue. Respectful differences of opinion including offering of alternate views often results in better overall decision making including the broader consideration of additional perspectives.

The Committee also respects that; from time-to-time; the following characteristics may clash:

22. The Co-ordinator is responsible for all aspects of the day-to-day running of Clifton Co-op.
23. The Educational Leader and Room Leaders are responsible for the planning and delivery of the specific day-to-day educational programs.

Moreover, the Committee also recognised that there is a cross over in roles among the staff group. For example, the Co-ordinator may be required to relieve on an occasional basis within the room; or one or more of the senior educators may be required to act as Co-ordinator when the co-ordinator is away on sick/annual leave.

The Committee also recognises that it is obliged to provide a workplace that is free from harassment, bullying and other discrimination. The current Complaints Policy doesn't adequately address concerns between staff members. The following information will be used to create new policies as a result of stakeholder feedback.

In house handling

In the first instance, educators are encouraged to address these issues between themselves. Consulting Co-op's philosophy; policies and procedures manual; National Law; National Regulations; National Quality Framework or other third party document often provides a mechanism for the broader consideration of the issues at hand. In addition, the Decision Framework contained elsewhere within this document provides a useful template for both initial decision consideration and dispute resolution.

External assistance

In cases where in house handling has failed, the Committee has developed the following procedures on the basis that this process:

24. Provides best practise dispute resolution by utilising the services of trained professionals
25. Prevents non HR specialist Committee members from having to intervene, potentially exposing Clifton Co-op to unnecessary risk

26. Respects that Committee members are volunteers, often with limited time.
The cost (if any) of obtaining external assistance is spread evenly across the Co-operative membership
27. Promotes impartiality and the use of evidence based decision making
External assistance may be sought for Committee-Committee, Committee-Educator or Educator-Educator issues.
Depending on the issue raised, the external party may proceed by:
 28. Interviewing key stakeholders
 29. Facilitating a mediation session
 30. Providing recommendations to the Committee and/or Leadership team regarding suggested actions
 31. Suspending one or more staff members
 32. Communicating to the Committee that one or more staff members be summarily dismissed (in the case of serious misconduct)

11.6 Decision Making Model

The following decision making model has been developed as a tool to assist various stakeholders (i.e. Committee, Leadership and/or Educators) in making better decisions based on considering all stakeholders and the various components of such a decision

This decision framework could be used to aid various decision makers to, for example:

- Purchase a major piece of equipment
- Refurbish part or all of the building
- Change the staff/children mix

Stakeholder Assessment

How does the proposed decision affect the following stakeholders? Depending on the decision to be made, it may be useful to list pros and cons for the following stakeholders.

Children	
Families	

Committee	
Licensee (i.e. Chairperson)	
Educators	
Council	
Neighbours/Community	

Decision Components

Analyse the proposed decision against the following components, if applicable. Examples shown are designed as a prompt for further thinking and are by no means exhaustive.

Early Years Learning Framework <i>Provide details of the proposed decision compared against the seven areas</i>	
Regulatory <i>Check against National Law, National Regulations, Co-operatives Act</i>	
Safety <i>How will children's safety be ensured/enhanced?</i>	
Compliance <i>What extra documentation might be required?</i> <i>How can we ensure ongoing compliance?</i>	

Financial <i>Will there be an impact on revenue/expenses?</i> <i>Complete separate financial modelling if required</i>	
Stakeholder Consultation <i>Have children, families, educators been consulted?</i> <i>Has any feedback been addressed?</i>	
Human Resources <i>Will staff roles/hours be affected?</i>	
Communication Plan <i>How is the proposed decision going to be communicated to children; families, educators & other stakeholders</i>	
Change Management <i>If adopted/approved, how will the decision be implemented? How will the success/failure be determined?</i>	
Similar Centres <i>Research and document relevant comparisons from both other Co-operatives and nearby child care centres.</i>	

11.7 Roles & Responsibilities

Committee of Management

A Committee of Management (COM) manages the Co-op in accordance with the Standard Rules (Constitution). The COM is made up of volunteer parents with children at the Co-op and is responsible for overseeing all aspects of the Co-op's operations. Duties include budget planning, staff appointments, movement of finances, liaison with government bodies, fundraising, developing policies, and maintaining a close involvement with staff and the day to day running of the Co-op. As a Co-op member, parents are expected to be willing to serve on the COM and are strongly encouraged to consider serving as a Committee member or sub-committee member.

Key Functions of the Committee of Management:

- Strategic planning and evaluation, setting organisations goals and directions, monitoring progress, establishing accountabilities

-
- Monitor the overall management of any services provided by the Co-operative
 - Take responsibility as the Approved Provider under the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011
 - Has other legal responsibilities as an employer and provider of a community service
 - Develop and review policy in collaboration with members / families and staff, relevant stakeholder, peak bodies and regulatory authorities
 - Ensure the Centre operates effectively with regular documented communication, and in line with its policies
 - Plan, monitor and manage the finances of the Centre
 - Maintain accurate records in line with legal and financial legislative record keeping requirements
 - Ensure Centre complies with all relevant rules, regulations, service and funding agreements
 - Encourage the involvement of all members / families of the Centre
 - Promote community management, and committee/board membership (including sub-committees)
 - Negotiate with outside bodies regarding funding, grants etc.
 - Ensure the tasks of any Sub-Committees are carried out in an effective way and in a manner that encourages input and involvement from both families and staff
 - Ensure meetings are planned appropriately, and that record keeping systems are in place, working closely with the Director
 - Employ, manage and support staff in line with current industrial obligations

The Committee of Management will:

- Endeavour to represent the general parent body at all times to the best of their ability
- Will maintain appropriate communication with parents, through regular newsletters, notices, parent meetings, social events, and being available to parents
- Will maintain appropriate communication with staff, through the Co-ordinator and Parent/Staff Liaison Person, attending staff meetings as required, staff appraisal, social and fundraising events, and being available
- Will maintain appropriate communication with relevant government bodies, being aware of and responding to child care issues as they may arise

- In conjunction with the Co-ordinator, review existing policy and procedure to ensure they reflect expectations of current members and staff, and to develop any new policies or procedures required
- Will discuss budget criteria for the following year, to provide guidelines for the Treasurer to prepare a draft budget. This will be put on the agenda as a fixed item.

Chairperson

The Chairperson's role is to ensure that the committee functions effectively and to ensure that the affairs of the Co-operative are managed effectively. A large part of the Chairperson's role is dealing with people. The Chairperson monitors that tasks are being completed and workloads are reasonable. It is important that they ensure the tasks of the Board of Directors are carried out in an effective way and in a manner that encourages input and involvement from both users and staff.

Responsibilities:

- Convene and chair Board meetings in accordance with the constitution,
 - ensuring that informed decisions are made, actions are recorded and followed up and workload is shared
 - ensuring that meeting processes allow everyone to have a say
 - ensuring meetings run smoothly and in an efficient manner
- Ensure the service is meeting all legal and accountability requirements
- Ensure the affairs of the service are being managed appropriately
- Ensure that centre policies are current and reviewed
- Work closely with and maintain effective working relationships with other Board members and the centre Co-ordinator
- In conjunction with the Board provide support and supervision to the Co-ordinator
- Ensure staff support mechanisms are in place
- Ensure a good flow of communication between the Board, the staff and the families
- Encourage the involvement of members of the Co-operative not on the Board of Directors
- Negotiate and liaise with other organisations and act as the official representative of the centre when required.

Secretary

The Secretary reports to and is the point of contact for Consumer Affairs Victoria and Australian Charities and Not for Profit Commission (ACNC). The Secretary organises meetings, deals with documents and maintains the records of the association.

Responsibilities:

- In consultation with the Board and in accordance with the centre constitution organise all meetings including Board meetings, Special General Meetings and Annual General Meetings including
 - Preparing and sending out notices of meetings and agendas
 - Taking, distributing and storing minutes - ensuring that all decisions and follow up actions are clearly recorded and that Business Arising matters are addressed
- Receive applications for membership and ensure maintenance of the members register
- Recording incoming and outgoing correspondence and writing letters on behalf of the Association
- Report and lodge relevant documents or forms, including with Consumer Affairs Victoria and the Australian Charities and Not for Profit Commission
- Ensure that records of the association are kept and stored appropriately including correspondence, records of meetings, financial reports and documents lodged with Consumer Affairs Victoria
- Work closely with and maintain effective working relationships with the Board Executive and other Board members.

Treasurer

The overall role of the Treasurer is to monitor the finances of the service and to ensure members of the Board are informed of the financial status of the service. The Treasurer needs to work closely with the Co-ordinator and the accountant/bookkeeper to ensure the following tasks are completed:

- A realistic annual budget is prepared
- The budget is presented to the Board for approval
- The budget is monitored each month
- The Board is assisted to understand the financial state of the service
- Income and expenditure statements are presented to the Board each month and comparisons are made to the budget
- The service meets its financial accountability requirements
- Ensure that the financial records of the Co-operative are kept in accordance with the Act; and
- Co-ordinate the preparation and lodgement of the financial statements of the Association and their certification by the Board prior to their submission to the annual general meeting
- Work closely with and maintain effective working relationships with the Board Executive and other Board members.

Staff-Parent Liaison

-
- Be a personal communication link between the COM, Co-ordinator (staff) and parents.
 - Convey to the COM relevant information regarding the Co-ordinator's views and concerns (and those of other staff generally) – particularly as they may arise from the staff appraisal process.
 - Convey to the COM relevant information regarding parent's views and concerns – particularly as may come to light from the parent survey.
 - Provide support and assistance to the Co-ordinator both generally in her/his role and in particular instances (e.g. when dealing with problems and/or confidential matters regarding staff, or with difficult issues involving parents such as the late payment of fees)
 - Meet regularly with the Co-ordinator and all staff (perhaps at their staff meetings) and gain (and maintain) a sense of their assessment of 'where the Centre is at' with particular reference to any concerns they have.
 - Share with the Co-ordinator and staff any views and concerns of the COM and of parents – and also any response to issues raised by the Co-ordinator or staff.
 - Assist the Co-ordinator to carry out the annual staff appraisal process (in April and September) as set out in the Centre Policy Manual.
 - Participate in the process of employing new staff; including, as appropriate, the involvement of parents and other staff, the revision of position descriptions, decisions regarding the selection process, and the short-listing and interviewing of applicants.
 - Be available as a support to all staff, in the sense of being available to listen to and explore a concern, but on the basis that the staff member is encouraged/assisted in following-up issues with the Co-ordinator themselves.
 - Facilitate the resolution of persistent difficulties between Co-ordinator and staff, not by representing one party but by bringing parties together in a way that ensures respect and support is accorded to all parties and a fair outcome is achieved.
 - Promote openness and trust in relations between the Co-ordinator and staff and in general, that encourages staff to relate their concerns to the Co-ordinator in the first instance – who will if appropriate then take that to parents or the COM.

Risk/Compliance (incorporating Maintenance)

- Ensure the maintenance of a 'safety check list' (based on our safety policy and as required) undertake an 'Annual Safety Audit' about mid year ensuring that all is well or that all outstanding issues are reported to the COM and a plan to correct problems is prepared and enacted.
- To ensure the effectiveness of the Gardening and Maintenance Working group (assisted by the COM and staff as appropriate) by recruiting and supporting members, and meeting with them to plan, organize and undertake work.

- Implement Working Bee policy in consultation with the Co-ordinator. i.e.:
- Organise and distribute working bee rosters to parents
- Monitor work to be done
- Organise a list of work to be done at each working bee and equipment needed
- Monitor attendance at Working Bees and follow up with parents who do not contribute as members agree to in the Family Participation Points Scheme
- When necessary, and in consultation with the Co-ordinator, liaise with Yarra City Council regarding maintenance issues through direct communication, letters, meeting, etc.
- When necessary obtain quotes and costing for the purchase of equipment/services – and check with COM or Co-ordinator as necessary.

Fundraising Co-ordinator

- Prepare a S&F plan early in the Year (in consultation with the COM and a working group) and ensure this is entered into the annual 'Calendar of Events' and publicized through the newsletter.
- Ensure the effectiveness of the Social and Fundraising Working group (assisted by the COM and staff as appropriate) by recruiting and supporting members, and meeting with them to plan and organize and undertake Social and Fundraising activities.
- Involve the wider parent body in ensuring successful Social and Fundraising events.
- Organise social events for Co-op families and staff (at minimum cost to participants) which enhance a feeling of community and which therefore encourage parents to contribute to the running of the Co-op.
- Organise the annual Christmas party for Co-op families.
- Raise money, for special nominated projects/items. (Fundraising should be used for items that are not covered in the annual budget. Such projects are to be nominated by staff and/or parents through the COM).
- Keep a financial record of money raised and spent (in co-operation with the Co-ordinator).

Director (ordinary member)

Ordinary committee member is a term for committee members who do not have an Executive committee position. They have a responsibility to be knowledgeable about the work of the centre and to make informed contributions to decision making.

Responsibilities:

- Prepare for and appropriately participate in meetings;

- Be knowledgeable about the work of the centre and any current issues and projects;
- Work with the other committee members to
 - Ensure the service is meeting all legal and accountability requirements
 - Ensure the affairs (including finances) of the service are being managed appropriately
 - Ensure that centre policies are current and reviewed;
- Undertake any assignments allocated on an individual or group basis;
- Attend functions organised by the committee/centre.

p. 19

Child Sexuality Policy p. 105

Hygiene Policy p. 186

Medication Policy p. 215

11.8 National Quality Framework Policy

Purpose

To ensure that the Clifton Child Care Co-operative adheres to the National Quality Framework and demonstrates excellence in each of the seven quality areas.

Scope

The National Quality Framework (NQF) is a Council of Australian Governments initiative implemented by the Australian Children's Education and Care Quality Authority (ACECQA). The Clifton Child Care Co-operative is committed to continuous quality improvement and participation in the NQF.

Application

This Policy is applicable to all staff working in a Clifton Child Care Co-operative.

Policy

NQF will be implemented fully and will strive to achieve excellence in each of the seven quality areas of the NQF:

- Educational program and practice
- Children's health and safety
- Physical environment
- Staffing arrangements
- Relationships with children
- Collaborative partnerships with families and communities
- Leadership and service management
- Monthly staff meetings will be used as a means for ensuring continuous quality assurance.

Our responsibilities

Centre Co-ordinator has a responsibility to ensure that:

- The centre is registered with ACECQA and the annual fee is paid to maintain registration.
- Self assessments are undertaken regularly.
- Quality improvement plans are implemented through consultation with parents and staff members.
- Staff regularly discuss the accreditation process and implement appropriate strategies.

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- Participation in the accreditation process is maintained.
- Roles allocated to quality activities are undertaken.
- Documentation required for regulatory and accreditation purposes are displayed.

References

Related policies

Curriculum Development Policy p.
157

Source

ACECQA

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

11.9 Nutrition Policy

Purpose

To ensure that children are provided with a mealtime is a positive time of learning and socialisation as well as nutrition.

Scope

The Clifton Child Care Co-operative is committed to serving the food (provided by parents) in the appropriate manner. We understand that providing meals for young children is not simply about meeting their daily nutritional requirements, it also provides children with routines, social and eating experiences, development of self help skills and sound hygiene practices. Meal times are seen as an important component of the daily programme and are used to maximise children's learning opportunities.

Application

This Policy is applicable to Clifton Child Care Co-operative's Centre kitchen staff/Educator and volunteers.

Policy

- The formation of healthy eating habits is critical in children 0-5 years
- Children's individual needs are met by flexible meal times, reheating of meals according to the food safety plan, encouraging children to develop healthy eating habits whilst taking into account the food supplied.
- Meals provided by families account for almost 50 per cent of the recommended daily intake for children in long day care.
- Parents need to consider their child's nutritional requirements as set out in the current Australian dietary Policy for children under five (www.nhmrc.gov.au), the healthy food pyramid and RDIs for children in long day care centres:
- Meal times are an opportunity to provide social and learning experiences.
- To ensure the protection of children, families are asked not to bring food into the centre to be shared amongst other children.
- Birthday cakes and food for special occasions can be provided after discussion with the Centre Co-ordinator.
- If food is provided for special occasions, staff will try to keep the focus on the occasion rather than the food, consider serving everyday food in special ways and will aim to avoid food high in fat, salt and sugar.

Our responsibilities

The Clifton Child Care Co-operative Educators have the responsibility to ensure that:

- Water and milk are provided for the children at snack and meal times.
- Water is accessible to children at all times.
- Safe food handling and hygiene practices are undertaken at all times.

- Children are not permitted in the centre kitchen.
- Children in care provided with morning tea and a late afternoon snack

For the guidance of Parents - Serves of essential foods

Essential food	50% RDI	1 serve =
Milk and milk alternatives	3 serves = 300ml	100ml full cream milk = 1/3 cup 15g cheese 100g yoghurt = ½ cup 100ml soy milk
Breads and cereals	2 serves = 60g	1 slice of bread ½ cup of breakfast cereal ½ cup cooked rice ½ cup cooked pasta
Fruit	1 serve – 150g	1 medium piece (smaller amounts of 2-3 different fruits to equal 1 serve should be offered)
Vegetables	1 serve = 75g	½ cup cooked vegetables (smaller amounts of 2-3 different vegetables to equal 1 serve)
Meat and meat alternatives	1 serve = 45g	55g cooked legumes, baked beans, lentils = 1 cup 1 egg 45g cooked meat 55g fish
Fats and oils	1.5 serves = 7g	1 teaspoon margarine/oil

References

Related policies

Hygiene Policy p. 186

Anaphylaxis Policy p. 93

Source

Australian Dietary Policy for Children under 5 – www.nhmrc.gov.au

The Healthy Food Pyramid

Recommended Daily Intakes for Children in Long Day Care Centres

Quality Practices Guide

Start Right Eat Right

Nutrition Australia – www.nutritionaustralia.org

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework 2010

Victorian Early Years Learning and Development Framework

11.10 Occupational Health and Safety Policy

Purpose

Clifton Child Care Co-operative is committed to creating a safe workplace through improving health, safety and wellbeing at work. Clifton Child Care Co-operative recognises that employees are central to effective service delivery and can demonstrate the value it places on employees by implementing measures which actively protect and promote the health, safety and wellbeing of employees (including children, parents, students, volunteers, relievers and visitors.)

Scope

Clifton Child Care Co-operative is committed to regular consultation with employees to ensure that the policy operates effectively and that health and safety issues are regularly reviewed. All employees and those attending the workplace are responsible for following occupational health and safety procedures and taking responsibility for their own health and safety and that of others.

Application

This Policy is applicable to all educators and families accessing the Clifton Child Care Co-operative.

Policy

This policy recognises that the health and safety of all employees within Clifton Child Care Co-operative is the responsibility of management and staff. In fulfilling this responsibility, management and staff have a duty to provide and maintain so far as is practicable a working environment that is safe and without risks to health and includes:

- Providing and maintaining safe equipment and systems of work.
- Maintaining the workplace in a safe and healthy condition.
- Providing adequate facilities to protect the welfare of all employees.
- Providing information, training and supervision for all employees enabling them to work in a safe and healthy manner.

Our Responsibilities

The Committee of Management will develop policies in consultation with staff.

The Co-ordinator and the staff Occupational Health and Safety Representative and other educators are responsible for the implementation and monitoring of this policy. To assist the monitoring of this policy, information is presented to the Committee of Management with the aim to:

- Reduce risks to health, safety and wellbeing.
- Build a committed and positive attitude to health and safety.
- Comply with all legal requirements.
- Integrate the commitment into all activities.

It is important that steps are taken to eliminate or reduce as much as possible the risk from a hazard in the workplace. It is important to carefully record everything. And undertake the following:

- Identify potential hazard and correct the problem immediately if it is possible and safe to do so.
- Eliminate the hazard.
- If hazard cannot be eliminated, isolate it.
- If hazard cannot be isolated, minimise it.
- Monitor and evaluate the process within a reasonable timeframe

Co-ordinator

- will provide a register of injuries/incidents book.
- will maintain occupational health and safety records.
- will discuss occupational health and safety information with new and casual staff.

Occupational Health and Safety Representative

- A staff representative is the Occupational Health and Safety Representative.
- The representative shall be responsible for developing checklists and liaising with staff around the use of checklists in the rooms, centre and grounds of the Clifton Child Care Co-operative
- The representative shall be responsible for carrying out a regular detailed safety inspection of the building, equipment, furniture and grounds.
- The representative shall communicate with staff and management issues concerning occupational health and safety and wellbeing.

Employees

Occupational health and safety is a shared responsibility and a team approach by staff and the Committee of Management is supported by Clifton Child Care Co-operative employees who will take responsibility for their own health and safety and that of other staff.

All have a duty to take care of the health and safety of others and ensure no-one is affected by their actions at work. Employees have a responsibility to identify hazards in their work area and report these to the occupational health and safety representative. Also, employees have a responsibility to report all injuries/incidents and provide a record in the "injuries" book.

Family Responsibilities

Families can assist with the identifying and reporting of any hazard they may see during their visits to the Clifton Child Care Co-operative. Such hazards should be reported to the Co-ordinator immediately.

References

Related policies**Source**

Legal aspects of Child Care 2009 Victoria

National Quality Standard 2011

Education and Care Services National Regulations 2013

OH&S Act 2004 and the Workcover OH&S regulations 2007

Children's Services Occupational health and Safety Compliance Kit:
Work safe Australia 2004-2008 Children's Services Regulations
2009

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

11.11 Participation and Decision Making Policy

Purpose

This policy is designed to ensure that, in respecting the UN Convention on the Rights of the Child, children, educators and families are collaborators and shared decision makers in the children's programmes withat at Clifton Child Care Co-operative.

Scope

The UN Convention on the Rights of the Child states that children who are capable of forming views should be given due weight in accordance with their age and maturity and that children have the right to freedom of expression through any media of the child's choice.

Application

This Policy is applicable to all educators, students, volunteers, children and families at Clifton Child Care Co-operative.

Policy

- Staff will ensure child-initiated, shared decision making happens across all aspects of the centre.
- Staff will empower children to access and learn from their own life experiences as well as those of their peers and adults around them.
- Staff will be active listeners, observers, scribes and sounding boards for children.
- Staff will respect the age and stage of the child during decision making. Staff may use different levels of participation as appropriate:
 - Child initiated, shared decision making with adults
 - Child initiated and directed – adults provide a supportive role
 - Adult initiated shared decision making with children
- Children will be consulted about how their input will be used and advised of the outcomes of the decisions made.
- Staff will ensure 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.
 - Whether they need to use the toilet or require a nappy change.

Our responsibilities

Clifton Child Care Co-operative has a responsibility to ensure that:

- Children are consulted about the environment and programme in which they participate.
- The different communication strategies of children, such as body movement, gaze, and facial expression, the manipulation of objects and talk or conversation are used to support child-initiated projects and programmes.
- Children participate in decision making.
- Records and documentation of children's drawings, conversations, and ideas are maintained in the child's book. With children's permission, staff should act as a scribe for what children say, adding context and professional reflective thinking rather than commentary.
- Children's views are actively sought and discussed. Their responses and perspectives are worked into the programme with respect and authenticity.

References

Related policies	Source
Curriculum Development Policy p. 157	UN Convention on the Rights of the Child http://www.hrweb.org/legal/child.html
Interactions With Children Policy p. 202	National Quality Standard 2011 Education and Care Services National Regulations 2013
Language and Literacy Policy p. 205	Early Years Learning Framework Victorian Early Years Learning and Development Framework

11.12 Participation Recognition Scheme Policy

Purpose

In order to better reflect the efforts of Co-op members, the Committee has devised a simple points system for the recognition of member efforts. The Committee is currently consulting on this scheme and proposes to implement it effective 1 January 2015.

Scope

This scheme replaces the existing levy for non-attendance at working bees and the need to introduce a fundraising levy.

Application

This Policy is applicable to Parents of child/ren attending Clifton Child Care Co-operative.

Policy

This Policy is designed to reflect the work done by our Parents to assist in the functioning of the Clifton Child care.

Our Responsibilities

We will credit points to each family in line with the information below

Attendance at AGM	1 point
Attendance at working bee	1 point
Election as director, fulfilling annual term on Committee	5 points
Volunteering to manage working bees, participation on fundraising committee	2 points
Attendance at Christmas BBQ or other named social event	1 point
Daytime attendance at Co-op to assist/demonstrate skills in the room	1 point
Commitment to special project in consultation with the Committee	1+ points (tba)

Family Responsibilities

Reference

Related policies

Source

11.13 Photographs and Cameras Policy

Purpose

To ensure that photography is managed to protect the privacy and dignity of children.

Scope

Technology has a place in learning environments and can be an important way to involve parents in the daily activities of their children. Digital and print photography can be an efficient way to document and display a child's activities. It is imperative that images of children are not used in ways that could be harmful to a child. All use of digital technology at Clifton Child Care Co-operative should be within the boundaries of this policy.

Application

This Policy is applicable to all staff, volunteers and families at Clifton Child Care Co-operative.

Policy

The use of digital cameras and photographs is integral to the children's learning and providing feedback to parents. Staff ensure that photographs are only used in ways that are appropriate and authorised by parents/guardians.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- We gain permission from parents/guardians/children to take any photographs of children in our care.
- We gain permission from parents/guardians/children to use any photographs in publications or for training purposes.
- Photographs do not contain images of children who are not dressed, or who are toileting or sleeping.
- Photographs of children may be emailed to the child's parents/guardians only if the photographs do not include other children.
- We do not keep copies of digital photographs of children for personal use.
- Centre digital cameras and memory sticks stay on site, except for centre-related reasons that include excursions, training conferences and professional development sessions.

References

Related policies

[Curriculum Development Policy](#) p. 157

Source

The Victorian Information Privacy Act 2000
National Quality Standard 2011
Education and Care Services National Regulations 2013
Early Years Learning Framework
Victorian Early Years Learning and Development Framework

11.14 Responsible Person in Charge Policy

Purpose

To ensure a nominated responsible person is physically present at Clifton Child Care Co-operative at all times during service operation and to ensure that the responsible person is clearly identified.

Scope

The Education and Care Services National Regulations require that a responsible person in charge must be physically present at all times that the Centre is open. This is to ensure the safety and wellbeing of children in care of the service and to ensure the Centre operates within the Education and Care Services National Regulations.

Application

This Policy is applicable to all educators, staff and Committee of Management.

Definitions

The responsible person at Clifton Child Care Co-operative will be the nominated supervisor (the Coordinator) or a person who has been in placed in day-to-day charge of the Centre in accordance with the National Law and Regulations.

Policy

- A nominated responsible person in charge of the Centre will be on the premises at all times during operation.
- Details of the responsible person will be clearly displayed at the main entrance for educators, staff and families.
- The responsible person in charge will meet the minimum requirements required under the National Law.

Our Responsibilities

As the Approved Provider the Committee of Management will

- Nominate the Co-ordinator to be the nominated supervisor of the service and take reasonable steps to ensure that they are fit and proper and suitable for this role.
- Ensure that the Co-ordinator
 - Is over 18 years
 - Has a sound knowledge and understanding of the provision of education and care to children
 - Has an ability to effectively supervise and manage an education and care service
 - Completes a '*Compliance history statement for a person to be a person in day-to-day charge (PIDTDC) or a nominated supervisor*'
 - Has a current Working With Children Check
 - Understands their obligations under child protection laws and have completed child protection training

- Ensure that a thorough recruitment process is followed that includes referee checks (see Staffing Policy) and consider the persons suitability for the role of any compliance actions.
- Inform the Department of Education and Training (DET) 7 days prior to or within 14 days of the nominated supervisor commencing in their role.
- Inform DET of any changes to the nominated supervisor role at Clifton Child Care Co-operative including if they change their name or contact details.
- Ensure that the Co-ordinator provides written consent to this role and lodge a Nominated Supervisor consent form with DET.

As the Nominated Supervisor, the Co-ordinator will:

- Primarily be the responsible person in charge of the Centre.
- Ensure the name of the responsible person is displayed at the main entrance of the Centre.
- Designate a person to be placed in day to day charge of the Centre, when they are absent during operating hours.
- Appoint suitable experienced educators to be a 'Person in day-to-day charge' of the centre and obtain their consent to the role in writing.
- Develop rosters in accordance with the availability of responsible persons, centre operation and attendance patterns of the children.
- Ensure that every educator appointed as 'Person in day-to-day charge'
 - Is over 18 years
 - Has an adequate knowledge and understanding of the provision of education and care to children
 - Has an ability to effectively supervise and manage Clifton Child Care Co-operative
 - Completes a '*Compliance history statement for a person to be a person in day-to-day charge (PIDTDC) or a nominated supervisor*'.
 - Has a current Working With Children Check or VIT registration
 - Has been employed at Clifton Child Care Co-operative for at least 3 months
 - Demonstrates knowledge of centre Policies and Procedures
- Ensure the process for determining the responsible person is clear to all educators and staff, and followed at all times
 - If the Co-ordinator is absent the responsible person in charge will be in the first instance the Assistant Co-ordinator. When they leave the centre they will ensure that the noticeboard is updated and the current Person in day to day charge is displayed.
 - If both the Co-ordinator and the Assistant Co-ordinator are absent the responsible person will be an educator who has been appointed as a '*Person in day-to-day charge*'. The roster will highlight who this is for each shift.
 - In unforeseen circumstances where the roster has changed and the Co-ordinator and Assistant Coordinator are both absent from the centre the '*Person in day-to-day charge*' will be the educator with the highest qualification and / or the longest tenure.

Educators appointed as 'Person in day-to-day charge' will:

- Ensure that they understand their responsibilities and have a working knowledge of and follow the centres policies and procedures.

- Contact the Co-ordinator or Assistant Co-ordinator immediately if they require information or support while they are the responsible person present.
- Inform the Co-ordinator or Assistant Co-ordinator of any incidents or unusual situations while they are the responsible person present.
- Check the roster and noticeboard to ensure that they know who is the responsible present at all times and in the absence of the Co-ordinator and Assistant Co-ordinator update to reflect changes.

References

Related policies

Staffing Policy p. 263

Child Protection – Providing a Child Safe Environment Policy p. 105

Source

Revised National Quality Standards 7.1 Governance supports the operation of a quality service, 4.1 Staffing Arrangements

Education and Care Services National Regulations (31 December 2017) R: 35, 117, 146, 150, 173 2 (2)

Australian Children's Education and Care Quality Authority
Information Sheet *"Responsible Person Requirements for Approved Providers – From 1 October 2017"*

Victorian Child Safe Standards:

- Standard 1: Strategies to embed an organisational culture of child safety, including through effective leadership arrangements
- Standard 4: Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel.

11.15 School Transition Policy

Purpose

To ensure that children are encouraged and supported in the pivotal transition from child-care/kindergarten to primary school.

Scope

This policy acknowledges the start of a new life cycle for children preparing to start school, and addresses the support structures and activities which can help children to prepare for the transition from their early childhood programme to school.

Application

This Policy is applicable to all staff, parents and children at Clifton Child Care Co-operative.

Policy

- In the years before a child is due to start school, children are given opportunities to further develop and practice independence and self-help skills to assist the transition.
- Early childhood staff work in partnership with the local school to develop ways for children and families to familiarise themselves with the school and its programmes. The kindergarten teacher provides in-depth transition statements to the school at the end of the child's kinder year.
- Families are provided with information and support to assist their understanding of their child's readiness for school. This is done via the parent/teacher interviews held twice yearly in the kinder group

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- Children are given the opportunity to look after their own belongings and dress themselves.
- Children are encouraged to express their wants and needs and to answer questions from others without adult intervention.
- Children are encouraged to make choices, practice conversation and thinking about things and follow through with their decision in the programme and play experiences.

In the year before a child is due to start school, transition statements for each child are developed in partnership with parents and local schools to familiarise children with the new environment and routines.

- Children attending a funded kindergarten programme will have a transition statement written for them by the kindergarten teacher for the primary school they will attend.

References

Related policies

Curriculum Development Policy p. 157

Kindergarten Policy p. 204

Source

Department of Education and Early Childhood Development,
Transition: A Positive Start to School Resource Kit 2009

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

11.16 Sleep and Rest Policy

Purpose

To ensure that the sleep and rest requirements of children are acknowledged and met in a safe and comfortable environment.

Scope

All children attending Clifton Child Care Co-operative are one year or older therefore safe sleeping practices for this age group will be followed. Each child has different requirements for rest based on age and individual sleep habits. When a child indicates a need for rest, this should be accommodated in a quiet and comfortable place.

Application

This Policy is applicable to all staff, students and volunteers at Clifton Child Care Co-operative.

Policy

Children's individual needs for rest or sleep will be determined in consultation with families. Children will be provided a safe and comfortable place to sleep or rest as needed. Children at Clifton Child Care Co-operative sleep on clean firm mattresses and the centre does not have cots on the premises.

Our responsibilities

- Staff will ensure a safe sleeping environment at all times. Cords hanging from blinds, curtains, electrical appliances are out of reach of children.
- Staff will ensure breastfeeding is encouraged and supported.
- Staff will adequately and actively monitor and supervise resting children in line with the National Law and best practice standards.
- Staff will ensure that each child has a mattress to sleep on as needed and will not settle children to sleep in prams.
- Students and volunteers will not be left unsupervised when settling children for sleep/rest.
- Staff will consult with parents about their child's individual needs and are aware of any different values and parenting beliefs, cultural or otherwise that are associated with rest and sleep.
- Children will not be forced to sleep or remain awake. If a child goes to sleep of their own accord they will be allowed to wake of their own accord unless requested by the family. Educators prefer that children are allowed to wake of their own accord but if a family requests that their child be woken or to not sleep at all, consultation with the relevant educators must be undertaken prior to this decision. Following this consultation families and educators will come to a mutually agreed decision regarding the child's sleep routine keeping in mind the best interests of the child.
- Staff will ensure that children do not have bottles in bed and do not remain with a bottle in their mouth while asleep.
- Staff will ensure that the environment is comfortable and will provide children with comfort items as requested.

- Children who do not sleep will be offered a quiet and restful activity e.g. books, puzzles, drawing etc., in a way that will not disturb other resting or sleeping children.
- Staff will monitor sleeping children and will ensure room lighting is sufficient to visually check sleeping children.
- Staff will wash beds with warm soapy water between different children using the same bed.
- Staff note the length of time each child has slept on the whiteboard in the child's room, for parents.

References

Related policies

Child Supervision Policy p. 127

Interactions With Children Policy p.202

Family Engagement Policy p. 173

Source

Red Nose - saving little lives Child Care Kit (2017) -
rednose.com.au

<http://www.acecqa.gov.au/Safe-sleep-and-rest-practices>

Revised National Quality Standard 2018, 2.1 Children's health and safety, 6.1 Families are supported to be involved in the service and contribute to service decisions

Education and Care Services National Regulations (December 2017) R 81,103,105

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

11.17 Staffing Policy

Purpose

To ensure that Clifton Child Care Co-operative

- Meets or exceeds the staffing requirements of the Education and Care Services National Act and Regulations.
- Has robust human resources practices that ensure the centre is a child safe environment and
- Maintains a valued and well-resourced staff team.

Scope

The Centre is committed to implementing all the staffing requirements of the Education and Care Service National Regulations, including the National Quality Standards. The Victorian Child Safe Standards provide a framework for creating and maintaining child safe environments that promote the culture safety of all children including Aboriginal children, children with a disability and children from culturally and/or linguistically diverse backgrounds. Clifton Child Care Co-operative is committed to implementing these standards and sees staffing policy and practices as a core component of this.

Application

This Policy is applicable to Clifton Child Care Co-operative Committee of Management, Co-ordinator and educators.

Policy

Clifton Child Care Co-operative employs a staff team that meets or exceeds the qualification requirements of the Education and Care Services National Regulations. All staff will have a qualification or be working towards a Certificate, Diploma or Bachelor qualification that meets the requirements of the Regulations for their position and is listed on the ACECQA qualifications register. The staff delivering the funded kindergarten program will meet the requirements of the Department of Education and Training's Kindergarten Funding Guide.

Recruitment of staff will be in a fair and consistent manner and all staff employed will be screened to ensure that a child safe environment is maintained. All staff will receive a thorough induction and ongoing supervision, support and professional learning opportunities.

The staff team are rostered to meet or exceed the ratio requirements and to maximise continuity of care. We value the staff team highly and uphold the principles of equal employment opportunity and anti-discrimination in all matters related to staffing.

Our responsibilities

Recruitment

The Co-ordinator will take an active approach to planning for staffing and will keep the Committee updated on any recruitment needs, seek Committee approval for any permanent staff appointments and will ensure that all internal and external applicants are given a copy of a current Position Description.

- At least two professional referee checks are carried out for all casual and permanent staff before they commence.
 - At least one of these must be from a previous line manager
 - Include a question about whether the referee is aware of any child safety issue or concerns with the applicant
 - Includes discussion of the applicants approach to working with children and families from diverse backgrounds and with Aboriginal and Torres Strait Islander children and families and families with a disability
- Offers will be subject to the provision of photo identification, certified copies of qualifications and Working With Children Checks (WWC).

- Permanent staff members receive a letter of engagement clearly setting out their position and employment conditions and a copy of the Fair Work Information Statement.

The Committee of Management will

- Undertake the recruitment process for the Co-ordinator role ensuring that the above strategies are implemented.
- Support the Co-ordinator with their recruitment activities, participate in interviews of external applicants for permanent positions and consider and approve all permanent staff appointments.

Current Staff

The Co-ordinator will

- Maintain a register of WWC or VIT registration for all staff - Read, check on appointment and every 6 months and keep copies.
- Roster staff to ensure that the qualification requirements and educator: child ratios requirements of the Regulations are always met.
- Roster to ensure continuity of educators for children and support for all children's learning and development.
- Roster staff to ensure that children are always adequately supervised, and arrange extra staffing if required and adjust roster to respond to any changes impacting on staff's ability to provide adequate supervision.
- Roster to ensure that there is at least one staff member with current approved first aid, anaphylaxis and asthma qualifications is immediately available.
- Appoint in writing, an Educational Leader to lead the development and implementation of educational programs.
- Implement a thorough induction process for new staff members and document on the Induction Checklist.
- Keep current accurate staff records about the nominated supervisor, staff members, educational leader, volunteers and students that meets the requirements of the Regulations and these will be maintained and updated.
- Keep records of the responsible person present, educators working directly with the children and access to early childhood teachers.
- Ensure staff conditions of employment as set out in the Professional Child Care Standard 2015 and the National Employment Standards in the Fair Work Act 2009.
- Actively recruit and maintain a list of regular relief staff.
- Ensure staff have adequate non-contact time for programming, collaborating with families, connecting with the community and meeting with other professionals as required.
- Co-ordinate training opportunities including regular first aid, CPR, anaphylaxis and asthma management, OH&S, emergency and evacuation and child protection training.
- Provide staff with ongoing check ins, supervision and support including annual performance appraisals and support staff to identify and attend professional development opportunities that match their learning needs and interests.

- Inform the Committee of any formal performance management processes and seek advice from the center's employer advice organisation (Jobs Australia).

All staff at Clifton Child Care Co-operative will:

- Have a valid WWC or current VIT registration, at all times and provide it to the centre.
- Understand sign and adhere to the centre Code of Conduct and Commitment to Child Safety and implement centre policies.
- Participate in the centre induction and understand the centre philosophy, relevant policies and expectations of their role.
- Be collaborative reflective practitioners committed to their own ongoing learning and professional development.
- Communicate with each other and the Co-ordinator or responsible person present if there are any problems with the roster or if they identify ways that continuity for children could be improved at any time.

The Committee of Management will

- Provide support, supervision and yearly performance appraisal and professional development planning to the Co-ordinator.
- Support the Co-ordinator in their role managing staff.
- Ensure there is a budget for recruitment, professional development and other resources necessary for the maintenance of a professional staff team.
- Be familiar with and implement the Committee Engagement Document.
- Take responsibility as the employer for staff appointment, formal performance management or dismissal decisions.
- Implement when possible retention strategies including above award conditions and pay rates for staff.
- Ensure there are clear and current position descriptions for the Co-ordinator, teachers and educators and all other staff.
- Ensure that staffing practices including recruitment, induction and ongoing professional development and supervision of all staff support the maintenance of a child safe environment.
- Maintain a membership with an employer advice organisation such as Jobs Australia to ensure that the Co-ordinator have access to current industrial information and advice.
- Ensure that the work environment is safe for staff and any Occupational Health and Safety concerns or incidents are considered and addressed promptly.

References

Related policies	Source
Code Of Conduct p. 132	Working With Children Act 2005 incorporating amendments as at 30 August 2017
Our Commitment to Child Safety p. 19	Victorian Child Safe Standards:
Interactions With Children Policy p. 202	<ul style="list-style-type: none"> Standard 1: Strategies to embed an organisational culture of child safety, including through effective leadership arrangements. Standard 2: A child safe policy or statement of commitment to child safety. Standard 3: A code of conduct that establishes clear expectations for appropriate behaviour with children. Standard 4: Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel.
Child Protection – Providing a Child Safe Environment Policy p. 105	
Responsible Person in Charge Policy p. 256	
Committee Engagement Document p. 21	
	ECA Code of Ethics 2016 Early Childhood Australia www.earlychildhoodaustralia.org.au
	Revised National Quality Standard 2018: 4.1 Staffing arrangements, 4.2 Management, educators and staff are collaborative, respectful and ethical 7.1 Governance supports the effective operation of a quality service
	Education and Care Services National Regulations (31 December, 2017) R 16, 117, 118, 119, 120, 121 -124, 125 -128, 129 -135, 137-143, 142-152, 168(2)(i), 170
	Professional Child Care Standard 2015

11.18 Student Placement Policy

Purpose

To ensure that students are offered places from accepted courses and in accordance with priority and supervision guidelines as outlined in this Policy.

Scope

Clifton Child Care Co-operative recognises that student placements are important for the training and development of future educators/teachers for children in the wider community and so will offer placements to students studying specifically related courses.

Application

This Policy is applicable to all staff and students working at Clifton Child Care Co-operative.

Policy

Clifton Child Care Co-operative will provide placements for students. Priority will be given to students studying a diploma or degree in early childhood, Certificate III, or work experience.

- Student placements will be organised in a manner that is planned and appropriate and suits the needs of the Centre.
- Students are allocated a 'supervisor/mentor' and must meet the relevant documentation and competency requirements.
- Students are expected to abide by the requirements of the Education and Care Services National Regulations, all Clifton Child Care Co-operative policies and procedures whilst attending the Centre.
- Students are expected to review and understand any policies relevant to their activity in the centre including our Commitment to Child Safety Statement and Code of Conduct.
- Students are required to sign in and out each day for safety purposes.
- Students are not to give advice and information about parenting and individual children to parents/carers.

Our responsibilities

Clifton Child Care Co-operative Co-ordinator has a responsibility to ensure that:

- All necessary paperwork is completed prior to the student commencing their placement.
- A record of the students full name, address, date of birth and attendance days and times is kept.
- An induction process is undertaken for all students prior to commencing their placement.
- All students are supervised by a qualified staff member at all times.
- Students are not to be left in charge of a group of children at any time.
- Students are made aware of the conditions of their placement as outlined previously.
- Students over the age of 18 years must have a current Working with Children Check and this is checked on the Department of Justice website before they commence.

- Students under the age of 18 years must be under the immediate supervision of an educator who holds a Diploma level education and care qualification.

References

Related policies	Source
Code Of Conduct p. 132	Revised National Quality Standard 2018, 7.1 Governance supports the operation of a quality service
Our Commitment to Child Safety p. 19	Child Safe Standard 3: A code of conduct that establishes clear expectations for appropriate behaviour with children
Interactions With Children Policy p. 202	Education and Care Services National Regulations (31 December 2017) R 149, (1) (2), 168 (i)(iii), 149 (1)(2) 358 (2) (3)
Visitor and Volunteer Policy p. 273	Early Years Learning Framework
Child Supervision Policy p. 127	Victorian Early Years Learning and Development Framework

11.19 SunSmart Policy

Purpose

To ensure that all children and staff are protected from the sun at all times whilst maintaining a healthy exposure to the sun for Vitamin D intake, in accordance with SunSmart recommendations.

Scope

Clifton Child Care Co-operative staff are very conscious of the risks to young children of exposure to direct sunlight. The SunSmart policy is to be implemented throughout the entire year, with particular emphasis from September to April (inclusive).

Definitions

Wide brimmed hat	The hat should have a brim of between 10cm and 12cm for adults, between 8cm and 10cm for children and 6cm for very young children.
Legionnaire hat	Caps with large peak and flaps at the back sides to protect the neck and ears.
Sunscreen	Non-allergenic cream with an SPF of 30+ that is broad-spectrum and water resistant.
Clothing	Clothing should fully cover shoulders. Singlets and sleeveless dresses are discouraged.

Application

This Policy is applicable to all staff and children accessing Clifton Child Care Co-operative.

Policy

- This policy and its procedures are based on the recommendations of the Anti-Cancer Council of Victoria.
- This policy will be reinforced through the Newsletter and notice boards.
- This policy is to be followed wherever UV Index Levels reach three and above. In Victoria, UV Index levels are three and above from the beginning of September until the end of April.
- Maintaining sun protection throughout the entire year in the southern parts of Australia is not necessary and may lead to other health concerns. Centres will not implement their sun protection policy during May to August in accordance with Sun Smart recommendations.
- Particular care is to be taken between 10am and 2pm (11am and 3pm daylight saving time) when UV levels reach their peak.
- All children and staff are required to have a legionnaire or wide brimmed hat at the centre for daily use.
- The centre will provide non-allergenic sunscreen with an SPF of 30+ which is broad-spectrum and water resistant for children and staff participating in outdoor play.
- All children and staff are required to wear wide-brim hats and sunscreen when outdoors and access shady areas whenever possible.

- Children are to be exposed to the sun for vitamin D production in accordance with the Sun Smart recommendations of two to three hours a week during May to August and for five minutes before 10am and five minutes after 3pm on most days during September to April.

Our responsibilities

Clifton Child Care Co-operative employees have a responsibility to ensure that:

- We incorporate into the programme awareness of the sun and ways to protect your skin.
- A combination of sun protection measures are considered when planning all outdoor activities.
- The Centre requires children to wear hats that protect the face, neck and ears, whenever they are outside.
- Children who do not have their hats on will be asked to play in an area protected from the sun outdoors.
- Children are encouraged to play in shady areas for outdoor play.
- The use of wrap-around sunglasses that meet Australian Standard 1067 (sunglasses – category 2, 3 or 4) is encouraged.
- Due to our indoor/outdoor play policy, staff should apply sunscreen to all children at the beginning of the day and reapply every two hours thereafter.
- The availability of shade is considered when planning excursions and outdoor activities.
- Parents sign an authority to allow staff to apply sunscreen to their child.
- We act as role models by practising SunSmart behaviours.
- Staff and families are provided with educational material on sun protection, skin cancer and the centre's sun protection policy, and ways they can help support it.
- Children will be encouraged to use available areas of shade for outdoor play activity.
- The Centre will ensure there are sufficient areas of shelter, and shade trees in the grounds.
- Excursions and outdoor activities will be scheduled before 11 a.m. and after 3 p.m. daylight saving time whenever possible. The availability of shade will be considered when planning excursions and outdoor activities.
- Staff will act as role models by wearing appropriate hats and clothing outdoors, using a 50+ sunscreen, and seeking shade whenever possible.
- SPF 30+ broad spectrum, water-resistant sunscreen will be provided for staff and children's use as necessary.
- Teaching about skin and ways to protect skin from the sun will be incorporated into the program.

Family responsibilities

Families have a responsibility to ensure that:

- Staff are provided with sunscreen for their child if required.
- Authority is provided to staff to apply sunscreen prior to outdoor playtimes.
- A legionnaire or wide brimmed hat is brought to or left at the centre for their child's use. Parents should provide a named hat to be left at the Centre, in the child's pocket. Although the Centre will keep a small supply of spare hats, children are strongly encouraged to wear their own

References

Related policies

**Occupational Health and Safety
Policy** p. 270

Source

Anti Cancer Council of Victoria T: (03) 9635 5148

Internet: www.sunsmart.com.au

National Quality Standard 2011

Education and Care Services National Regulations 2013

Early Years Learning Framework

Victorian Early Years Learning and Development Framework

11.20 Visitor and Volunteer Policy

Purpose

To ensure that visitors and volunteers are appropriately supervised, are aware of their responsibilities and supported while in the centre and are not given any unauthorised access to children while on the premises.

Scope

Volunteers bring a range of skills and experiences to the learning environment and can add to the success of an event or excursion. Visitors are sometimes required at, or invited to, Clifton Child Care Co-operative. Under the Working with Children Act 2005, some volunteers and visitors may be required to provide a satisfactory Working with Children check (WWC) prior to engaging in child-related work. A parent engaging in work as a volunteer in relation to an activity in which his or her child is participating or ordinarily participates is exempt from a WWC in respect to that activity. This policy encompasses the responsibilities and steps to be taken to ensure the safety of the children in the centre's care.

Definitions

Authorised person	Any individuals authorised by the Clifton Child Care Co-operative to be on the premises.
Visitor	Any person without authorisation to access Clifton Child Care Co-operative children's centres.
Volunteer	A person engaged in unpaid work

Application

This Policy is applicable to all staff, volunteers and visitors to a Clifton Child Care Co-operative.

Policy

Any unauthorised persons, visitors (including contractors or maintenance workers), volunteers and are required to report to the Centre Co-ordinator or responsible person present and show identification. Visitors and volunteers must present a valid WWC when required under the Working with Children Act 2005. Volunteers must be made aware of their responsibilities in the Centre, of policies applicable to their activity in the Centre and must be directly supervised by the Centre Co-ordinator or other delegated staff member. Volunteers must receive an orientation to the centre and an induction to their position. This process will provide them with introductions to relevant adults and children and clear expectations about their role and understanding of the context of their work.

Parents/ guardians do not need a WWC for participating in activities in which their child participates. It is important to note that parents/ guardians must not be left alone with children other than their own at any time. If there is a possibility that parents or guardians may be alone with children, even for a short period of time, such as during an excursion they must obtain a valid Volunteer WWC.

If a Working with Children Check cannot be issued to a volunteer because of their age, that is they are under 18 years of age, they are not required to have a Working with Children Check. In this case the volunteer must be under the immediate supervision of an educator who has attained the age of 18 years and holds an approved diploma level education and care qualification.

At Clifton Child Care Co-operative volunteers are not to be counted towards the minimum staff ratio requirements as required under the Education and Care Services Regulations. They may however be counted in the higher adult ratios specified in an excursion risk assessment.

Contractors or tradespersons do not require a WWC but must not be left alone with children at any time.

Our responsibilities

Clifton Child Care Co-operative Co-ordinator and educators have a responsibility to ensure that:

- Visitors and volunteers identify themselves and provide the reason for their visit, identification and a WWC or VIT registration, if needed upon request.
- Visitors are escorted to the relevant area and directly supervised as required.
- Volunteers review and understand any policies relevant to their activity in the centre including our Commitment to Child Safety Statement and Code of Conduct.
- Volunteers are clearly briefed on their role and responsibilities in the service and are directly supervised by an appropriate staff member.
- A record is kept of each volunteers name, address and date of birth and the date and time of their participation in the centre activities.
- Volunteers WWC are read or VIT registration checked by the Coordinator or responsible person present before commencing.
- The Coordinator or responsible person present must advise staff of the presence of volunteers and of maintenance workers entering the premises, the type of work that will be undertaken and the duration of the work.

Contractors and maintenance workers must:

- Sign the visitor's book and report to the Coordinator or responsible person present.
- Must not be alone with children.

Volunteers must:

- Produce a valid WWC or VIT registration, prior to commencing.
- Be under the supervision of an educator at all times and ensure they are not alone with children.
- Participate in the centre orientation and understand the centre philosophy, relevant policies and expectations of their role.
- Understand the Centre's Commitment to Child Safety Statement.
- Sign the Centre Code of Conduct.
- Ensure their activity at the centre stays within agreed expectations.

References

Related policies	Source
Code Of Conduct p. 132	Working With Children Act 2005 incorporating amendments as at 30 August 2017
Our Commitment to Child Safety p. 19	An Overview of the Victorian Child Safe Standards 2015
Child Protection – Providing a Child Safe Environment Policy p. 105	- Child Safe Standard 1: Strategies to embed an organisational culture of child safety, including through effective leadership arrangements
Excursion Policy p. 171	- Child Safe Standard 3: A code of conduct that establishes clear expectations for appropriate behaviour with children
Interactions With Children Policy p. 202	ECA Code of Ethics 2016 Early Childhood Australia www.earlychildhoodaustralia.org.au Revised National Quality Standard 2018, 2.2 Each child is protected, 7.1 Governance supports the effective operation of a quality service Education and Care Services National Regulations (31 December, 2017) 149, , 168(2)(h)(i), 358(2)

11.21 Water Safety Policy

Purpose

The purpose of this Policy is to ensure that all children remain safe when accessing water. This relates to water play, excursions, near water, hot water, drinking water and hygiene practices with water at Clifton Child Care Co-operative.

Scope

Children gain many skills such as scientific discovery, numeracy and literacy whilst engaging in safe water-play and clean water is essential to a healthy body. We recognise that there are safety and hygiene requirements for children accessing water.

Application

This Policy is applicable to all staff and volunteers at Clifton Child Care Co-operative.

Policy

Clifton Child Care Co-operative staff will ensure that water use will be supervised at all times to ensure the health and safety of children and families.

Responsibilities

- Educators will ensure water troughs or containers for water-play are supervised at all times and that after use the water is emptied onto garden areas. Children will be discouraged from drinking water from these activities.
- Educators will ensure that all vessels that can reasonably present a drowning hazard are emptied onto garden areas and allowed to dry thoroughly after use to prevent build-up of potentially harmful bacteria and mould
- Educators will ensure that all vessels that can reasonably present a drowning hazard are stored in a manner as to prevent the inadvertent collection of water through rain
- Children's outdoor play areas will be checked each morning and during the day if rain occurs to ensure that no containers or pools of water are accessible to children.
- Children are encouraged to safely explore the properties of water, building water safety and environmental 'water-wise' messages into the programming.
- Buckets used for general cleaning are to be emptied immediately after use and no buckets are to be left in play areas or accessible to children.
- Children will have access to clean drinking water at all times. This water is supervised to ensure safety and that it is hygienic for consumption. Water containers including children's water bottles will always be securely sealed and at emptied and cleaned thoroughly the end of each day.
- Hot water accessible to children will be maintained at 43.5 degrees and will be tested and serviced annually.
- Educators are not to consume hot drinks in children's rooms.

References

Related policies	Source
Child Supervision Policy p. 127	Community Child Care Co-operative Ltd (NSW)
Environmental Programming Policy p. 169	Kidsafe Victoria Royal Life Saving Association of Australia – water safety tips
Hygiene Policy p. 186	Education and Care Services National Regulations 2013

12 Annexure A – Fee Schedule

Effective Date: 1 January 2018

Long Day Care

\$119 per child, per day

Refundable Bond

\$300

13 Appendices

13.1 Forms

Notice of Obligation Form

The Co-op is a non-profit, community-based Child Care centre that is parent managed through the Committee of Management. The Co-op receives very little Government funding, running mostly off child care fees. For the Co-op to run effectively and for fees to remain reasonable, parents are required to participate in a number of ways, listed below. Please sign the form and return with your enrolment form.

I/we understand that the continuing availability of a place at Clifton Child Care Co-operative for my/our child depends on fulfilling the following requirements:

- 1 A refundable deposit is required upon enrolment.
- 2 The purchase of one share in the Co-op of \$1 in value.
- 3 Prompt payment of fees upon receipt of regular statements.
- 4 Participation in rostered duties including at least one working bee per year and washing of linen.
- 5 Adherence to the policies and procedures at the Co-op.

Name/s: _____

Signature/s: _____

Date: _____

I/we understand the importance of participation in activities as follows:

- 6 Willingness to participate in the administration of the Co-op through becoming a member of the Committee of Management or one of its sub-committees.
- 7 Attending parent meetings as arranged by the Committee of Management and participating in social events.
- 8 Volunteering time/skills that will help the staff and children (eg helping during excursions, staff meetings, maintenance, sewing, fundraising, photocopying and social activities).

Name/s: _____

Signature/s: _____

Date: _____

Application for Membership of Clifton Child Care Co-operative Ltd

As part of your child's enrolment in a Co-operative child care centre, you are required to purchase a share. (Co-operatives Act 1996). It is also a requirement that parents pay a deposit to the Co-op on enrolment of their child. This deposit may be refunded when the child finishes at the Co-op.

Full name of applicant: (either parent) _____

Postal address: _____

1. I hereby apply to be admitted as a member of the Clifton Child Care Co-op and to be allotted one share.

By signing this application I agree to pay all charges required by the Clifton Child Care Co-op, a list of which charges has been supplied to me, and I agree to be bound by the rules of the Co-op and by any amendments thereof registered in accordance with the above-named Act.

☐ I am over 21 years of age.

☐ I am under 21 years of age, and was born on ____/____/____ (DOB)

Enrolment Deposit	\$.....
Share value x 1 share	\$1.00
Total	<u>\$.....</u>

Signature of applicant: _____

Witness to signature: _____

Date: _____

Withdrawal of Membership of Clifton Child Care Co-operative Ltd

I,

of

.....

hereby surrender my share(s) in the Clifton Child Care Co-operative.

Amount:

Signature:

Dated this day of

Witness

*I wish to donate the value of my share(s) to the Clifton Child Care Co-operative.

Amount:

Signature:

Dated this day of

Witness

Office use only

Date notice received:

Signature of secretary/Assistant secretary:

13.2 About the Committee of Management

Key Functions of the Committee of Management (COM)

Key functions can be translated into the following tasks:

- to develop policies for the centre
- to ensure that the centre is run in line with policies
- to plan and manage the finances of the centre
- to employ and dismiss staff as needed
- to ensure, through the Co-ordinator, that all staff operate according to their positions descriptions
- to ensure that the management body operates efficiently
- to keep all necessary records

Role of the COM and Staff

A major role of the management committee is to ensure that policies are implemented in the running of the centre.

The role of the staff at the centre is to ensure that the centre is run on a day-to-day basis along the lines set down in the policies.

The management committee should ensure that policy decisions are clearly communicated to staff, should discuss with staff how they intend to implement them and should receive reports from staff and feedback from parents to gauge whether policy is working in the centre to everyone's satisfaction.

Management committees should not get involved in the day to day running of the centre. Management committees should make sure that staff are employed who have the skills and capacity to implement their decisions. The committee should support and encourage staff when decisions are successfully implemented: and should only take action if they are concerned that the way decisions are being carried out does not achieve what was intended.

13.3 Document Control

This policy and procedures document is a live document. It is reviewed, revised and developed progressively in response to statutory requirements and committee of management direction.

The following table summarises the revision history and forecasts document sections under review and in development.

Policy & Procedures

Policy & Procedures

	SECTION	STATUS	REVISION	DESCRIPTION OF REVISION (IF APPLICABLE)
1	Preliminaries	Current	3.0	Updated version history and copyright
2	Document Purpose	Current	2.0	
3	Table of Contents	Current	3.0	Updated
4	Introducing Clifton Child Care Co-op			
4.1	Philosophy	Current	2.0	
4.2	About Clifton Child Care Co-operative	Current	2.0	

Policy & Procedures

<p>□</p>	<p>Our Commitment to Child Safety</p> <p>Clifton Child Care Cooperative is committed to child safety.</p> <p>We want children to be safe, happy and empowered. We support and respect all children, as well as our staff and volunteers.</p> <p>We are committed to the safety, participation and empowerment of all children.</p> <p>We have zero tolerance of child abuse, and all allegations and safety concerns will be treated very seriously and consistently with our robust policies and procedures.</p> <p>We have legal and moral obligations to contact authorities when we are concerned about a child's safety, which we follow rigorously.</p> <p>Clifton Child Care Cooperative is committed to preventing child abuse and identifying risks early, and removing and reducing these risks.</p> <p>We have robust human resources and recruitment practices for all staff and volunteers.</p> <p>Our organisation is committed to regularly training and educating our staff and volunteers on child abuse risks.</p> <p>We support and respect all children, as well as our staff and volunteers. We are committed to the cultural safety of Aboriginal children, the cultural safety of children from a culturally and/or linguistically diverse backgrounds, and to providing a safe environment for children with a disability.</p> <p>We have training in place that support our leadership team, staff and volunteers to achieve these commitments.</p> <p>Our Children</p> <p>Children are vital and active participants in our organisation. We involve them when making decisions, especially about matters that directly affect them. We listen to their views and respect what they have to say.</p> <p>We promote diversity and tolerance in our organisation, and people from all walks of life and cultural backgrounds are welcome. In particular we:</p>			
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Policy & Procedures

	SECTION	STATUS	REVISION	DESCRIPTION REVISION APPLICABLE)	OF (IF
	<ul style="list-style-type: none"> Promote the cultural safety, participation and empowerment of Aboriginal children Promote the cultural safety, participation and empowerment of children from culturally and/or linguistically diverse backgrounds Ensure that children with a disability are safe and can participate equally. <p>Our Staff and Volunteers</p> <p>All of our staff and volunteers must agree to abide by our code of conduct which specifies the standards of conduct required when working with children. All staff and volunteers, as well as children and their families, are given the opportunity to contribute to the development of the code of conduct.</p> <p>Child Safe Standards</p> <p>Clifton Child Care Cooperative will implement all 7 of the Victorian Child Safe Standards. They are reflected in our policies, and procedures as follows:</p> <p>Standard 1: Strategies to embed an organisational culture of child safety, including through effective leadership arrangements.</p> <ul style="list-style-type: none"> Governance Policy _Committee Engagement document <p>Standard 2: A child safe policy or statement of commitment to child safety.</p> <p>Standard 3: A code of conduct that establishes clear expectations for appropriate behaviour with children.</p> <ul style="list-style-type: none"> Code of Conduct Student Placement Policy Visitors and Volunteers 				

<p>Standard 4: Screening, supervision, training and other human resources practices that reduce the risk of child abuse by new and existing personnel.</p> <ul style="list-style-type: none"> • Staffing Policy • Induction Checklist <p>Standard 5: Processes for responding to and reporting suspected child abuse.</p> <ul style="list-style-type: none"> • Child Protection Policy <p>Standard 6: Strategies to identify and reduce or remove risks of child abuse.</p> <ul style="list-style-type: none"> • Child Protection Policy • Staffing Policy <p>Standard 7: Strategies to promote the participation and empowerment of children</p> <ul style="list-style-type: none"> • Interactions with Children Policy • Curriculum Development Policy • Philosophy <h2>14 Committee Engagement Document</h2> <h3>14.1 Introduction</h3> <p>The following document captures some of the key learnings of the Committee of Management since 2012. Clifton Co-op has experienced a number of key events in this period, including:</p> <ul style="list-style-type: none"> 33. Significant financial loss in 2012 34. Introduction of the National Quality Framework 			
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<p>35. Departure of long term staff, most notably the 10-year incumbent Co-ordinator</p> <p>36. Significant pay increases to educators</p> <p>It is intended that this document be further refined by the Committee, Educators and the broader Co-operative membership.</p> <p>To Do List</p> <p>Other items considered worthy of inclusion but not yet addressed</p> <p>37. Welcome to Co-op document – obligations; overview of the model; encouraging participation</p> <p>38. Formalisation of other content in Director folder</p> <p>39. Pro-forma strategic, high level operation checklists</p> <h3>14.2 Organisation Chart</h3> <p>The organisation chart shown below describes the various roles required at Clifton Co-op. Multiple roles may be undertaken by a single person e.g. Educational Leader. The chart also introduces the concept of a defined “Leadership” team to consider higher level management decisions and to formalise the various senior roles within Clifton Co-op.</p> <h3>14.3 Responsibility Matrix</h3> <p>The following matrix outlines the various responsibilities assigned to the Committee and to the staff.</p> <p>The following principals underlie this matrix (taken from CCCV presentation):</p>			
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Policy & Procedures

	Committee	Management			
	Has primary concern for the service's strategic ends	Has primary concern for the operational means			
	Develops strategic end policies, governing process policies & coordinator delegation policies	Implements the committee's policies & develops necessary staff level operational policies			
	Creates a vision for the future	Makes the vision a reality			
	Monitors the work for the co-ordinator towards the achievement of the strategic ends and ensures compliance with policies	Monitors the work of all other staff & volunteers towards the achievement of the strategic ends			
	Makes high level resourcing decisions	Manages the efficient utilisation of resources & makes lower level resource decisions			
	Is ultimately responsible for all aspects of operation	Has delegated responsibility for all operational day to day management matters			

Policy & Procedures

		Defines Budget Principals Defines Profit / Net Asset position target	Request changes to Budget Principals Establish & monitor room budgets			
	Reporting	Defines principals for the Monthly Co-ordinators Report Co-create Quarterly Report to Members	Create Monthly Co-ordinator Report Co-create Quarterly Report to Members			
	Staffing Strategy	Define Staff Leadership Roles	Define non-leadership Roles			
	Hiring	Hires Co-ordinator Participates in interviews for Leadership team Approve Leadership Staff	Hire Room Staff Hire Casuals Request New Resources			
	Staff Management	Reviews and Sets Goals of Co-ordinator Approves HR Policies	Manages all staff Forms HR Policies			
	Staff CPD	Approve CPD Plan	Formulate CPD Plan Request Individual CPD Event			
	Education Policy	Approves policy	Forms policy			
	Risk Management	Signoff Risk Register	Create and Manage Risk Register			

Policy & Procedures

	Compliance and OH&S	Request and Approve Compliance Status	Contribute to Compliance Status Update			
	Council Relationship	Make Requests for Capital Expenditure Maintain the Operational Agreement	Maintain Primary Relationship Make Requests for Maintenance Negotiate the Lease			
	Capital Works	Approve Capital Works	Suggest/Request Capital Works			
	Access Policy	Approve access policy	Create & implement access policy			
	Co-operative Membership	Completes annual Co-operatives reporting	Approves Membership in accordance with the constitution Maintain membership records			
	Code of Conduct	Approve Code of Conduct	Participate in development of Code of Conduct			
	Annual Report and AGM	Create Annual Report Organise AGM Record minutes of AGM	Write Co-ordinator, Educational Leader and Room Leader reports for inclusion within Annual Report			
	Social Events	Co-create Schedule	Co-create Schedule			

Policy & Procedures

		Run Social Events				
	Member Information Events	Participate in Member Info events (e.g. Chairperson, Staff-Parent Liaison) Provides input to event content	Develops program for Member Info events Run Member Info events			
	Marketing	Approves marketing plan	Creates marketing plan Update website			
	Finance Policies and Procedures	Establish finance policies	Manages finances (with bookkeeper) in accordance with policies			
	Committee of Management	Appoint replacement directors Define COM roles Elect Chairperson	Provide feedback regarding scope of roles			
	Child Numbers and Room Strategy	Decide how many children in which rooms	Provide recommendations on child numbers and room makeup			
	Quality Improvement Plan	Provide strategic input to QIP Consider QIP at each Committee meeting	Maintain and update QIP			

Policies and Procedures	Manage new and updated Committee level policies and procedures	Manage new and updated operational policies and procedures			
<h3>14.4 Business Model</h3> <p>The following diagram demonstrates Clifton Co-op's business model in a graphical format. Numbers have been rounded to aid readability.</p> <h3>14.5 Employing and managing the Co-ordinator</h3> <p>One of the key roles undertaken by the Committee of Management is the employment of the Co-ordinator. The Co-ordinator reports to the Chairperson and Staff Parent Liaison on behalf of the broader Committee. The Co-ordinator's position description and other conditions are negotiated by the Committee.</p> <h4>Managing the Co-ordinator's performance</h4> <p>Managing the co-ordinator is a difficult task for a volunteer Committee given the small organisation size and the financial and time pressures placed on (relatively) new parents. These guidelines have been developed to assist various stakeholders in promoting a methodology which encourages outstanding early learning outcomes and the overall health and wellbeing of the Co-ordinator, Chairperson, Committee and other educators.</p> <h4>Encouraging open feedback from staff</h4> <p>As part of the broader performance feedback gathered within Clifton Co-op, the Committee will, from time to time, survey the staff regarding specific aspects of the Co-ordinator's role. Typically, this will be undertaken annually but it may happen more frequently following the appointment of a new co-ordinator or following a significant change to the operations of the centre (e.g. adoption of a new learning framework or other major change to the industry).</p> <p>This feedback is sought for a number of reasons:</p> <ol style="list-style-type: none"> 40. The Committee of Management typically does not include members with specific early learning experience. Gathering this feedback helps round out the assessment of the Co-ordinator's broad role. 					

	<p>41. The Committee of Management does not take a day to day operational role within Clifton Co-op. Gathering this feedback is useful in helping to plan relevant PD and other training for the Co-ordinator.</p> <p>42. Gathering this feedback helps the Committee understand more general issues facing educators.</p> <p>43. Providing a formal mechanism for this feedback lessens the need for ongoing performance related dialogue between the Committee and educators.</p> <p>Committee assessment of performance</p> <p>In addition to the staff perspectives, the Committee makes its own assessment of the Co-ordinator's performance on the basis of:</p> <p>44. Meeting strategic objectives</p> <p>45. Adherence to risk, compliance and safety obligations</p> <p>46. Provision of adequate reporting</p> <p>47. Financial performance of Clifton Co-op</p> <p>48. Engagement with Committee</p> <p>This feedback is provided to the Co-ordinator as appropriate (at least twice per year).</p> <p>Dispute resolution</p> <p>The Committee recognises there will be times where the Co-ordinator and one or more educators disagree regarding a particular issue. Respectful differences of opinion including offering of alternate views often results in better overall decision making including the broader consideration of additional perspectives.</p> <p>The Committee also respects that; from time-to-time; the following characteristics may clash:</p> <p>49. The Co-ordinator is responsible for all aspects of the day-to-day running of Clifton Co-op.</p> <p>50. The Educational Leader and Room Leaders are responsible for the planning and delivery of the specific day-to-day educational programs.</p>			
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Policy & Procedures

<p>Moreover, the Committee also recognised that there is a cross over in roles among the staff group. For example, the Co-ordinator may be required to relieve on an occasional basis within the room; or one or more of the senior educators may be required to act as Co-ordinator when the co-ordinator is away on sick/annual leave.</p> <p>The Committee also recognises that it is obliged to provide a workplace that is free from harassment, bullying and other discrimination. The current Complaints Policy doesn't adequately address concerns between staff members. The following information will be used to create new policies as a result of stakeholder feedback.</p> <p>In house handling</p> <p>In the first instance, educators are encouraged to address these issues between themselves. Consulting Co-op's philosophy; policies and procedures manual; National Law; National Regulations; National Quality Framework or other third party document often provides a mechanism for the broader consideration of the issues at hand. In addition, the Decision Framework contained elsewhere within this document provides a useful template for both initial decision consideration and dispute resolution.</p> <p>External assistance</p> <p>In cases where in house handling has failed, the Committee has developed the following procedures on the basis that this process:</p> <ol style="list-style-type: none"> 51. Provides best practise dispute resolution by utilising the services of trained professionals 52. Prevents non HR specialist Committee members from having to intervene, potentially exposing Clifton Co-op to unnecessary risk 53. Respects that Committee members are volunteers, often with limited time. The cost (if any) of obtaining external assistance is spread evenly across the Co-operative membership 54. Promotes impartiality and the use of evidence based decision making <p>External assistance may be sought for Committee-Committee, Committee-Educator or Educator-Educator issues.</p> <p>Depending on the issue raised, the external party may proceed by:</p> <ol style="list-style-type: none"> 55. Interviewing key stakeholders 56. Facilitating a mediation session 			
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57. Providing recommendations to the Committee and/or Leadership team regarding suggested actions
58. Suspending one or more staff members
59. Communicating to the Committee that one or more staff members be summarily dismissed (in the case of serious misconduct)

14.6 Decision Making Model

The following decision making model has been developed as a tool to assist various stakeholders (i.e. Committee, Leadership and/or Educators) in making better decisions based on considering all stakeholders and the various components of such a decision

This decision framework could be used to aid various decision makers to, for example:

- Purchase a major piece of equipment
- Refurbish part or all of the building
- Change the staff/children mix

Stakeholder Assessment

How does the proposed decision affect the following stakeholders? Depending on the decision to be made, it may be useful to list pros and cons for the following stakeholders.

Children	
Families	

Policy & Procedures

	Committee				
	Licensee (i.e. Chairperson)				
	Educators				
	Council				
	Neighbours/Community				
Decision Components Analyse the proposed decision against the following components, if applicable. Examples shown are designed as a prompt for further thinking and are by no means exhaustive.					

Policy & Procedures

	Early Years Learning Framework <i>Provide details of the proposed decision compared against the seven areas</i>				
	Regulatory <i>Check against National Law, National Regulations, Co-operatives Act</i>				
	Safety <i>How will children's safety be ensured/enhanced?</i>				
	Compliance <i>What extra documentation might be required?</i> <i>How can we ensure ongoing compliance?</i>				
	Financial <i>Will there be an impact on revenue/expenses?</i> <i>Complete separate financial modelling if required</i>				
	Stakeholder Consultation <i>Have children, families, educators been consulted?</i> <i>Has any feedback been addressed?</i>				
	Human Resources <i>Will staff roles/hours be affected?</i>				

	<p>Communication Plan</p> <p><i>How is the proposed decision going to be communicated to children; families, educators & other stakeholders</i></p>				
	<p>Change Management</p> <p><i>If adopted/approved, how will the decision be implemented? How will the success/failure be determined?</i></p>				
	<p>Similar Centres</p> <p><i>Research and document relevant comparisons from both other Co-operatives and nearby child care centres.</i></p>				
<h3>14.7 Roles & Responsibilities</h3> <h4>Committee of Management</h4> <p>A Committee of Management (COM) manages the Co-op in accordance with the Standard Rules (Constitution). The COM is made up of volunteer parents with children at the Co-op and is responsible for overseeing all aspects of the Co-op's operations. Duties include budget planning, staff appointments, movement of finances, liaison with government bodies, fundraising, developing policies, and maintaining a close involvement with staff and the day to day running of the Co-op. As a Co-op member, parents are expected to be willing to serve on the COM and are strongly encouraged to consider serving as a Committee member or sub-committee member.</p> <p>Key Functions of the Committee of Management:</p> <ul style="list-style-type: none"> ▪ Strategic planning and evaluation, setting organisations goals and directions, monitoring progress, establishing accountabilities ▪ Monitor the overall management of any services provided by the Co-operative 					

Policy & Procedures

	<ul style="list-style-type: none"> Take responsibility as the Approved Provider under the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011 Has other legal responsibilities as an employer and provider of a community service Develop and review policy in collaboration with members / families and staff, relevant stakeholder, peak bodies and regulatory authorities Ensure the Centre operates effectively with regular documented communication, and in line with its policies Plan, monitor and manage the finances of the Centre Maintain accurate records in line with legal and financial legislative record keeping requirements Ensure Centre complies with all relevant rules, regulations, service and funding agreements Encourage the involvement of all members / families of the Centre Promote community management, and committee/board membership (including sub-committees) Negotiate with outside bodies regarding funding, grants etc. Ensure the tasks of any Sub-Committees are carried out in an effective way and in a manner that encourages input and involvement from both families and staff Ensure meetings are planned appropriately, and that record keeping systems are in place, working closely with the Director Employ, manage and support staff in line with current industrial obligations <p>The Committee of Management will:</p> <ul style="list-style-type: none"> Endeavour to represent the general parent body at all times to the best of their ability Will maintain appropriate communication with parents, through regular newsletters, notices, parent meetings, social events, and being available to parents 			
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Policy & Procedures

	<ul style="list-style-type: none"> ▪ Will maintain appropriate communication with staff, through the Co-ordinator and Parent/Staff Liaison Person, attending staff meetings as required, staff appraisal, social and fundraising events, and being available ▪ Will maintain appropriate communication with relevant government bodies, being aware of and responding to child care issues as they may arise ▪ In conjunction with the Co-ordinator, review existing policy and procedure to ensure they reflect expectations of current members and staff, and to develop any new policies or procedures required ▪ Will discuss budget criteria for the following year, to provide guidelines for the Treasurer to prepare a draft budget. This will be put on the agenda as a fixed item. <p>Chairperson</p> <p>The Chairperson's role is to ensure that the committee functions effectively and to ensure that the affairs of the Co-operative are managed effectively. A large part of the Chairperson's role is dealing with people. The Chairperson monitors that tasks are being completed and workloads are reasonable. It is important that they ensure the tasks of the Board of Directors are carried out in an effective way and in a manner that encourages input and involvement from both users and staff.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> ▪ Convene and chair Board meetings in accordance with the constitution, <ul style="list-style-type: none"> ○ ensuring that informed decisions are made, actions are recorded and followed up and workload is shared ○ ensuring that meeting processes allow everyone to have a say ○ ensuring meetings run smoothly and in an efficient manner ▪ Ensure the service is meeting all legal and accountability requirements ▪ Ensure the affairs of the service are being managed appropriately ▪ Ensure that centre policies are current and reviewed 			
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Policy & Procedures

	<ul style="list-style-type: none"> ▪ Work closely with and maintain effective working relationships with other Board members and the centre Co-ordinator ▪ In conjunction with the Board provide support and supervision to the Co-ordinator ▪ Ensure staff support mechanisms are in place ▪ Ensure a good flow of communication between the Board, the staff and the families ▪ Encourage the involvement of members of the Co-operative not on the Board of Directors ▪ Negotiate and liaise with other organisations and act as the official representative of the centre when required. <p>Secretary</p> <p>The Secretary reports to and is the point of contact for Consumer Affairs Victoria and Australian Charities and Not for Profit Commission (ACNC). The Secretary organises meetings, deals with documents and maintains the records of the association.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> ▪ In consultation with the Board and in accordance with the centre constitution organise all meetings including Board meetings, Special General Meetings and Annual General Meetings including <ul style="list-style-type: none"> ○ Preparing and sending out notices of meetings and agendas ○ Taking, distributing and storing minutes - ensuring that all decisions and follow up actions are clearly recorded and that Business Arising matters are addressed ▪ Receive applications for membership and ensure maintenance of the members register ▪ Recording incoming and outgoing correspondence and writing letters on behalf of the Association ▪ Report and lodge relevant documents or forms , including with Consumer Affairs Victoria and the Australian Charities and Not for Profit Commission ▪ Ensure that records of the association are kept and stored appropriately including correspondence, records of meetings, financial reports and documents lodged with Consumer Affairs Victoria 			
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Policy & Procedures

	<ul style="list-style-type: none"> ▪ Work closely with and maintain effective working relationships with the Board Executive and other Board members. <p>Treasurer</p> <p>The overall role of the Treasurer is to monitor the finances of the service and to ensure members of the Board are informed of the financial status of the service. The Treasurer needs to work closely with the Co-ordinator and the accountant/bookkeeper to ensure the following tasks are completed:</p> <ul style="list-style-type: none"> ▪ A realistic annual budget is prepared ▪ The budget is presented to the Board for approval ▪ The budget is monitored each month ▪ The Board is assisted to understand the financial state of the service ▪ Income and expenditure statements are presented to the Board each month and comparisons are made to the budget ▪ The service meets its financial accountability requirements ▪ Ensure that the financial records of the Co-operative are kept in accordance with the Act; and ▪ Co-ordinate the preparation and lodgement of the financial statements of the Association and their certification by the Board prior to their submission to the annual general meeting ▪ Work closely with and maintain effective working relationships with the Board Executive and other Board members. <p>Staff-Parent Liaison</p> <ul style="list-style-type: none"> ▪ Be a personal communication link between the COM, Co-ordinator (staff) and parents. ▪ Convey to the COM relevant information regarding the Co-ordinator's views and concerns (and those of other staff generally) – particularly as they may arise from the staff appraisal process. 			
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Policy & Procedures

	<ul style="list-style-type: none"> ▪ Convey to the COM relevant information regarding parent's views and concerns – particularly as may come to light from the parent survey. ▪ Provide support and assistance to the Co-ordinator both generally in her/his role and in particular instances (e.g. when dealing with problems and/or confidential matters regarding staff, or with difficult issues involving parents such as the late payment of fees) ▪ Meet regularly with the Co-ordinator and all staff (perhaps at their staff meetings) and gain (and maintain) a sense of their assessment of 'where the Centre is at' with particular reference to any concerns they have. ▪ Share with the Co-ordinator and staff any views and concerns of the COM and of parents – and also any response to issues raised by the Co-ordinator or staff. ▪ Assist the Co-ordinator to carry out the annual staff appraisal process (in April and September) as set out in the Centre Policy Manual. ▪ Participate in the process of employing new staff; including, as appropriate, the involvement of parents and other staff, the revision of position descriptions, decisions regarding the selection process, and the short-listing and interviewing of applicants. ▪ Be available as a support to all staff, in the sense of being available to listen to and explore a concern, but on the basis that the staff member is encouraged/assisted in following-up issues with the Co-ordinator themselves. ▪ Facilitate the resolution of persistent difficulties between Co-ordinator and staff, not by representing one party but by bringing parties together in a way that ensures respect and support is accorded to all parties and a fair outcome is achieved. ▪ Promote openness and trust in relations between the Co-ordinator and staff and in general, that encourages staff to relate their concerns to the Co-ordinator in the first instance – who will if appropriate then take that to parents or the COM. <p>Risk/Compliance (incorporating Maintenance)</p>			
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Policy & Procedures

	<ul style="list-style-type: none"> ▪ Ensure the maintenance of a 'safety check list' (based on our safety policy and as required) undertake an 'Annual Safety Audit' about mid year ensuring that all is well or that all outstanding issues are reported to the COM and a plan to correct problems is prepared and enacted. ▪ To ensure the effectiveness of the Gardening and Maintenance Working group (assisted by the COM and staff as appropriate) by recruiting and supporting members, and meeting with them to plan, organize and undertake work. <ul style="list-style-type: none"> ○ Implement Working Bee policy in consultation with the Co-ordinator. i.e.: ○ Organise and distribute working bee rosters to parents ○ Monitor work to be done ○ Organise a list of work to be done at each working bee and equipment needed ○ Monitor attendance at Working Bees and follow up with parents who do not contribute as members agree to in the Family Participation Points Scheme ▪ When necessary, and in consultation with the Co-ordinator, liaise with Yarra City Council regarding maintenance issues through direct communication, letters, meeting, etc. ▪ When necessary obtain quotes and costing for the purchase of equipment/services – and check with COM or Co-ordinator as necessary. <p>Fundraising Co-ordinator</p> <ul style="list-style-type: none"> ▪ Prepare a S&F plan early in the Year (in consultation with the COM and a working group) and ensure this is entered into the annual 'Calendar of Events' and publicized through the newsletter. ▪ Ensure the effectiveness of the Social and Fundraising Working group (assisted by the COM and staff as appropriate) by recruiting and supporting members, and meeting with them to plan and organize and undertake Social and Fundraising activities. ▪ Involve the wider parent body in ensuring successful Social and Fundraising events. ▪ Organise social events for Co-op families and staff (at minimum cost to participants) which enhance a feeling of community and which therefore encourage parents to contribute to the running of the Co-op. 			
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Policy & Procedures

	SECTION	STATUS	REVISION	DESCRIPTION REVISION APPLICABLE)	OF (IF
	<ul style="list-style-type: none"> Organise the annual Christmas party for Co-op families. Raise money, for special nominated projects/items. (Fundraising should be used for items that are not covered in the annual budget. Such projects are to be nominated by staff and/or parents through the COM). Keep a financial record of money raised and spent (in co-operation with the Co-ordinator). <p>Director (ordinary member)</p> <p>Ordinary committee member is a term for committee members who do not have an Executive committee position. They have a responsibility to be knowledgeable about the work of the centre and to make informed contributions to decision making.</p> <p>Responsibilities:</p> <ul style="list-style-type: none"> Prepare for and appropriately participate in meetings; Be knowledgeable about the work of the centre and any current issues and projects; Work with the other committee members to <ul style="list-style-type: none"> Ensure the service is meeting all legal and accountability requirements Ensure the affairs (including finances) of the service are being managed appropriately Ensure that centre policies are current and reviewed; Undertake any assignments allocated on an individual or group basis; Attend functions organised by the committee/centre. 				

Policy & Procedures

	SECTION	STATUS	REVISION	DESCRIPTION OF REVISION (IF APPLICABLE)
5	Committee Engagement Document	Current	3.0	Added
6	Parent Information Handbook	Under review	2.0	
7	Staff Information Handbook	Under review	2.0	
8	Policy Documents	Current	3.0	Refer individual policy sections for relevant revisions
8.1	Acceptance and Refusal of Authorisations Policy			
8.2	Access to Children Policy			
8.3	Anaphylaxis Policy			
8.4	Anti-Bias/Discrimination Policy			
8.5	Celebration and Festivities Policy			
8.6	Child Protection – Providing a Child Safe Environment Policy			
9.8	Child Sexuality Policy			
9.9	Child Supervision Policy			

Policy & Procedures

	SECTION	STATUS	REVISION	DESCRIPTION REVISION APPLICABLE)	OF (IF
9.10	Children of Employees Policy				
9.11	Clothing and Footwear for Children Policy				
9.12	Code Of Conduct				
10.8	Communication Policy				
10.9	Complaints Policy				
10.10	Curriculum Development Policy				
10.11	Daily Flow and Routines Policy				
10.12	Delivery and Collection Policy				
10.13	Dental Health Policy				
10.14	Emergency and Evacuation Policy				
10.15	Enrolment and Orientation Policy				
10.16	Environmental Programming Policy				
10.17	Excursion Policy				
10.18	Family Engagement Policy				

Policy & Procedures

	SECTION	STATUS	REVISION	DESCRIPTION REVISION APPLICABLE)	OF (IF
10.19	Fee Policy				
10.20	First Aid, Illness, Incident, Injury and Trauma Policy				
10.21	Fundraising Policy				
10.22	Grouping Of Children Policy				
10.23	Hygiene Policy				
10.24	Indoor and Outdoor Programming Policy				
10.25	Infection Control Policy				
10.26	Infectious and Communicable Diseases Policy				
10.27	Information Privacy Policy				
10.28	Information Technology and Digital Communications Policy				
10.29	Interactions With Children Policy				
10.30	Kindergarten Policy				
10.31	Language and Literacy Policy				
10.32	Late Collection of Children Policy				

Policy & Procedures

	SECTION	STATUS	REVISION	DESCRIPTION OF REVISION (IF APPLICABLE)
10.33	Maintenance and Safety – Child Safe Environments	Current	3.0	Revised policy replaces V2.0
10.34	Medical Conditions in Children Policy			
10.35	Medication Policy			
10.36	Nappy Changing and Toileting Policy			
11.8	National Quality Framework Policy			
11.9	Nutrition Policy			
11.10	Occupational Health and Safety Policy			
11.11	Participation and Decision Making Policy			
11.12	Participation Recognition Scheme Policy			
11.13	Photographs and Cameras Policy			
11.14	Responsible Person in Charge Policy			
11.15	School Transition Policy			
11.16	Sleep and Rest Policy			

Policy & Procedures

	SECTION	STATUS	REVISION	DESCRIPTION REVISION APPLICABLE)	OF (IF
11.17	Staffing Policy				
11.18	Student Placement Policy				
11.19	SunSmart Policy				
11.20	Visitor and Volunteer Policy	Current	3.0	Revised policy	
11.21	Water Safety Policy				
12	Annexure A – Fee Schedule				
13	Appendices				
13.1	Forms				
13.2	About the Committee of Management				
13.3	Document Control This policy and procedures document is a live document. It is reviewed, revised and developed progressively in response to statutory requirements and committee of management direction. The following table summarises the revision history and forecasts document sections under review and in development	Current	3.0	Added	
	SECTIONS IN DEVELOPMENT				

Policy & Procedures

	SECTION	STATUS	REVISION	DESCRIPTION REVISION APPLICABLE)	OF (IF
	<i>Example of proposed policy</i>	<i>Draft</i>			