Policy Group 9: Parent, Family and Community Relationships

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Policy Group 9: Parent, Family and Community Relationships

9.1 Access Policy

This Service is available to all school age children and is primarily for those whose parents work or study. The program is designed to include children from various backgrounds e.g. cultural, religious, gender, disability, marital status and income. All areas/members of the community are respected, valued, catered for and encouraged to be involved in the operation 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
- Child Care Services Handbook (for current year)
- Duty of Care
- NQS Area: 1.1.5; 3.1.3; 4.2.1; 6.1.1, 6.1.3; 6.3.1,6.3.3; 7.1.1; 7.2.1; 7.3.2, 7.3.4, 7.3.5.

💡 Procedures

If demand for places provided at this Service exceeds those available, priority of access will be given based on guidelines provided by the Department of Education, Training and Employment through the current Child Care Services Handbook.

The service and its employees will promote equality, cultural diversity and will be actively encouraged to understand individual children’s backgrounds and provide opportunities being sensitive to their needs.

To enable children with additional needs to attend, the service will facilitate access to inclusion and support assistance as necessary.

To enable children to participate in the range of activities at the Service, the Nominated Supervisor will invite and encourage all parents/guardians and their child to meet with educators regularly to review and evaluate how the Service is meeting the needs of the particular child.

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9.2 Enrolment & Orientation Policy

The Service acknowledges the need to ensure accurate and relevant information relating to the specific needs of each child is available and uses effective enrolment procedures to obtain such information and to impart appropriate information to parents/guardians.

The service aims:

- To ensure that each family is welcomed to the Service
- To inform all parents of the Service Policies and Procedures, and involve them in the consultation process
- To respect parents by giving them the opportunity to discuss their family, values, areas of importance and any concerns or queries they may have
- To ensure that child’s entry to the Service is a positive experience.

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
- NQS Area: 1.1.5; 2.1.1; 2.2.1; 2.3.4; 4.1.1; 4.2.1; 6.1; 6.2.1; 6.3.2, 6.3.3; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- Policies: 2.4 – Arrivals and Departures of Children, 2.11 – Including Children with Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 3.5 – Excursions & Incursions, 3.8 – Extra-curricular Activities, 4.6 – Medication, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 8.15 - Children of Employees, 9.1 – Access, 9.9 Priority of Access

Procedures

The enrolment process will commence with contact between parents/guardians and the Nominated Supervisor and/or Certified Supervisor, where the families will be provided with a service enrolment pack, including but not limited to:

- Child enrolment and booking form;
- List of current educators, including photos;
- Service rules and behavior expectations.

Enrolment at this Service for children over pre-school age (but not yet started prep) is available from the beginning of the calendar year in which they will attend school. Families may need to provide documentation relating to proof of age prior to enrolment being accepted.

Enrolment forms must be completed annually for all current and new families wanting to use the service. It is the responsibility of the Parent/guardian to update their information throughout the year should circumstances change.

Strictly for the purposes of enabling the Service to fulfill its Duty of Care responsibilities to the child and comply with these policies and procedures, the following information in relation to children is requested from all parents/guardians through the service enrolment form:

- Personal details (name, address, and date of birth);
- Name, home and work address and phone numbers of parent/guardian;
- Name, address, phone number and relationship to child of persons (authorized nominee) who may be contacted for emergency collection;
- Parental/guardianship and/or residential details (if any), including copies of relevant court orders;
- Relevant health, medical and immunization details;
- Name, address and phone number of the child’s doctor;
- Any additional physical, emotional, dietary, religious, cultural or other needs or considerations relating to the child;
- Authorisation for the service Nominated Supervisor (or qualified educators) to:
  - Provide emergency medical treatment;
  - Apply/assist to apply SPF+30 sunscreen;
  - Take and/or display children’s photographs;
- Priority of access information
The enrolment form shall also include the written consent of the parent/guardian signing the form to the use of the information by the Service in keeping with the Information Handling Policy (Privacy and Confidentiality), (see Policy 10.8) and the other Policies and Procedures of the Service from time to time.

The Service cannot provide its services to a child, and may refuse to do so, if the parent/guardian refuses to give any or all of the above information, as the Service will not be able to discharge its Duty of Care and other responsibilities to the child without this information.

The service will, on a regular basis, request families to update children’s enrolment forms to ensure all parent/guardian and emergency contact information is current.

All information obtained through the enrolment procedures will be kept in strictest confidence and used only for the purposes for which it is obtained (see also Policy 10.8 Information Handling [Privacy and Confidentiality] and Record Keeping).

Procedures for Enrolment and Orientation:

- An interpreter can be arranged if necessary via the Translating and Interpreting Service PH: 13 14 50 (24 hours) or Sign Language Communications (07) 3892 8500.
- A tour of the Centre is given (if that has not occurred previously).
- The family will be provided with an Enrolment Pack containing an Enrolment Form, a Booking Form, Credit Card Authorisation form, a Children’s Interests form and internet links to the Family Handbook and other forms which may be required by the family.
- Families will be directed to where they can access the Service’s Policies and procedures, Community Resources, their child’s observation folder, menu’s, the roll, medical forms, the National Quality Standard and National Law, the learning framework ‘My time, Our Place’, how to determine the responsible person in charge, the Educators profiles and the Incident, Injury, Trauma and Illness folder.
- Parents and guardians will be invited to identify any areas of concern, or that require clarification.
- Parents and guardians will be introduced to the educators.
- Parents and guardians will be told that anaphylactic children attend the service and therefore it is a nut-free zone.
- Explained where to locate the program, the Quality Improvement Plan and how to give feedback and suggestions.
- The orientation procedure will depend on the needs of each family. It is preferable that children are shown around the OSHC area before commencing to become familiar with the layout of the service.
- Parents or guardians are invited to attend sessions with their child to ensure a smooth transition into the service. This is especially encouraged for parents/guardians whose children are entering Prep.
- Children will be shown: where to access the toilets, how to use the hand towel dispenser, how to use the bubblers, wash their hands, close the toilet doors securely, access toys, and given some basic rules. If the child is willing, an older child may be assigned to assist them for that session or a friend from their class.

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9.3 Communication with Families Policy

The Service recognizes and acknowledges the importance of effective communication with families and strives to encourage their participation to enhance the service provided. Families are welcome to attend the Service or talk to educators during operation. We encourage families to voice any concerns in a way that will assist us to provide a better 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: 1.1.4, 1.1.5; 2.1.1, 2.1.4; 2.2.1, 2.2.2; 4.1; 4.2.1; 6.1; 6.2; 6.3.2, 6.3.3; 7.1.5; 7.2.1, 7.2.3; 7.3.1, 7.3.2, 7.3.4, 7.3.5.
- Policies: 2.4 – Arrivals and Departures of Children, 2.6 – Guiding Children’s Behaviour, 2.7 – Exclusion for Behavioural Reasons, 2.11 – Including Children with Additional Needs, 2.13 – Use of Photographic and Video Images of Children, 2.14 - Bookings and Cancellations, 3.4 – Homework, 3.5 – Excursions & Incursions, 3.8 – Extracurricular Activities, 3.11 – Escorting Children, 4.2 – Infectious Diseases, 4.6 – Medication, 5.2 – Food and Nutrition, 4.8 – Sun Safety, 4.10 – Anaphylaxis Management, 4.15 – Asthma, 9.2 – Enrolment and Orientation, 9.5 – Complaints and Grievance Handling, 10.4 – Fees, 10.8 – Information Handling (Privacy and Confidentiality) and Record Keeping, 10.12 – Information Technology, 10.18 – Court Orders and the Release of Children in Care.

Procedures

For new families at the Service, the first point of contact will be the Nominated Supervisor or a Certified Supervisor, who will meet with the parents/guardians and the child to discuss the Service and the child’s needs and to answer any questions.

On enrolment, the link to the Family Handbook and Policies and Procedures and any other information and forms will be provided as part of the Service enrolment package. The Family Handbook and OSHC Policies and Procedures will also be available on the Parent’s table. The information contained in this handbook is based on the Service policies and procedures and should be used as a reference.

Parents/guardians will have access to meet with the Nominated Supervisor by appointment during non-contact hours (9:00am – 2:00pm), to discuss any issues or concerns with respect to their child and/or the Service. Information is available to families about their child which includes documentation of their child’s learning, development and participation in the program.

Information provided by families relating to their child’s participation in the program will be documented and stored as appropriate.

Before entering the premises all persons will need to be identified by the Nominated Supervisor, or other educators. An approved person is a person who has been given permission by the parent/guardian, Nominated Supervisor/educators or Management Committee.

The Nominated Supervisor will treat all enquiries and concerns, and the persons making them, seriously and with respect and will endeavour wherever possible to answer questions and provide required information.

Families will be provided with the opportunity to advertise their businesses and/or services on the OSHC notice board and through the OSHC weekly bulletins at no charge in line with 9.4 – Communication with the Community Policy.

Any deficiencies in the Service which are identified through this process, and can be rectified, will be taken into account by modifying or enhancing these Policies and Procedures, or the program, as appropriate.

The Nominated Supervisor may refer families to information relating to appropriate community support and resource agencies that are accessible and available at the parent sign in/notice board area.

Information for parents will also be communicated through:

- regular newsletters/bulletins; and/or
- parent sign in and notice board area; and/or
- regular meetings between Nominated Supervisor/educators and parents/guardians; and/or
- notices written by the Nominated Supervisor, and approved by the Management Committee, being given to parents/guardians when there are matters of changed policy and it is important for the changes to be communicated before the next newsletter or monthly meeting; and/or
All emails from families will be responded to, even if no reply is necessary. This is to ensure that families know that their communication has been received and if necessary actioned. If no reply is received by the family, then this means that the email from them was not received and therefore not actioned, and will need to be sent again.

Over the course of time, the professional relationships between Parents and Guardians may develop into professional friendships. Communication through emails and conversations may therefore become more ‘casual’, however common courtesy, respect, politeness and professionalism must always be maintained. Should communication between Educators and Parents/guardians be viewed by one or the other as inappropriate, the offended party is encouraged to follow the Complaints and Grievance Handling Policy 9.5.

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9.4 Communication with the Community Policy

The Service recognizes and acknowledges the importance of its local community and seeks to act as a responsible neighbour and community member, both in the interests of its community and of enhancing the experience of children as members of the community.

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: 6.2.2, 6.3.1, 6.3.3, 6.3.4; 7.3.1, 7.5.1.*
- *Policies: 8.14 – Employee Online Social Networking, 9.5 – Complaints and Grievance Handling, 9.6 – Communication with Families, 9.7 – Community Engagement.*

 Procedures

The Nominated Supervisor is responsible to ensure that the Service holds current contacts and information on relevant community resources, and that educators are made aware of them through regular team meetings and the Educator Handbook.

The Family Handbook makes it clear that families have access to information on relevant community resources for their children, and the Nominated Supervisor ensures that they are indeed available on request by parents/guardians.

Community services are encouraged to advertise their services on the OSHC noticeboard and through the OSHC weekly bulletins at no charge.

The Nominated Supervisor ensures that the surrounding neighbours (including businesses) of the Service are invited to attend the Service on a regular basis to obtain any information, provide any feedback on the operation of the Service as a responsible neighbour, and to explore any ways in which stronger community links can be built.

Members of the community will have free access to meet with the Nominated Supervisor by appointment (provided that parents and children of the Service are the greater priority), to discuss any issues or concerns with respect to the Service.

The Nominated Supervisor will treat all enquiries and concerns, and the people making them, seriously and with respect and will endeavour wherever possible to answer questions and provide required information.

Any deficiencies in the Service which are identified through this process and can be rectified will be taken in to account by modifying or enhancing these Policies and Procedures, or the program, as appropriate.

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9.5 Complaints & Grievance Handling Policy

To ensure service provision is in keeping with these Policies and Procedures and other applicable requirements, the Service invites comments and complaints from children, parents/guardians, employees and the community. The Service respects and considers all complaints, which require a resolution, seriously and attempts to find a satisfactory resolution wherever possible.

🔗 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, 4.2.2, 4.2.3, 6.1.1, 6.1.3, 7.1.1, 7.1.2, 7.1.3, 7.1.5, 7.2; 7.3.
- Policies: 8.6 – Employee and Volunteer Grievance, 9.3 – Communication with Families, 9.4 – Communication with the Community, 9.8 – Parent Conduct, 10.8 – Information Handling (Privacy and Confidentiality) and Record Keeping.

🔗 Procedures

The Nominated Supervisor shall be the first contact for all comments and/or complaints. However the complainant will have direct access to the Management Committee, and the Nominated Supervisor will permit and, if appropriate, encourage the complainant to do so, if:

- the complaint is about the conduct of the Nominated Supervisor;
- the complainant is not comfortable to take the complaint to the Nominated Supervisor;
- the complainant is not satisfied with the Nominated Supervisor’s handling of the complaint;
- the complaint is about a matter of Management and Administration Policy.

For this purpose, parents and others will be kept informed of the current contact details of the chair of the Management Committee through the Family Handbook, newsletter or other appropriate form of communication, and otherwise will be available on request.

Using the Complaint Record Form (see Appendix C), the Nominated Supervisor will record all details of the complaint, any relevant discussions, and if appropriate, the resolution of the complaint. Both the Nominated Supervisor and complainant should sign this form with a copy provided to the complainant on request.

The Nominated Supervisor will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in presence of the children, other employees or parents, and heated discussions are to be avoided as far as possible.

To protect the privacy of all individuals, and encourage openness and honesty in the handling of complaints, the complaints record form is a confidential document, which will not be accessible to any person, provided that the Nominated Supervisor will provide copies of relevant entries only to a complainant on request.

Any matters of complaint can be referred to the P&C Management Committee president@prss.com.au or the relevant Regulatory Body for further guidance and/or assistance.

Relevant regulatory bodies include the Office of Early Childhood Education and Care (07) 3237 0111 ECEC_complaint@deta.qld.gov.au (policy related matters) or the Queensland Ombudsman on (07) 3005 7000 (investigates complaints about the actions and decisions of Queensland public agencies and their employees that may be unlawful, unreasonable, unfair, improperly discriminatory or otherwise wrong). The Australian Children’s Education & Care Quality Authority (ACECQA) 1800 181 088 or enquiries@acecqa.gov.au.

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Parent and Community Participation Policy

The Service values the important role that parents and the community take in the overall development, understanding and awareness of children. For this reason, the service shall endeavour to encourage parent participation and engage with the local and wider community in mutually beneficial and supportive relationships in an effort to support children’s lifelong learning and recreational enrichment.

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
- Public Liability Insurance
- NQS Area: 2.2.2; 2.3.3; 4.2.1; 5.1.1; 6.1.2; 6.2.1; 6.2.2; 6.3.1; 6.3.3; 6.3.4; 7.1.5; 7.2.1, 7.2.3; 7.3.2, 7.3.4, 7.3.5.
- Policies: 3.5 – Excursions & Incursions, 8.5 – Volunteers and Students, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.8 – Parent Conduct, 10.9 – Risk Management and Compliance.

Procedures

Parents

The Service shall develop and implement strategies and processes that identify:

- Parent skills and interests suitable to the program;
- How such parent involvement will support the overall objectives of the service and in particular program delivery; and
- When such parent skills and interests may be utilized as part of the program throughout the year.

Parents will be encouraged to participate in the service through attendance at management meetings and/or service events.

Community

The Service shall develop and implement strategies and processes that identify:

- Accessible Community Resources;
- The methods in which such resources can be utilized (e.g., excursions, incursions, support activities etc.);
- How such Community engagement will support the overall objectives of the service and in particular program delivery; and
- When such Community resources may be utilized throughout the year.

The Nominated Supervisor, Management and employees shall identify local and wider community resources, where mutually beneficial and supportive relationships require establishment or enhancement.

Families of the service will be encouraged to suggest suitable and appropriate community venues that may be considered for excursions, incursions etc.

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9.7 Management of Intoxicated Persons under the influence Policy

The following policy and procedure are written and described without prejudice:

On occasion, nominated and/or nominated supervisors of the service may need to exercise duty of care in managing particular situations. These occasions as described by such policy may include those in which it is suspected that children may be released into the care of intoxicated or under the influence persons. All persons considered or expected under the influence of drugs, alcohol or other substance that are under the employ (at the time) of the service shall be referred to the “fit for work” policy and procedure. All persons who are not under the current employ of the service shall be requested to follow the policy and procedure as described.

Under no circumstances would the service recommend that unfit persons take on duty of care for children unless the following procedures have been duly considered.

## 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*
- *Work Health and Safety Act 2011*
- *NQS Area: 2.3.2; 4.2.1; 7.1.1; 7.1.2; 7.3.2, 7.3.4, 7.3.5.*
- *Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.4 – Arrivals and Departures of Children, 8.10 – Staff Orientation and Induction, 9.3 – Communication with Families, 9.8 – Parent Conduct.*

## Procedures

The family shall maintain the parental responsibility under the relevant acts and provisions to care for their children. In this case the parent shall:

- Understand and follow all laws regarding the collection and care of school age children and any individual service laws that they select of their own accord to use.

Should the Nominated Supervisor or other senior staff reasonably suspect that the relevant parent, guardian or person authorised to collect the child is under the immediate influence of alcohol, drug or other substance, they shall:

- Make attempt to discuss concerns with parent, guardian or authorised person;
- If not parent, then make attempt to contact parent to discuss concerns;
- Only release the child if required to by law;
- Call the police if an immediate threat to the welfare and wellbeing of children and or family exists.

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9.8 Parent, Guardian & Authorised Nominee Conduct Policy

The Service strives to provide a safe and healthy workplace for employees and a caring and supportive environment for children and families. The service expectations of parent conduct whilst attending the service are clearly explained in the parent information package and are further supported by this policy.

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
- NQS Area 6.1.1; 7.1.1; 7.3.2, 7.3.4.
- Policies: 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.4 – Arrivals and Departures of Children, 7.3 – Harassment and Lockdown, 8.10 – Staff Orientation and Induction, 9.3 – Communication with Families, 9.6 – Parent and Community Participation, 9.7 – Management of Intoxicated or Persons Under the Influence.

Procedures

Parents shall be expected to communicate appropriately with all educators whilst dropping off or collecting their children, or other children as permitted to and from the service.

Parents and Guardians have rights and responsibilities associated in their involvement with OSHC. This includes:

- Encourage positive behavior habits in their children and ensure that their child adheres to the services behavior management policy
- Support the efforts of educators in maintaining a safe and respectful environment for all children
- Teach their child the importance of honesty, respect for property and respect for the rights of others

When parents work diligently towards the fulfillment of these obligations, each individual benefits.

Parents and Guardians have a right within the service to:

- Be respected and recognized as the major influence upon their child’s development
- Be able to express themselves on matters of the service policies
- Be offered the same courtesy and respect within the service

Patricks Road OSHC expects parents to:

- Complete an enrolment form every year
- Pay accounts on time
- Notify the service of any bookings, cancellations and alterations
- Promptly notify the service of any absences due to illness
- Follow the services absence and cancellation procedures
- Work collaboratively with educators to resolve any behavioural problems which may arise
- Follow the services grievance procedure when expressing concerns or complaints to the centre Nominated Supervisor
- Never use a raised voice, including swearing or shouting; or speak in an aggressive manner towards educators or children
- Parents shall not be permitted to discipline verbally or in any other way the children of other families. Should a parent have an issue or concern regarding the conduct of another child, family or staff, they shall follow appropriate grievance procedures as outlined in this manual.
- Always speak in respectful tones and use positive language in conversation, emails and on the phone.
- Refrain from the mental or physical intimidation or harassment of educators
- Refrain from smoking anywhere on the school grounds
- The centre Nominated Supervisor and/or the Nominated Supervisor present at the time has the right to ask a person to leave the premises if they feel intimidated in any way.

Parents, guardians or authorised persons who breach the conduct expected of them whilst engaging with the service may result in the suspension or expulsion of their family’s enrolment with the service and/or (distance from service). One (1) written warning shall be given to the parent, guardian or person authorised if they breach the Parents, Guardians and Authorised Persons Code of Conduct before they are indefinitely suspended from the service at the discretion of the Nominated Supervisor and/or Management Committee. If the offense is serious, the parent, guardian or the authorised
person may be immediately expelled from the service at the discretion of the Nominated Supervisor and/or Management Committee.

Harassment and bullying of staff members by a parent, guardian or authorised person will not be accepted and may result in the family’s expulsion from the service in consultation with the Management Committee and Industrial Relations Representative in accordance with Policy 8.6 Workplace Harassment and Bullying Policy; Queensland Workplace Health and safety Act, Division 2, Obligations of a Particular Person (Section 28 & 29) and the Prevention of Workplace Advisory Standard 2004.

The approved provider or nominated supervisor is not required to let a person enter the service premises if permitting the person’s entry would:
  i) pose a risk to the safety of the children and staff of the service; or
  ii) conflict with any duty of the provider, supervisor or educator under the Law; or
  iii) the provider, supervisor or educator is aware that the parent is prohibited by a court order from having contact with the child.

The Police may be notified if Parent conduct within the service is threatening or violent.

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9.9 Priority of Access Policy

Child care spaces at times may be limited due to the service meeting its licensed capacity and/or staff availability affecting Educator child ratios. In these circumstances staff will create waiting lists when a number of parents are applying for a limited number of vacant places. To ensure the system is fair, the Australian Government has “Priority of Access Guidelines” for allocating places in these circumstances (see Children’s Services Handbook Area 6.3).

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 Services Handbook (2011-2012)
- Duty of Care
- NQS Area: 1.1.5; 3.1.3; 4.2.1; 6.1.1, 6.1.3; 6.3.1,6.3.3; 7.1.1; 7.2.1; 7.3.2, 7.3.4, 7.3.5.

Procedures

Priority of Access will be determined by information provided by families on their enrolment form. To further determine which category or sub-category a family or child may belong to, a Priority of Access form will be attached to the Term Booking form which Parents or guardians must complete and sign to be able to claim Priority of Access. If this form is not completed and returned to the Nominated Supervisor it will be assumed that the family does not belong to any of the categories or sub-categories.

Priority categories

- First Priority: a child at risk of serious abuse or neglect;
- Second Priority: a child of a single parent who satisfies, or of parents who both satisfy, the work/training/study test under Section 14 of the ‘A New Tax System (Family Assistance) Act 1999’
- Third Priority: any other child.

Priority sub-categories

Within these main categories priority is given to the following children: *(Please note that these sub-categories are not in prioritised order and all sub-categories are viewed as equal).*

- children in Aboriginal and Torres Strait Islander families;
- children in families which include a disabled person;
- children in families which include an individual whose adjusted taxable income does not exceed the lower income threshold of $39 785 for 2011-2012, or who or whose partner are on income support;
- children in families from a non-English speaking background;
- children in socially isolated families; and
- children of single parents

The service may require a Priority 3 child to vacate a place to make room for a child with a higher priority. The service will give at least 14 days notice of the need for the child to vacate the session.

Additional Guidelines

Outside School Hours Care is primarily for school children. Children who have already commenced schooling at Patricks Road State School will have priority of access over new Preparatory students during the January vacation care period.

Access throughout the year will firstly be given to school children who attend Patricks Road State School, over children from other schools.

Waiting List Procedures

When numbers exceed the licensed 75 places, and/or the Educator child ratio of 1:15 cannot be met due to staff availabilities, a waiting list will be created according to the Priority of Access guidelines.
Families under the ‘Third Priority’ and not in any of the sub-categories will be contacted by email or phone and asked if they are able to make their spot available if under the 14 day notification requirement.

- If they are unable to, then the First priority, second priority and main sub-category families on the waiting list will be given a list of care services in the area.

Families under the ‘Third Priority’ and not in any of the sub-categories will be contacted by email or phone and notified that their booking has been cancelled due to the Priority of Access guidelines if over the 14 day notification requirement.

- This family will then be placed on a waiting list if requested.

Families will be notified by email of all wait-listed bookings (including dates and sessions). Staff will contact the family if the booking becomes available. If the family has not been contacted by 24 hours prior to the session, the family should make alternative arrangements if they have not done so already. A list of alternative child care facilities in the area will be made available on request.

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9.10 Acceptance and Refusal of Authorisations Policy

The Approved Provider acknowledges the importance of ensuring parents/guardians/authorised nominees are aware of the process for authority to be given and/or refused for children to participate in relevant aspects of the program through the initial enrolment procedure. Such authorisations and/or refusals must be received in writing and will be handled in accordance with the service’s Information Handling (Privacy and Confidentiality) Policy.

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
- NQF Area: 1.1.2, 1.1.3, 1.1.4, 1.1.5; 2.1.4; 2.2.2; 2.3.2, 2.3.4; 6.1; 6.2.1; 6.3.1; 6.3.3; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.

Procedures

Through the service enrolment process families will have opportunity to give and/or refuse authority for the following (including but not limited to):

- Sharing of information, relevant to the care of their child (e.g. health, wellbeing and/or cultural requirements) amongst educators and/or support workers who are working within the OSHC program;
- Provision of emergency medical treatment including obtaining any medical, hospital and/or ambulance service in the case of an accident or emergency involving their child;
- OSHC educators to liaise with other health/medical professionals in relation to the care of their child;
- OSHC educators to assist their child to apply a SPF 30+ sunscreen prior to outdoor activities;
- OSHC educators to take photos of their child to record important events and special activities as part of the program.

Parent authority, in writing, will be required before any child will be allowed to leave the approved area of the service. This includes (but is not limited to):

- Excursions;
- Extra-curricular activities; and
- Regular Outings.

Procedures for parents/guardians/authorised nominees to give and/or refuse authority for children’s participation is contained within the relevant policies of this service (e.g. excursions policy, extra-curricular activities policy, escorting children policy).

Parents/guardians have the right at any time to change authorisations given to the service in relation to their child and their child’s participation in the program. This may be done through completion of an updated enrolment form or other written authorisation.

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