PATRICKS ROAD STATE SCHOOL

OUTSIDE SCHOOL HOURS CARE

Policies and Procedures Manual

Policy Group 10: Management and Administration

Patricks Road Outside School Hours Care
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Policy Group 10: Management and Administration

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10.1 Quality Compliance Policy

The Service strives to meet the National Quality Standard for Early Childhood Education and Care and School Age Care and the requirements for Approved Providers of child care services under the *Education and Care Services National Law Act, 2010 and Regulations 2011* in such a way as to best fulfill its ability to care for children and to carry out the agreed policies and procedures of the Service. The Service continuously engages with self-assessment and critical reflection processes in order to identify strengths and practices it should or can improve upon with the development of a Quality improvement Plan.

### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- ‘My Time, Our Place’ Framework for School Age Care
- NQS Area: 4.1; 7.1; 7.2; 7.3.

### Procedures

The Service has developed, and will regularly review and update, written policies for conduct of the Service (including at least the matters required by the *Education and Care Services National Regulation 2011* and the *National Quality Standards*).

The Management Committee requires the Nominated Supervisor, or her/his nominated delegate to act as Quality Officer to:

- ensure and monitor the implementation of this Quality Compliance Policy;
- check for, record and act on any non-compliances by the Service or its employees with this Quality Compliance Policy or any Quality Areas; and
- to monitor changes in the *Education and Care National Law Act, 2010* and the National Quality Standards (or any specific quality elements) which may affect or require a change to any of the Policies and Procedures of the Service.

The Service adopts a statement of ‘Service Philosophy’ (see Policy 1.1), as part of its Policies and Procedures, which reflects National Quality Standard compliance as a minimum, but which truthfully reflects the values promoted by the Management Committee and the Nominated Supervisor within the Service.

Educators are an important part of the Service and:

- are consulted as appropriate in the development and modification of all Policies and Procedures;
- are provided with an up-to-date Educator Handbook, containing relevant information necessary to enable them to abide by Service Policies and Procedures;
- agree to adhere to all values, Policies and Procedures, through written terms of employment and role statements, including acceptance that repeated failure to comply may result in termination of employment.

The Nominated Supervisor in conjunction with the Management Committee is responsible to conduct regular informal assessments, and formal annual performance reviews, of all employees’ adherence to Policies and Procedures and to take immediate appropriate steps to address non-compliances.


Children and families are an important part of the Service and:

- are actively invited to participate in decision-making and Policy development wherever appropriate;
- are kept informed of all Policies and Procedures, and their means of communicating with the Service, through a Family Handbook and regular communications via the Service newsletter.

Changes to the centre’s Policies and Procedures, once being ratified will come into effect fourteen (14) days after ratification.
In addition to this General Quality Compliance Policy, the National Quality Standards requirements of the current legislation are incorporated into the specific Policies and Procedures of the Service.

The Quality Improvement Plan for Patricks Road OSHC is developed by all relevant stakeholders and maintained by the Nominated Supervisor and follows the principals and practice guides as set out by the Australian Children’s Education and Care Quality Authority. Updated versions of the Quality Improvement Plan are located on the parent’s table of the service clearly labeled with the National Quality Standard elements and a feedback invitation.

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10.2 Role and Composition of Management Committee Policy

The Service Management Committee defines clearly in writing its own role and communicates with the Approved Provider, parents, the community, educators and other stakeholders to ensure that the Management Committee effectively fulfils its role. The Approved provider of Patricks Road OSHC is the Patricks Road State School P & C Association President.

## Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- QLD Education (General Provisions) Act 2006
- Parents & Citizens Model Constitution
- Operations Manual for P&C Associations
- NQS Area 7.1.1, 7.1.5; 7.3;
- Policies:  8.3 – Recruitment and Employment of Educators, 8.6 – Employee and Volunteer Grievance, 8.8 – Performance Monitoring, Review and Management, 9.5 – Complaints and Grievance Handling, 10.1 – Quality Compliance Policy, 10.3 – Budgeting and Planning, 10.11 – Management Code of Conduct, 10.17 – Strategic Planning.

## Procedures

The Management Committee has a written Role Statement and Code of Conduct which will be made available to all interested persons associated with the Service.

In addition to anything else provided in the Role Statement from time to time, the Management Committee is responsible to ensure that:

- The philosophy and goals of the service are developed and update as appropriate;
- The service philosophy and goals are available to all through the Family Handbook, the Educator Handbook and other publications of the Service;
- The performance of the Nominated Supervisor is monitored and reviewed; (see also Policy 8.8)
- The budgeting and planning process for the Service is approved and monitored; (see also Policy 10.3)
- They are available to be contacted by families and/or employees regarding grievances and/or complaints

The Service regularly publicises details of the role, operation and composition of the Management Committee and the right of parents and community members to stand for election/appointment to the Management Committee.

The Management Committee is responsible to monitor the Nominated Supervisor and other employees in implementing these policies and procedures.

The Management Committee also evaluates its own performance of its role at least on an annual basis.

### OSHC Subcommittee Responsibilities

The OSHC subcommittee is responsible and accountable to the P&C Association. It is governed by the same rules as any other subcommittee of the P&C Association and must comply with all requirements set down in the Association’s constitution and the Accounting Manual for P&Cs.

A key responsibility is ensuring that the OSHC has a sustainable, well thought-out strategic plan that will carry the business successfully into the future. This strategic plan should be developed in consultation with key stakeholders, through a collaborative process to form a common direction for the OSHC.

The OSHC subcommittee must be appointed by the Association and all members must be members of the Association. Following the decision to continue with the OSHC subcommittee, nominations for officers for the subcommittee should be put to the AGM of the Association for consideration and appointment.

The Association must appoint a Chairperson, Secretary and Treasurer to the OSHC subcommittee from the members elected and can be based on recommendations from the subcommittee.

Any or all of the officers of the Association can be appointed by the Association as the officers of the subcommittee.

The OSHC subcommittee MUST function in accordance with the written operating guidelines developed by the Association and these guidelines should be reviewed annually.
All employees, volunteers (including subcommittee officers) and P&C Executive members must be made aware of confidentiality issues within their role in the service. Confidentiality agreement will be included in all employment agreements signed by staff and volunteers at time of employment. A confidentiality agreement should also be presented to officers of the subcommittee and P&C Executive members to be signed when they have been elected.

Parent Participation

Parent participation is encouraged throughout all aspects of the service; a parent subcommittee supports the staff and the approved provider with the day to day running of the service. Members of subcommittee must be financial members of the Patricks Road P&C. The election of subcommittee executives is held at the AGM in February. Monthly meetings are held on the second Tuesday of each month at the centre from 6.00pm.

From time to time the subcommittee may review aspects of the service such as Policies and Procedures and programming.

Parents who become members of the subcommittee in the role of Chair Person, Treasurer and Secretary will be entitled to six (6) Vacation Care Sessions at half fees for the year.

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10.3 Budgeting and Planning Policy

To ensure the effective and efficient management of the service, the Management Committee and Nominated Supervisor shall work together to develop effective and responsible laws and budgets for the ongoing operation of the Service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- **QLD Education (General Provisions) Act 2006**
- **Parents & Citizens Model Constitution**
- **Operations Manual for P&C Associations**
- **NQS Area: 3.2.2; 6.1.1, 7.1.3; 7.2.3; 7.3.1, 7.3.2.**
- **Policies: 6.1 - Space and Facilities Requirement, 6.2 - Provision of Resources and Equipment, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 10.4 – Fees, 10.17 – Strategic Planning.**

Procedures

Budgets will be prepared in advance by the Nominated Supervisor, in conjunction with the Management Committee and tabled at the next Management Committee meeting for approval.

Budgets will take into account the need for appropriate and adequate employees, facilities, equipment, maintenance and the requirements of the Service Policies and Procedures.

Budgets will also take into account the professional development needs of Educators at the service with a yearly allocation for training relating to their job role.

Service budgets will be used in the strategic planning process to ensure allowances are made for major items of expenditure such as replacing computers, resources and/or furniture.

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10.4 Fees Policy

This Service aims to provide a quality service to families at an affordable price. The Management Committee will set fees based on the annual budget required for the provision of quality childcare in keeping with the Service's Philosophy Statement and other goals, and these Policies and Procedures. Child care benefit is available to all families who meet residency and immunisation guidelines.

1 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Child Care Service Handbook (for current year)
- NQS Area 6.1; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- Policies: 2.6 Guiding Children's Behaviour - 3.5 - Excursions & Incursions Policy, 9.2 - Enrolment and Orientation Policy, 9.3 - Communication with Families Policy, 10.3 - Budgeting and Planning Policy, 10.17 - Strategic Planning Policy

2 Procedures

The service will accept permanent and casual bookings both of which incur the same fee. A permanent booking shall be defined by a regular pattern of attendance throughout each term on one or more occasion per week.

Fees will be paid, for all days booked, within seven (7) days of the last day of attendance each week to the service. Statements will be emailed to all account holders at the end of the week. It is the parent/s' guardian's responsibility to indicate if they would like their account delivered by another means.

OSHC fees will be reviewed by the OSHC subcommittee and P&C Association annually, and will come into effect the day after Term 4's completion.

Payment Methods

- Accepted payment methods include cash, eftpos, cheques, direct debit or internet transfer.
- Amex and Diner's Club are not accepted.
- Fees will be paid within 7 days from the issue date of the statement each week.

Cash/Cheque

- Payment is accepted by cheque, cash or direct debit into the Service’s bank account. Cheque is to be made payable to the P&C Association OSHC.
- The payment by cheque or cash is lodged at the Service personally. In order to make this payment method as convenient as possible for busy parents and for the times OSHC staff are caring for children, payment envelopes are available (located on the Parents Corner table) for enclosing your fee balance.
- A handwritten receipt will be issued for all fees paid by cash/cheque. A statement will be issued or emailed as requested.
- Direct Debit - The procedure on how to arrange for payment of fees by direct debit through the internet is available from the Nominated Supervisor. This direct debit transaction can be set up for a regular amount deduction or one off payments to the OSHC bank account.

BSB: 034 083 Account: 203385 Name: PRSS P&C OSHC Reference: Child’s Name

- EFTPOS – EFTPOS payments can be made through staff at the OSHC office, preferably during non-contact hours of 9:00am – 2:00pm.
- Credit Card - Credit Card payments can be made at the OSHC office. Alternatively a Credit Card Authorisation form can be filled in and payment can be deducted by the Nominated Supervisor on a weekly, fortnightly, monthly or term basis. (See Appendix C)

If you are paying by Credit Card Authorisation Form the following rules apply:

- Weekly - fees will be debited for that week of child care usage.
- **Fortnightly** – fees will be debited for that week fees plus one (1) week in advance for child care usage.
- **Monthly** – fees will be debited for that week fees plus three (3) weeks in advance for child care usage.
- **Term** – fees will be debited for all booked sessions of that term in advance, at the beginning of each term.

All monies will be banked on behalf of the Service as soon as possible after receipt.

**Childcare Benefit**
The Nominated Supervisor will keep parents informed about the availability of Childcare Benefit (CCB) by:

- advising all parents of the ability to apply for Childcare Benefit through the Family Assistance Office 13 61 50 when the Nominated Supervisor initially meets with parents and also through the Family Handbook;
- keeping a stock of information brochures available for parents.

Families are required to provide all Centrelink information, as requested on the enrolment form, to be eligible for reduced fees. Full fees will be charged until the service receives current and correct information from the family. It is the parent’s/guardian’s responsibility to ensure that the FAO and OSHC have the same information.

Credit for fees already paid will be made in accordance with the Department of Education, Training and Employment Child Care Service Handbook.

All CCB records will be kept for 3 years from the last entry on the record in accordance with the Department of Education, Training and Employment Child Care Service Handbook.

**Late Fees**
Closing time of this Service is 6.00pm. Parents who collect their children after this time will incur a late fee of $25 for the first 10 minutes and $2 per minute thereafter (this is to compensate employees for overtime rates as required by relevant industrial instruments).

**Overdue Fees**
If fees have not been paid within seven (7) days of the initial statement being sent out, on the 8th day the following steps will occur to provide consistency to the collection of outstanding fees.

- In the first instance, the Nominated Supervisor will send out an Outstanding Fee – First Reminder letter by mail or email which will require that payment to be paid within seven (7) days (14 days of initial statement).
- If no payment has been received within another seven (7) days (21 days of initial statement) an Outstanding Fees - Second Reminder letter will be sent or emailed and a $10.00 late payment fee will be charged to the account.
- If no payment has been received within a further seven (7) days (28 days of initial statement) a Final Reminder letter will be sent or emailed and a debt collecting agency may be employed to collect the payment. If this occurs an additional cost of 30% of the outstanding fees will be added to the account as well as a $20 administration fee.
- If parents pay their outstanding fees to Patricks Road Outside School Hours Care prior to a debt collecting agency contacting them all additional costs i.e. $20 admin fee and the additional 30% of all outstanding fees will still apply to the account.

If the outstanding fees have been handed over to a debt collecting agency the following will occur:

- Child/ren will be excluded from the service permanently and a letter will be sent or emailed to the family. In this instance parents/guardians will need to seek permission in writing to the P&C Management Committee to request that their child/ren be allowed back into the Service.

If the family is accepted back in to the service, all fees must be paid prior to attendance or bookings will not be permitted.

The Nominated Supervisor may offer a payment plan (once only) for outstanding fees over an 8 week period only. Once this has been paid all fees are to be paid one week in advance.

**Cancellations and Refunds**
There shall be no refunds given for cancellation unless the Management Committee decides otherwise in the sole and absolute discretion of the Management Committee in the particular circumstances.

Cancellations of bookings will be made in accordance with the Bookings and Cancellations Policy (see Policy 2.14) and will incur any relevant fees and charges according to such policy.
## OSHC Fees from December 17th 2012

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<thead>
<tr>
<th>Service</th>
<th>Fee Description</th>
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<tbody>
<tr>
<td>Enrolment Fee (non-refundable)</td>
<td>$25 per family per year</td>
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<tr>
<td>Before School Care</td>
<td>$14 per child per session</td>
</tr>
<tr>
<td>After School Care</td>
<td>$18 per child per session</td>
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<tr>
<td>Vacation Care/Pupil Free Day</td>
<td>$45 per child + additional fees</td>
</tr>
<tr>
<td>Arts &amp; Equipment Levy</td>
<td>$46 per year ($11.50 per child per term)</td>
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<td>Charged at the beginning of the school year as $46 per child. Refunds may be requested at the close of the school year if your child did not attend OSHC during one or more of the terms/vacation care periods.</td>
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<tr>
<td>Late Fee (after 6:00pm)</td>
<td>$25.00 per child for any part of the first ten minutes</td>
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<td>$2.00 per child / per minute thereafter</td>
</tr>
<tr>
<td>Overdue Account Letter (Second Reminder)</td>
<td>$10.00</td>
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<tr>
<td>Family Suspended due to non-payment of account</td>
<td>$20.00 + 30% of all outstanding fees and charges</td>
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<tr>
<td>Excursion hat replacement</td>
<td>$12</td>
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<tr>
<td>Wilful damage of OSHC equipment</td>
<td>Replacement cost</td>
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<tr>
<td>Non-cancellation fee</td>
<td>$5 in addition to ASC fee per family</td>
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10.5 Approval Requirements under Legislation Policy

As part of the service risk management and compliance obligations, the Management Committee and the Nominated Supervisor shall jointly be responsible to ensure that the Service complies with the Approval requirements under the *Education and Care Services National Law 2010 and Regulations 2011*.

### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- NQS Area: 7.1.1, 7.1.4; 7.2.1; 7.3.1, 7.3.2, 7.3.3.
- Policies: 10.1 – Quality Compliance, 10.2 – Role and Composition of Management Committee, 10.6 – Supervisor Certificate, 10.8 – Information Handling (Privacy and Confidentiality) and Record Keeping.

### Procedures

An application for Provider Approval must be made, in writing, to the relevant Regulatory Authority prior to the service being operational.

An Approved Provider may apply, in writing, to the Regulatory Authority for Service Approval to operate an education and care service if the Approved Provider is or will be the operator and will be responsible for the management of the staff members and nominated supervisor for that service.

Information required to be provided to the Regulatory Authority as part of the Service Approval process includes, but is not limited to:

- The location and street address of the proposed service;
- Plans prepared by a building practitioner showing the location of:
  - All buildings, structures, outdoor play and shaded areas;
  - Location of entry and exits;
  - Location of toilets and hand washing facilities;
  - Floor plan showing unencumbered indoor and outdoor spaces;
  - Calculations verifying regulated space requirements.

As part of the Service Approval process, a Nominated Supervisor for the service must be delegated, in writing and with their consent, to the Regulatory Authority (see Policy 10.6 – Supervisor Certificate).

Whilst the Service provides, or aims to provide, regular child care to school age children, the Management Committee and the Nominated Supervisor are jointly responsible to ensure that the Service will not operate at any time if some person or body does not hold a current approval in respect of the Service.

Whilst the Service is approved to provide child care, the Management Committee and the Nominated Supervisor are jointly responsible to ensure that:

- The Service complies at all times with the specific conditions of the approval applicable to the Service;
- The approval is renewed and kept current in accordance with the legislation;
- The relevant current Service Approval is kept on display at the Service whenever child care is being provided.

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10.6 Supervisor Certificate Policy

As part of the Approved Provider obligations under the previous policy (10.5), to obtain Service Approval, a Nominated Supervisor must be nominated, in writing to the Regulatory authority, to be the Nominated Supervisor for the service. The Nominated Supervisor is delegated by the Approved Provider to be in charge of the day to day operations of the service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 4.2.1; 7.1; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality).*

Procedures

The Nominated Supervisor of the service MUST hold a current Supervisor Certificate in accordance with the *Education and Care Services National Law 2010 and Regulations 2011*.

A Supervisor Certificate allows the person to whom it is issued, with their written consent, to be placed in the day to day charge of an approved education and care service, either as the Nominated supervisor or when the Nominated Supervisor is absent from the service.

Application for a Supervisor Certificate may be made:

- In writing to the Regulatory Authority, including the prescribed fee;
- By an individual over 18 years of age; and
- In the jurisdiction which they currently, or intend to, reside in.
- Applicants for a Supervisor Certificate must satisfy the Regulatory Authority that they:
  - Are a fit and proper person to be a supervisor of an education and care service;
  - Meet the prescribed minimum for qualifications, experience and management capability;
  - Management of the service will seek written consent from a designated Nominated Supervisor to take on the role of the Nominated Supervisor for the service, as per legislated requirements for Service Approval.

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10.7 Insuring Risks Policy

The service recognises and acknowledges the need for a responsible approach to identifying and managing risks (see Policy 10.9 – Risk Management and Compliance) and will endeavour to have adequate insurance protection at all times. Employees, children, parents and Management committee members will be protected from the financial repercussion of public liability.

 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (e.g. Nominated Supervisors’ duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.
- NQS Area: 2.3.2; 4.2.1; 7.1.1; 7.3.1, 7.3.2, 7.3.3, 7.3.5.
- Policies: 10.1 – Quality Compliance Policy, 10.5 – Approval Requirements under Legislation, 10.9 – Risk Management and Compliance Policy

 Procedures

As per the Education and Care Services National Law 2010 responsibility rests with the Approved Provider to take out and keep current adequate public liability insurance with a minimum cover of $10 Million building and contents (including loss of cash from premises or in transit) and other insurances*.

All insurance will be purchased through a reputable broker or agent.

The Management Committee will request the Nominated Supervisor each year to gather such information as necessary to enable the Management Committee to make an informed assessment and make decisions on the insurance needs of the Service.

The Nominated Supervisor will provide the Insurer with relevant details of activities and excursions undertaken.

A certificate of currency shall be kept on file at the service and updated annually.

The Management Committee is responsible to ensure that the Service has adequate Worker’s Compensation Insurance for all staff including volunteers.

Claims

In the event of a claim being made or a reportable incident, the Nominated Supervisor will notify the Management Committee immediately.

If directed by the Management Committee, the Nominated Supervisor will notify the Insurance Company, ensuring that the Service follows all directions of the Insurance Company and in the case of material or significant claims, seek legal advice for the Service.

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10.8  Information Handling (Privacy and Confidentiality) & Record Keeping Policy

In order to protect children and better provide its services, the Service seeks and deals with personal and sensitive information relating to families, children and others. The Service respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Our service supports the principles of privacy and confidentiality. Types of Information we collect includes personal information on employees, children and families which is used in the operation of our service. Personal information collected includes: - Names, addresses and contact numbers for family members, children’s medical details, qualifications, recognised training and/or positions, places of employment.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Privacy Act, 2000 (Commonwealth) and amendments
- NQS Area: 1.1.4; 1.2.1, 1.2.3; 2.1.1; 2.3.3; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 6.3.2, 6.3.3, 6.3.4; 7.1.1, 7.1.2, 7.1.3, 7.2.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.

Procedures

This Service complies with the Privacy Principles under the Privacy Act, 2000 (Commonwealth) through this policy.

The Service gathers only the information it needs in order to provide its services and protect and care for children and Educators.

The Service obtains the written consent of persons to the use of the information by the Service in connection with providing the services, delivering the program and complying with its Duty of Care to children, employees and other persons, including those giving the information. The service may seek permission to share relevant information as required by law. This is done through the enrolment and other related procedures as new information is received.

The Service protects the rights of the individual’s privacy by ensuring that information collected is stored securely in a locked filing cabinet.

Records of the Service are only to be accessed by persons who need them for a reason for which the person giving the information has consented to it being used or, strictly in the case of emergency, to fulfill the Service’s Duty of Care and responsibilities to the children.

All records pertaining to any child incident, illness, injury or trauma will be kept until the child reaches the age of 25.

The Nominated Supervisor will ensure that children’s records are reviewed and updated at least twice per year and otherwise immediately after receiving a request from a parent/guardian to update any detail in the child’s record.

The service will ensure:-

- Fair and open information collection practices;
- Processes and practices that ensure information collected about individuals and families is accurate, complete and current; and
- Limiting the use and accessibility of personal information.

Patricks Road OSHC staff, the Sub-Committee and the P&C Association will all sign Confidentiality agreements upon employment/assignment of their roles.

Privacy Policy

Personal information about your family is required to ensure a high level of care.

Your privacy is important to us and we are committed to being open about how we use your personal information.

**Your right to privacy**

You have the right to have your personal information kept private. In addition to strict confidentiality laws, you have the right to:

- Be told why your personal information is being collected and whether it can be given to anyone else
- See what information is held about you and have it corrected if it is incorrect or out-of-date
- Have your personal information stored securely and protected from unauthorised access or misuse
- Know how your personal information will be used
- Make a complaint if you believe your privacy has been infringed.

**What does 'personal information' mean?**

Personal information is any information about you by which your identity can be reasonable determined. It can range from an opinion (of a staff member) to sensitive information such as health or custody records. Generally, sensitive information can only be collected with your consent or when it is required by law.

**What information do we collect and why?**

When you enrol your child/children into our program you will need to provide us with your family's personal details including:

- Name
- Occupation
- Place of work
- Contact telephone numbers
- Current address
- Children's date of birth
- Children's additional requirements
- Emergency contacts
- Custody arrangements
- Medical practitioner
- Children's medical conditions

**How do we collect personal information?**

We collect personal information in a number of ways, including:

- Directly from you, when you provide information by phone or in document such as your family's 'Enrolment Form'; and
- From third parties such as the Department of Families, Family Assistance Office, or your representatives.

**How do we use your personal information?**

Generally, we only use your personal information to ensure we provide the highest level of care for your child/children.

Other ways in which you information may be used are:

- To inform you of change in services provided by the program from time to time.
- To administer and manage those services, including charging, billing and collecting debts.
- To communicate with government and regulatory authorities and other organisations, as required or authorised by law.
- To report to our professional advisers, including our accountants, auditors and lawyers.
- To have an ongoing observational record of your child’s development and behaviour while using the Service.

**How do we protect your information and ensure it is accurate?**

Only authorised staff have access to your personal information. Our program takes all reasonable precautions to ensure the information we collect, use and disclosed is accurate, complete and up-to-date.

However, the accuracy of that information depends on the details you provide. That's why it is essential you let us know if there are any errors in your personal information, and keep us up-to-date with changes such as your contact numbers or children's medical conditions.
Can you access the personal information we hold about you?

You may request access to any of the personal information we hold about you.

A summary of personal information such as your name and address details etc. is available to you by contacting us. For security reasons however, we will not give information over the telephone unless the personal making the enquiry is able to confirm their identity. Depending on the information requested, you may be required to put your request in writing.

You can not access information about any other person.

We may retain your personal information for a period of time after you have ceased your relationship with us.

**Worried about privacy?**

If you have any questions in relation to privacy, confidentiality or access to information, please contact us on 3851 2107 Monday to Friday from 6:30 am to 6:00 pm.

If you believe we have breached your privacy or confidentiality, you can make a complaint to our office. Your complaint will be taken seriously and investigated thoroughly. If you are not satisfied with the service’s investigation or resolutions, you can make a complaint to the Privacy Commission.

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10.9 Risk Management and Compliance Policy

The Service is, like all other enterprises, subject to a number of risks as well as important legal, regulatory, industry and policy requirements. The Service is a responsible organisation and seeks to demonstrate a risk awareness, including by identifying and managing material risks and ensuring compliance as far as reasonably possible with all such requirements.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (e.g. Nominated Supervisors’ duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.
- Australian Standard on Compliance - AS/NZ 3806-2006
- Commission for Children and Young People and Child Guardian Act 2000
- Commission for Children and Young People Amendment Act (No 1) 2006.
- QLD Education (General Provisions) Act 2006
- Parents & Citizens Model Constitution
- Operations Manual for P&C Associations
- NQS Area: 2.1.4; 2.2.2; 2.3; 4.1; 4.2.1; 7.1.1, 7.1.4, 7.1.5; 7.2.3; 7.3.1, 7.3.2, 7.3.3, 7.3.5.

Procedures

The Management Committee/PCBU will, in conjunction with the Nominated Supervisor/Officer, take responsibility to develop, maintain and monitor a risk management program appropriate to the Service, including a method of ensuring that the Service takes appropriate steps to comply with:

- The Policies and Procedures of the Service;
- Commission for Children Young People and Child Guardian requirements;
- Work Health and Safety Practices;
- Equal Opportunity Employment;
- Adequate insurance;
- the Service Approval status applicable to the Service (see Policy 10.5 – Approval Requirements under Legislation) and other relevant laws applicable to the Service;
- Maintenance of equipment and facilities;

The Management Committee, in conjunction with the service Nominated Supervisor, will develop and manage, through its regular meetings, an annual rolling program of reviews of all of the Policies and Procedures of the Service, to ensure that they comply with relevant requirements.

The Nominated Supervisor, or his/her delegate, acting as Quality Officer (see Policy 10.1 – Quality Compliance) is responsible to monitor changes in current laws and other regulatory requirements. To do this, the Nominated Supervisor will proactively and fully inform her/himself, through subscribing to appropriate information services, industry bodies and attending all relevant and appropriate forums for discussing these issues. Accompanying children or others to hospital by ambulance when necessary.

Follow up actions may include:

- Seeking access or referral to, appropriate counseling and critical incident debriefing services to provide support to those affected within the service including children, families, employees and management.
- Observing children’s reactions and behavior;
- Supporting children to appropriately express thoughts and feelings;
- Providing a stable and nurturing environment with familiar routines;
- Supporting employees through team meetings and accessing relief employees to support when appropriate;
- Providing professional support and special leave when needed;
- Supporting families through meetings and written information;
• Managing media attention attracted by newspapers, radio and television through appropriate and effective methods of communication. This may involve nominating a media contact to manage the communication to ensure consistency of information and reduction in misinformation and speculation.

Ongoing actions may include:
• Monitoring and supporting children, families, employees, volunteers and students;
• Evaluating emergency and critical event management plans.

The Nominated Supervisor informs educators of all such changes and requirements through the educator training program (See Policy 8.4 – Educator Professional Development and Learning), regular team meetings and/or service communication book.

High risk activities and special events
High level risks and special events shall be identified from time to time within the program, through consultation with educators, management and other relevant stakeholders. Such events may include but are not limited to excursions and/or incursions.

The risk management process shall be conducted for each of the activities identified as a high risk or special event and shall be conducted prior to the scheduled timeframe for the event or activity.

All relevant stakeholders shall be informed of how the service intends to manage high level and special event risks and appropriate training and support for stakeholders will be made accessible.

Crisis and critical events
This may include emergency situations such as fire, flood, other natural disasters, external threats, evacuation etc.

Preventative measures shall be taken to prepare for critical events such as:
• Developing risk management plans for possible emergency situations (e.g. fire, flood). Management plans may include strategies for overnight stays and/or food restrictions;
• Creating a ‘storm pack’ including a torch and batteries, radio, rations etc.

The details of the crisis or critical event shall be documented on a service incident report and shall include the projected impact on the stakeholders within the service, immediate actions, follow up actions and ongoing actions.

Immediate actions may include:
• Carrying out plans as per the service risk management process;
• Ensuring immediate safety of those involved;
• Administering first aid;
• Reassuring children, families, employees, volunteers and students;
• Seeking assistance from emergency services and management.

Managing breaches of the Risk Management Strategy
Risk Management Plans for high risk activities and special events shall be monitored on a regular basis (annually or as required).

Information regarding the service's risk management strategy shall be shared with all relevant stakeholders including employees and families on a regular basis.

Management shall have overriding responsibility for overseeing the implementation of the process and for ensuring that any breaches of the service strategy are immediately rectified.

Communication and support
Information shall be made accessible to families, volunteers and employees regarding the service policies and procedures in relevant handbooks as well as having access to a full copy of the service policies and procedures through borrowing from the service.

Information shall be dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

Training materials and strategies shall be made available and accessible to help employees, volunteers and parents identify and manage risks of harm.
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10.10 Managing Compliance within the Service Policy

The service recognizes that strategies must be in place to ensure ongoing compliance with relevant legislation. This policy is designed to identify the various legislation and government authorities where compliance is required and clear strategies for ensuring the service actively monitors compliance aspects.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- Commission for Children and Young People and Child Guardian Act 2000
- Commission for Children and Young People Amendment Act (No 1) 2006.
- Privacy Act 1988
- NQS Area 6.1.3; 7.1; 7.2.2, 7.2.3; 7.3.
- Policies: 8.2 – Educational Leader Policy, 10.1 – Quality Compliance Policy, 10.5 – Approval Requirements under Legislation Policy, 10.6 – Supervisor Certificate Policy, 10.7 – Insuring Risks Policy, 10.9 – Risk Management and Compliance Policy.

Procedures

The service shall actively work towards compliance with:

- Education and Care Services National Law, 2010 and Regulations 2011;
- National Quality Standards for Education and Care Services and School Age Care;
- Commonwealth Child Care Act 1972 (Child Care Benefit);
- Commission for Children and Young People and Child Guardian Act 2002;
- Commission for Children and Young People Amendment Regulation (No 1) 2006;
- Work Health and Safety Legislation;
- Child Protection Legislation.

Compliance monitoring strategies shall be implemented including:

- Developing compliance checklists for use within the service on a regular basis such as, safety checklists;
- Updating the compliance checklists on a regular basis or as new information regarding changes to the implementation of regulations, legislation or standards becomes available;
- Seeking reputable organizations to conduct external audits and to provide reports regarding compliance issues to the service on a regular basis;
- Acting on any relevant recommendations or notification to changes in compliance requirements immediately.

Information shall be made accessible to families, volunteers and employees regarding the service policies and procedures in relevant handbooks as well as having access to a full copy of the service policies and procedures through borrowing from the service.

Information shall be dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

Positive Notice Blue Card Compliance

All employees, volunteers and executive members of management must hold a current and valid Positive Notice blue card.

Prospective paid employees shall not be engaged to work at the service until appropriate application for a blue card has been made. Required evidence of such application shall be maintained at the service.

A blue card register will be maintained at the service containing nominated copies of blue cards of all employees, volunteers and executive members of management. The register shall be referred to by the Nominated Supervisor/Administrator on a regular basis to track expiry dates.

All employees, volunteers and executive members of management holding existing blue cards prior to their involvement with the service shall be required to complete appropriate documentation to have their engagement with the service recorded e.g. Authorisation to confirm a valid blue card.

All employees, volunteers and executive members of management shall be provided with information regarding their responsibilities in holding a blue card.
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10.11 Management Code of Conduct Policy

The service expects that all members of Management shall conduct themselves in such a way that is professional and in accordance with the philosophy and goals of the service. Management are expected to actively demonstrate a positive attitude towards their role, the service, the employees and the service’s clients. The service requires that all Management abide by the code of conduct at all times during their interaction with children, families, community members, employees and other members of management.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Parents & Citizens Model Constitution*
- *Operations Manual for P&C Associations*
- *QLD Education (General Provisions) Act 2006*
- *Duty of Care*
- *NQS Area: 6.1.2; 7.2.1; 7.3.2; 7.3.4, 7.3.5.*
- *Policies: 10.2 – Role and Composition of Management Committee, 10.8 – Information Handling (Privacy and Confidentiality) and Record Keeping.*

Procedures

Management shall be provided with a copy of the service’s code of conduct/code of practice or code of ethics prior to commencing their position.

Management shall be expected to read the document and indicate that they have understood all of the conduct requirements by signing the agreement.

Management shall be expected to consistently uphold the agreement during their time with the service.

Breaches to the agreement shall be taken seriously which may result in appropriate action taken on behalf of the Service.

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10.12 Information Technology Policy

The service acknowledges and recognizes the significant impact of information technology on OSHC services and therefore aims to have suitable policies and procedures in place to ensure that information technology is used appropriately and in the best interests of the children, families and employees who use the service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Commission for Children and Young People and Child Guardian Act 2000*
- *Commission for Children and Young People Amendment Act (No 1) 2006.*
- *NQS Area: 1.1.1, 1.1.2, 1.1.5; 1.2.2; 3.2.2; 4.2.1; 5.2.1; 6.1.2; 6.2.1; 7.1.2; 7.2.1; 7.3.5.*
- *Policies: 2.13 – Use of Photographic and Video Images of Children, 2.15 – Children’s Belongings, 3.1 – Educational Program Planning and Curriculum Development and Curriculum Development, 6.2 – Provision of Resources and Equipment, 8.10 – Staff Orientation and Induction, 8.14 – Employee Online Social Networking, 10.8 – Information Handling (Privacy and Confidentiality) and Record Keeping.*

Procedures

Information technology shall be considered a valuable learning tool for school age children attending school age care services and shall be included as an appropriate part of the overall program when accessible.

Information technology shall include computer equipment, games, internet access and other forms of communication technology including mobile phones and cameras.

Information technology accessible to children such as the internet shall be monitored by educators. Approved mechanisms shall be put in place to ensure that children who are able to access the internet at the service do not have access to inappropriate sites or information. Children will be educated regarding the safe use of information technologies.

Educators shall not be permitted to use personal mobile phone cameras to take photos of children.

Educators shall not be permitted to use personal digital (or manual) cameras to take photos of children.

The service shall take precautions to ensure computer games accessible to children are appropriate for the use of school age children and that government classifications are followed where appropriate.

Online Social Networking

While the Service does not wish to control personal private information released outside of work hours, any image, comment or status distributed by an employee that damages the reputation of the Service, its employees and other stakeholders, will be treated as a serious breach of this policy and may result in disciplinary action.

When using social networking media, the following guidelines must be adhered to at all times:

- Offensive comments are not to be made about fellow employees, stakeholders, children and families online. This will be viewed as cyber bullying. Even if comments are not made directly, they may still be viewed indirectly by multiple people;
- Work-related problems, tasks and ventures should not be discussed online. Confidentiality must be maintained at all times;
- Be clear that your personal views are yours, and not necessarily the views of the service management and/or stakeholders;
- Management must approve any photos of employees in work uniform prior to being posted to the site. Photos are not to be placed online if they are of an unprofessional nature;
- If anything is posted online by others which may harm the reputation of the service, its employees or stakeholders, and you have the capacity to delete such information, the Approved Provider asks that you do so immediately.

If something potentially dangerous to the image or people of the service is found online, bring this to the attention of the Nominated Supervisor. This should be done immediately and the information should not be shared with others.
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10.13 Purchasing Policy

The service management seeks to implement measures which provide financial protection and minimize the risk of fraudulent, inappropriate or negligent financial practices. Such policy seeks to protect the financial reputation of the organization and its ongoing viability.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- P&C Accounting Manual
- P&C Operations Manual
- NQS Area: 2.2.1; 3.1.1; 3.2.2; 6.1.1; 7.1.1; 7.3.1, 7.3.2, 7.3.5.

Procedures

When purchasing is carried out within the service, the conduct of purchases will be in line with the following five principles:

- Open and effective communication;
- Value for money;
- Enhancing the capabilities of local business and industry;
- Environmental protection;
- Ethical behaviour and fair dealing.

Ordering and purchasing authority is restricted to the Nominated Supervisor. Such authority may be transferred should other employees be required to act up in this position, but shall be limited to amounts of no greater than $1000 per invoice for the standard daily operation of the service (provided these amounts have been pre-approved in the budget) without requiring authorisation of the P& C Executive. This may include purchasing through petty cash or the appropriate use of service accounts.

Exceptions may apply when a government grant (or other grant) requires that goods be purchased within a given timeframe and that this timeframe is earlier than an approved management meeting.

All purchases over $1000 shall require two written quotes or research evidence and purchases over $3000 shall require three written quotes or research evidence depending on the scope of purchase.

Management shall ensure that the purchasing policy does not negatively impact on the efficient operations of the service and that all purchase requests are followed up in a timely manner.

Authorisation for purchases over $1000 may be approved in events of emergency where two approved members of management have been contacted and agreed to the expense. Documentation of such discussion shall be made and presented at the next approved management committee meeting.

Failure of the Nominated Supervisor to follow this procedure may result in their termination or a written warning at the executive committee's discretion.

All purchases and payments shall be accompanied by a purchase requisition which shall include the following information:

- Date of purchase;
- Supplier;
- Persons requesting purchase;
- Authorisation by two approved members of management;
- Purchase total.

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10.14 Record Back Up and Off Site Information Handling Policy

The Service acknowledges and recognises that considerable amounts of information pertaining to the daily and historical operations of the service are stored on computer or other files.

The storage and long term maintenance of this information is vital in the monitoring of compliance activities and to prevent the service from losing valuable information therefore it is important to maintain effective storage procedures.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Commonwealth Child Care Act 1972 (Child Care Benefit)
- Privacy Act 1988
- NQS Area: 7.1.1; 7.3.1, 7.3.2, 7.3.5.
- Policies: 10.1 – Quality Compliance, 10.8 – Information Handling (Privacy and Confidentiality) and Record Keeping, 10.12 – Information Technology.

Procedures

The Nominated Supervisor (or other relevant person) shall be responsible for conducting a daily/weekly backup of the entire computer system. Some childcare management programs are web based and may be automatically updated by the software provider.

A back-up of the entire service files shall be done internally as well as on an appropriate external disk drive.

The backup shall be taken off site by the Nominated Supervisor and returned to site on the following working day.

Management shall provide the Nominated Supervisor with an appropriate lockable box in which to store the backup while off site to ensure information is safe, secure and inaccessible to public.

Storage of computer data shall be carried out in accordance with any requirements of the organizations insurer. This may involve completion of a risk management plan to ensure all foreseeable risks to data security are considered and managed appropriately.

Any data or memory sticks, compact disks or other computer storage devices purchased by the service, shall remain the property of the service.

No staff shall be permitted to copy files onto personal storage devices or to email information off site other than if approved by Management and the information is pass-coded.

Data storage devices shall be checked weekly to ensure appropriate functioning.

Accessing OSHC information, email accounts and QIKKIDS from a personal computer off-site is permitted by the nominated supervisor, provided that the user has an individual password protected user account on the computer and the account is only used by the nominated person.

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10.15 Asset Management Policy

The service acknowledges and recognises the necessity to maintain a record of the financial and physical assets belonging to the service in order to meet with the requirements of audit, insurance and for future planning.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- NQS Area: 3.1.1, 3.1.2; 3.2.2; 7.3.2.

Procedures

An asset register shall be maintained which currently describes the property position of the service. The register shall include categories such as:

- Furniture;
- Electrical Equipment;
- Sporting Equipment;
- Utensils and Food Handling;
- Arts and Crafts (other than consumables).

Every fixed item purchased for the service (other than consumables) shall be entered into the register immediately following the purchase.

The details to be contained in the register in respect of purchases shall include:

- Date of purchase;
- Item (Categorised);
- Purchase price;
- Supplier;
- Warranty terms (if applicable).

Items may be disposed of during the year for many reasons including:

- Damaged;
- Aged;
- Other.

In the event that items are disposed of or written off, such items shall be reported to management using appropriate formats such as financial report or Nominated Supervisor’s report and shall be duly recorded in the asset register.

The register shall be reviewed and updated annually in accordance with the financial year of audit.

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10.16 Intellectual Property and Copyright Policy

The Service recognises that for the purposes of operating an OSHC service many written materials need to be developed to ensure compliance with relevant legislation. These written materials include, but are not limited to:

- Policies and procedures manuals;
- Handbooks;
- Operational Documents and Forms.

As a result, all materials developed by employees, volunteers or other agents, specifically for the operational purposes of the OSHC shall remain the Intellectual property of the service.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Copyright Act 1968
- NQS Area: 7.1.2; 7.1.4; 7.3.2, 7.3.4.
- Policies: 8.2 – Educational Leader, 10.1 – Quality Compliance

Procedures

Where employees are engaged to develop written materials specifically for the operational purposes of the service, these materials shall be dated and marked with the name of the service.

If appropriate the document shall be further marked with the words ‘copyright’ or the relevant symbol. The document shall also be labelled with the author of such document if considered appropriate.

Employees or other agents engaged by the service to produce written materials shall observe intellectual property laws ensuring that all direct quotations and ideas are appropriately referenced and acknowledged.

Materials that have been purchased and provide copyright authority shall be used specifically in accordance with the granted authority and permission for purpose.

All written materials shall be marked ‘draft’ until ratified by Management.

Copyright shall be strictly observed with all photocopying and distributing of documents other than those owned by the service which may be copied freely for use of the service.

Documentation, forms, policies and procedures, handbooks, designs and all variations of the aforementioned remain property of PRSS OSHC. Employees leaving the service may not copy or take any documentation with them upon completion or termination of their contract, especially not to be used at another service.

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10.17 Strategic Planning Policy

The service recognizes and acknowledges the value of planning strategically to ensure the future and ongoing viability and growth of the service therefore management will review service operations regularly and take a planned approach to the organizations future.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 3.1.1; 3.2.2; 3.3.2; 6.1.2; 7.2.3; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: 6.2 – Provision of Resources and Equipment, 10.2 – role and Composition of Management Committee, 10.3 – Budgeting and Planning, 10.13 – Purchasing*

Procedures

Service management shall plan an annual meeting to strategically review operations and to take a planned approach to the organisations’ future.

The Nominated Supervisor shall be involved in the process of strategic planning and shall provide the following documents/resources for a 12 month preceding time period to enable the process, including but not limited to:

- Audited financial reports and budget;
- Attendance patterns;
- List of Policies and Procedures;
- Calendar of Events;
- Marketing materials/strategy;
- Others as required.

Service management may seek external support and advice in the process as required.

The process for planning strategically shall be guided by the resource “Growing Children, Growing Business” (which is freely available online to all QCAN Members.)

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10.18 Court Orders and the Release of Children in Care Policy

The Service recognizes and acknowledges the diverse and changing circumstances of children’s families and shall endeavour to implement a best practice approach to managing the duty of care, whilst respecting the needs of parents and the legal environment surrounding family obligations.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- Family Law Act 1975
- Privacy Act 1968
- NQS Area: 2.3.2; 4.2.1; 6.1.1, 6.1.3; 6.2.2; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- Policies: 2.4 – Arrivals and Departures of Children, 9.2 – Enrolment and Orientation, 9.3 – Communication with Families, 9.8 – Parent Conduct, 10.8 – Information Handling (Privacy and Confidentiality) and Record Keeping.

Procedures

The service shall request that all families provide, upon enrolment of their child, nominated copies of any legal documents and orders which may impact on the service to implement a duty of care.

The service shall request that all families, upon changing circumstances within the family unit, update their enrolment and provide nominated copies of any legal documents and orders which may impact on the service to implement a duty of care.

The service shall inform all employees of the intent of the court orders whereas it applies to them and impact on their capacity to manage their own duty of care and that of the service towards the child/ren and family.

The service shall endeavour to release children within the conditions as outlined in the nominated documents and/or orders.

The service employees shall take a best practice approach to managing the needs of children and families with care and sensitivity and work with families to support them in the provision of care for their children.

The service employees shall respect and maintain the confidential nature of the documents through application of privacy laws.

As outlined in the Enrolment form, OSHC Employees can not prevent biological parents from collecting their child/ren despite what court orders dictate as we are not trained law enforcers. Employees can however contact parents or guardians immediately if this occurs and then contact the Police.

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Policy Development, Sourcing and Review Policy

The service recognizes and acknowledges the broad range of information sources including statutory documentation that is referred to and referenced either directly or indirectly in the development of policies and procedures.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 6.1.2; 7.1.1; 7.2.1, 7.2.3; 7.3.2;*
- *Policies: 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation, 10.10 – Managing Compliance within the Service*

Procedures

The service shall develop policies and procedures which reflect the true nature of the service’s operations.

The service shall ensure that generic policy documents are reviewed and specified to meet the individual and unique circumstance of the service.

Sourcing of policies shall where possible include reference to expert documentation, resources, guidelines and principles as associated with such policy.

Sourcing of policies from electronic sources including the Internet shall include a date in which such source was accessed. Policy sourcing should also be mindful of other provision such as copyright laws and appropriate referencing styles. Relevant Laws and other Provisions shall be articulated and considered also as policy reference and source points.

Policies shall be reviewed annually, according to a predetermined schedule or as required.

Parents and guardians will be notified at least 14 days prior to changes in policies and procedures taking place. This notice period is not required if the change of policy or procedure is to address an issue in relation to the safety, health or wellbeing of any child enrolled at the service.

Policies shall be dated at ratification and for review.

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10.20 Environmental Management Policy

OSHC Management recognise the need to ensure that activities undertaken through the program minimise environmental impact and are committed to establishing procedures that respect and care for our land and its resources.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Environmental Protection Act 1994, Environmental Protection Regulation 2008
- NQS Area: 3
- Policies: 3.1 – Educational Program Planning, 3.3 – Educator Practices, 4.12 – No Smoking, 4.13 – First Aid
  Waste Management, 5.5 – Cleaning and Sanitising, 6.5 – Use and Maintenance of Air Conditioning, 8.10 – Employee
  Orientation and Induction, 9.3 – Communication with Families, 9.3 – Communication with Community, 9.6 – Parent
  and Community Participation, 10.1 – Quality Compliance,

Procedures

OSHC Management, in consultation with the service Nominated Supervisor, will develop procedures for relevant areas relating to environmental management and sustainability. Areas may include (but not limited to):

- Water usage;
- Energy efficiency;
- Waste management;
- Use of chemicals;
- Air quality;
- Care of animals and vegetation; and
- Consideration of the local environment.

Information will be provided to educators, families and the management committee in regards to issues affecting the way the service is dealing with environmental issues.

The service will encourage links and networking with families and the community on environmental issues by keeping them informed of what the service is doing and being aware of what others can bring to the service.

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10.21  Service Closures Policy

The Service acknowledges that there may be times when the service is required to close due to planned or unforeseen circumstances. The service recognises that effective communication procedures must be in place to ensure all families are notified if closure of the service is expected.

 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act, 2010 and Regulations 2011
- Child Care Service Handbook
- NQS Area: 7.3.2, 7.3.5
- Policies: 9.3 – Communication with Families, 9.3 – Communication with Community.

 Procedures

The service will operate as per the approved and advertised opening hours for each session of care where Child Care Benefit is claimed unless approval is given by the regulatory authority (Office of Early Childhood Education and Care (OECEC)) and the Department of Employment, Education and Workplace Relations (DEEWR).

The service will not close early due to children being collected prior to the approved and advertised closing time, unless prior approval has been granted by the regulatory authority (Office of Early Childhood Education and Care (OECEC)) and the Department of Employment, Education and Workplace Relations (DEEWR).

Closure of the service may occur in the following instances:

- Extreme weather conditions;
- Emergency situation, such as fire or other external threat;
- Loss of power and/or water.

Determination for closure will be made in consultation with management and/or other emergency services personnel, if relevant.

In the case of closure of the service, the Nominated Supervisor will:

- Contact families to collect the children from the service; and
- Ensure the safety of all children and educators involved.

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Determining the Responsible Person Policy

The Approved Provider must ensure that the education and care service has a responsible person in day to day charge of the service. This policy outlines the process for determining the responsible person.

 Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 4.2.1; 7.1; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation, 10.9 – Information Handling (Privacy and Confidentiality).*

 Procedures

A responsible person must be present at all times when the service is educating and caring for children. If the Nominated Supervisor is absent, the Approved Provider or a Certified Supervisor placed in day-to-day charge of the service can be the responsible person.

The Nominated Supervisor of the service MUST hold a current Supervisor Certificate in accordance with the *Education and Care Services National Law 2010 and Regulations 2011*.

In the absence of the Nominated Supervisor, the Approved Provider or Nominated Supervisor will place in day to day charge of the service a Certified Supervisor with their written consent. This person MUST hold a current Supervisor Certificate in accordance with the *Education and Care Services National Law 2010 and Regulations 2011*.

In determining the responsible person, the Approved Provider will also consider the capacity of this person to:

- Understand relevant laws, regulations and provisions;
- Ensure children’s safety;
- Ensure the safety of others including staff, volunteers and visitors;
- Communicate effectively with children, families and staff;
- Understand and articulate practice;
- Communicate effectively with relevant authorities;
- Implement service policies and procedures; and
- Respond appropriately in emergencies;

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10.23 Provision of Information Policy

The Approved Provider recognises the importance of making available to families particular information regarding children's participation and attendance at the service. Information shall be made available to families upon request so long as the request is reasonable, equitable and lawful.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- **Education and Care Services National Law Act, 2010 and Regulations 2011**
- **NQS Area:** 1.1.4; 2.1.1, 2.1.4; 2.2.1; 6.1.1; 6.1.3; 6.2.1; 6.3.2; 6.3.3; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5
- **Policies:** 2.4 – Arrivals and Departures of Children, 2.6 – Behaviour support and Management, 2.7 – Exclusion for Behavioural Reasons, 2.9 – Inclusion and Anti-Bias, 2.11 – Including Children with Special/Additional Needs, 2.13 - Use of Photographic and Video Images of Children, 2.14 – Bookings and Cancellations, 2.15 – Children’s Property and Belongings, 3.1 - Educational Program Planning, 3.2 - Program and Documentation Evaluation, 3.4 – Homework, 3.5 – Excursions, 3.7 – Physical Activity, 3.8 - Extra-curricular Activities, 3.10 - Observational Recording, 4.5 - Illness and Injury, 4.6 – Medication, 4.10 - Anaphylaxis Management, 4.15 – Asthma, 5.2 - Food and Nutrition, 5.6 - Menu Development, 9.2 – Enrolment, 9.3 - Communication with Families, 9.5 - Complaints Handling, 9.6 - Parent and Community Participation, 10.8 - Information Handling (Privacy and Confidentiality), 10.10 - Managing Compliance within the Service.

**Procedures**

Families may request information from the Approved Provider with regard to their child/ren's participation and attendance at the service. This information may include (but is not limited to):

- The enrolment record
- Participation in the program
- Dietary requirements and menus
- Attendances
- Fee payments
- Records of child care benefits
- Incident/accident reports

Sources of information such as those identified may be requested either in person or in writing to the delegate of the Approved Provider.

Where this information does not breach confidentiality to any other person it will be provided upon request in the form of a written record or statement.

The Approved Provider will only make access to information of a sensitive nature that is not requested for a general purpose upon written request which details the nature for which the information is being requested and the timeframe in which it is required.

When necessary, a legally certified request may be required. Costs associated with the provision of information that is not for a general purpose may be negotiated, particularly if the gathering and collating of those records is comprehensive.

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