

**Policy Group**  
**10:**

# **Management and Administration**

## **10.1 Quality Compliance Policy**

As an education and care service, Oakleigh Outside School Hours Care strives to meet the National Quality Standard and the requirements for Approved Providers and Nominated Supervisors under the Education and Care Services National Law Act, 2010 and National Regulations 2011 in such a way as to best fulfil its ability to care for children and to carry out the agreed policies and procedures 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 National Regulations 2011
- 'My Time, Our Place' Framework for School Age Care
- NQS Area: 4.1; 7.1; 7.2; 7.3.
- Policies: 1.1 – Philosophy Statement, 1.2 – Goals, 2.10 – Reporting Guidelines and Directions Policy for Handling Disclosures and Suspicions of Harm, 3.1 – Educational Program Planning, 3.3 – Educators Practice, 5.3 – Food Act Compliance, 6.1 – Space and Facilities Requirements, 7.1 – Emergency Equipment and Facilities, 8.2 – Educational Leader, 10.5 – Approval Requirements under Legislation, 10.6 – Supervisor Certificate, 10.9 – Risk Management and Compliance, 10.10 – Managing Compliance within the Service.



### **Procedures**

Oakleigh State School P&C Association has developed, and will regularly review and update, written policies for conduct of the Oakleigh OSHC service (including at least the matters required by the Education and Care Services National Regulations 2011 and the National Quality Standard).

The statement of 'Service Philosophy' is displayed on the wall of the service, in the Educator Handbook, and in the Family Handbook and enrolment materials.

The Oakleigh Subcommittee, in conjunction with the Coordinator acting as Quality Officer, will:

- Ensure and monitor the implementation of this Quality Compliance Policy;
- Check for, record and act on non-compliance by the service or its employees with this Quality Compliance Policy or any Quality Areas; and
- Monitor changes in the Education and Care Services National Law Act 2010 and National Regulations 2011 and the National Quality Standard (or any specific quality elements) which may affect or require a change to any of the policies and procedures of the service.

The Coordinator will report on all such matters to the OSHC Subcommittee.

Oakleigh State School P&C Association 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 Oakleigh State School P&C Association and the Coordinator 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; and
- Agree to adhere to all service values, policies and procedures, through written terms of employment and role statements. These include their acknowledgement that repeated failure to comply may result in termination of employment.

The Coordinator, in conjunction with the Oakleigh State School P&C Association, 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-compliance.

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

- Are actively invited to participate in decision-making and policy review and development wherever appropriate; and
- Are kept informed of all policies and procedures, and their means of communicating with the service, through the Family Handbook and other regular communications e.g. newsletters, emails etc.

In addition to this General Quality Compliance Policy, the National Quality Standard requirements of the current legislation are incorporated into the specific policies and procedures of the service.

The Coordinator will lead the development of a service Quality Improvement Plan following a collaborative process of ongoing assessment of the quality of service practice against the National Quality Standard.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.2 Role and Composition of the Subcommittee Policy

The Oakleigh Outside School Hours Care Subcommittee’s role is clearly defined in writing and communicates with the Oakleigh State School P&C Association, the Coordinator, parents, the community, Educators and other stakeholders to ensure that it fulfils its role effectively.



### Relevant Laws and other Provisions

- See **PARENTS & CITIZENS’ ASSOCIATION CONSTITUTION FOR OAKLEIGH STATE SCHOOL** for limitations and role of OSHC Subcommittee or other governing body
- Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (e.g. directors’ duties) to your OSHC Subcommittee or board or other governing body. Seek expert advice if unsure
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- NQS Area 7.1; 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 - Comments and Complaints Handling, 10.1 – Quality Compliance Policy, 10.3 – Budgeting and Planning, 10.11 – Management Code of Conduct, 10.17 – Strategic Planning.



### Procedures

The Subcommittee has a written role statement and Code of Conduct which will be made available to all interested persons associated with the service.

The role statement of the Subcommittee outlines its responsibility to ensure that:

- The philosophy and goals of the service are developed and updated 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 Coordinator appointed as 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; and
- They are to liaise and report regularly to the P&C Executive as the Approved Provider.

Oakleigh State School P&C Association regularly publicises details of the role, operation and composition of the Subcommittee and the right of parents and community members to stand for election/appointment.

The Subcommittee is responsible to monitor the Coordinator and other employees in implementing these policies and procedures.

The Subcommittee will self-evaluate its performance of its role at least on an annual basis.

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November 2017	August 2019	November 2020

## 10.3 Budgeting and Planning Policy

To ensure the effective and efficient management of the Oakleigh Outside School Hours Care service, the P&C Association, the Subcommittee and Coordinator work collaboratively together to develop effective and responsible budgetary guidelines for the ongoing operation of the service.



### Relevant Laws and other Provisions

- See **PARENTS & CITIZENS' ASSOCIATION CONSTITUTION FOR OAKLEIGH STATE SCHOOL** for limitations and role of OSHC Subcommittee or other governing body
- Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (e.g. directors' duties) to OSHC Subcommittee or board or other governing body.
- Accounting Manual for Parents & Citizens' Associations (if P&C managed service)
- NQS Area: 3.2; 6.1; 7.1, 7.2, 7.3.
- 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

An annual service budget is prepared by the Oakleigh State School P&C Association working in consultation with the Subcommittee and Coordinator, and then is approved by the P&C.

The Budget takes into account the need for appropriate and adequate employees, facilities, equipment, maintenance and the requirements of the service policies and procedures.

The Budget also takes into account the professional development needs of Educators at Oakleigh Outside School Hours Care service with a yearly allocation for training relating to their job role.

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

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## 10.4 Fees Policy

The Oakleigh State School P&C Association aims to provide a quality OSHC service to families at an affordable price. Fees will be set based on the annual budget required for the provision of quality education and care in keeping with the service's philosophy statement, program goals, and these policies and procedures. Child Care Subsidy is available to all families who meet residency and immunisation guidelines.



### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Australian Government Child Care Service Handbook
- NQS Area 6.1; 7.1, 7.3.
- Policies: 2.14 – Bookings and Cancellations Policy, 3.5 – Excursions Policy, 9.2 – Enrolment Policy, 9.3 – Communication with Families Policy, 10.3 – Budgeting and Planning Policy, 10.17– Strategic Planning Policy



### Procedures

Permanent bookings are entitled to a reduced fee, as set by the Oakleigh State School P&C Association. A permanent booking is defined by a regular pattern of attendance throughout each term on one or more occasion per week.

Casual bookings shall attract a higher fee, as set by the Oakleigh State School P&C Association, due to the nature of the booking and irregular pattern attendance.

Fees will be paid, for all days booked, on the last day of attendance each week to the nominated person i.e. Coordinator/administrator.

A statement must be issued by the service for each child receiving Child Care Subsidy as reduced fees as per the Australian Government's Child Care Service Handbook, a copy of which is held at the service for access by parents and other interested persons.

Accepted payment methods include, EFTPOS, direct debit or internet transfer.

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

### Child Care Subsidy

The Coordinator will keep parents informed about the availability of Child Care Subsidy (CCS) by:

- Advising all parents of the ability to apply for Child Care Subsidy through Centrelink when the Coordinator initially meets with parents and also through information provided in the Family Handbook; and
- Keeping a stock of information brochures available for parents.
- Reminding Families that they need 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.

- Ensuring that Credit for fees already paid will be made in accordance with the Australian Government's Child Care Service Handbook.
- Ensuring All CCS records will be kept for 3 years from the last entry on the record in accordance with the Australian Government's Child Care Service Handbook.

**Late Fees**

Closing time of this service is 6.00pm. Parents who collect their child/ren after this time will incur a late fee of \$45 for the first 15 minutes and \$20 thereafter.

**Overdue Fees**

Fees are considered "overdue" when there are outstanding fees of over \$50.00, or where no payment has been made in at least 2 weeks:

- In the first instance, the Coordinator/administrator will remind the parent verbally or via email, and record when the parent has agreed to pay the account;
- If no payment has been received when agreed, written notification by the Oakleigh State School P&C Association will be sent;
- If no arrangements have been made, the parent will be contacted where the terms of payment are discussed and parents are informed that continued enrolment is dependent on the payment of the fees outstanding;
- A debt collection agency may be used if payment of fees have not been received; and the Oakleigh State School P&C Association may, in its discretion, exclude the child temporarily or permanently from further attending the service if the parents have not met the requirements as advised to them under the previous paragraph.

**Cancellations and Refunds**

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.

If a family has permanently cancelled care and their account is in credit, they must provide written instructions to the service indicating:

- If a refund is required and have provided account details for transfer; or
- A donation of the credit balance to the service.
- An administrative fee of \$10 will be charged to family accounts when processing a refund payment.

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## 10.5 Approval Requirements under Legislation Policy

The Oakleigh State School P&C Association, Subcommittee and the Coordinator shall jointly be responsible to ensure that the service complies with the approval requirements under the Education and Care Services National Law 2010 and National Regulations 2011 in order to meet OSHC service risk management and compliance obligations,



### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- NQS Area: 7.1, 7.2, 7.3.
- Policies: 10.1 – Quality Compliance, 10.2 – Role and Composition of OSHC Subcommittee, 10.6 – Supervisor Certificate, 10.8 – Information Handling (Privacy and Confidentiality).



### Procedures

The Oakleigh State School P&C Association as the Approved Provider of the Oakleigh Outside School Hours Care will be responsible for the management of the staff members and Coordinator (Nominated Supervisor) for that service.

Management is required to and will notify the regulatory authority of any changes to conditions placed on its Service Approval to operate an education and care service. Such changes in conditions includes but is not limited to::

- The location and street address of the service; and
- Plans prepared by a building practitioner 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; and
  - Calculations verifying regulated space requirements.

The Oakleigh State School P&C Association as the Approved Provider of its approved OSHC service, will ensure a Nominated Supervisor is delegated in writing and that they consent to act as the responsible person in charge of the day to day operations of the service.

The Regulatory Authority will be notified if/when a new person is delegated to the role of Nominated Supervisor.

Whilst the service provides, regular education and care to school age children, the Oakleigh State School P&C Association and the Coordinator (Nominated Supervisor) act jointly to ensure that the service operates within the bounds of current approvals.

At all times that the service is approved to provide education and care, the Oakleigh State School P&C Association/ and the Coordinator (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; and
- The relevant current Provider Approval and Service Approval is kept on display at the service whenever child care is being provided.

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## 10.6 Nominated Supervisor Policy

As the approved provider of Oakleigh Outside School Hours Care, Oakleigh State School P&C Association acknowledges its obligation to appoint one or more individuals as Nominated Supervisor/s at their approved service (National Regulation 24). The appointment of a coordinator will follow a determination of the person/s suitability to act as the responsible person/s in charge of the day to day operations at the service. In the absence of the Nominated Supervisor/s, other Educators working at the service deemed suitable to perform the responsible person duties, will be appointed.



### Relevant Laws and other Provisions

- Education and Care Services National Law Act 2010 and Regulations 2011
- Education and Care Services National Amendment Regulations 2017
- NQS Area: 4.2; 7.1; 7.3.
- 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), 10.22 – Determining the Responsible Person.



### Procedures

Prior to the appointment of one or more individuals to be Nominated Supervisors at the Oakleigh State School's OSHC service, the Oakleigh State School P&C Association as the approved provider, will determine a person/s suitability to be a Nominated Supervisor. They will record and keep sufficient information as evidence of this determination (refer to 10.6.1 Determining the Nominated Supervisor Checklist, Delegation and Consent).

In determining a person's suitability to act as Nominated Supervisor, the Oakleigh State School P&C Association will ensure that the person/s:

- Are 18 years or over;
- Has the adequate knowledge and understanding of the provision of education and care to children (qualifications, skills and work experience);
- Has the ability to effectively supervise and manage an education and care service;

In determining a person's suitability to act as Nominated Supervisor, the Oakleigh State School P&C Association will have regard to the person/s:

- Compliance history with the National law and other relevant laws (refer to Compliance History Statement template - <http://files.acecqa.gov.au/files/Templates/ComplianceHistoryStatement.pdf>)
- Prohibition history (refer to Prohibition Notice Declaration template - <http://files.acecqa.gov.au/files/Templates/ProhibitionNoticeDeclarationForProspectiveStaffMembers.pdf>)
- Confirmed abilities to fulfill the role via references and referee checks

Written consent will be gained from individuals appointed as a Nominated Supervisor. The Nominated Supervisor Consent Form ([www.acecqa.gov.au/applications](http://www.acecqa.gov.au/applications)) will then be completed and submitted to the Regulatory Authority via the NQA IT System.

When changes occur to Nominated Supervisor appointments at the Oakleigh Outside School Hours Care, the Regulatory Authority will be notified through the NQA IT System by submitting a Notification of Change to Nominated Supervisor Form ([www.acecqa.gov.au/applications](http://www.acecqa.gov.au/applications)) [National Regulation 35].

If uncertainty or concern arises about a candidate’s compliance history the Approved Provider will contact the Regulatory Authority and enquire if the person is subject to a prohibition notice in any state or territory.

If a matter or incident arises affecting the Nominated Supervisor’s ability to meet minimum requirements a reassessment will be made of the person’s suitability to be in the position.

The Oakleigh State School P&C Association as the Approved Provider, and the Coordinator as the Nominated Supervisor, may appoint other Educators at the service deemed to have the skill and ability, to act as the responsible person in day to day charge of the service in the absence of the Coordinator. (Refer Policy 10.22 – Determining the Responsible Person).

Information regarding the appointment of the Nominated Supervisor/s and Responsible Persons in Charge will be documented on the staff record of the service (National Regulation 145 and 146).

**References**

<http://files.acecqa.gov.au/files/NQF/ResponsiblePersonRequirements.pdf> accessed 26 Oct 2017

<http://files.acecqa.gov.au/files/NQF/KeyChangesNotificationComplaints.pdf> accessed 26 Oct 2017

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## 10.6.1 Determining the Nominated Supervisor Checklist, Delegation and Consent

**Name:** \_\_\_\_\_ **Position:** \_\_\_\_\_ **Date of birth:** / /  
(must be over 18)

The Education and Care Services National Law Act 2010 requires that in order to operate, this service has a Nominated Supervisor. This is an ongoing obligation.

As the person with responsibility for the day-to-day management of an Approved Service, a Nominated Supervisor has a range of responsibilities. *A Nominated Supervisor's role is to:*

- Have a sound understanding of the requirements and obligations set out under the Education and Care Services National Law Act (2010) and Regulations (2011);
- Ensure that the service operates within the Education and Care Services National Law Act (2010) and Regulations (2011);
- Ensure the service meets the National Quality Standard;
- Communicate all incidents involving children, Educators or visitors to the service to the Approved Provider within a reasonable timeframe;
- Respond to requests and enquiries from parents, Educators and management;
- Manage all aspects of the service's operations in accordance with the Position Description provided.

### Qualifications

Criteria	Details/Evidence	Yes/No
Must hold or be actively working towards a relevant qualification as per ACECQA register	<input type="checkbox"/> Detail qualification working towards or obtained (consider a 50% completion requirement as a better practice in determining the responsible person)	
First Aid, Asthma and Anaphylaxis	<input type="checkbox"/> Detail when completed and course code/s	
Working with Children Check	<input type="checkbox"/> Number, valid and expiry	

### Knowledge

Criteria	Details/Evidence	Yes/No
Understanding of the Education and Care Services National Law Act 2010 and Regulations 2011	<input type="checkbox"/> Attending training <input type="checkbox"/> Completed National Law/Regulation knowledge test/checklist	
Understanding of other relevant laws and provisions such as Child Protection, Work Health, Food Handling, etc.	<input type="checkbox"/> Attending training <input type="checkbox"/> Completed knowledge test	
Knowledge (extensive) of service policies and procedures including opening/closing procedures	<input type="checkbox"/> Signed staff handbook and/or acknowledgement of service policy	

**Skills**

<b>Criteria</b>	<b>Details/Evidence</b>	<b>Yes/No</b>
Capacity to implement emergency and evacuation procedures	<input type="checkbox"/> Emergency procedure rehearsal review	
Ability to attend to parent inquiries (either directly or by referral)	<input type="checkbox"/> Training	
Capacity to supervise, manage and lead other Educators	<input type="checkbox"/> Training	
Capacity to ensure the safety and wellbeing of all children being educated and cared for while they are the responsible person	<input type="checkbox"/> Training	
Ability to reflect and evaluate their performance as the Nominated Supervisor	<input type="checkbox"/> Can provide feedback and identify opportunities for improvement	

**Work experience**

<b>Criteria</b>	<b>Details/Evidence</b>	<b>Yes/No</b>
Demonstrated ability to respond to incidents involving children's health and safety	<input type="checkbox"/> Training <input type="checkbox"/> Practical application	
Demonstrated ability to respond to incidents involving the health and safety of Educators, volunteers and family members present at the service	<input type="checkbox"/> Training <input type="checkbox"/> Practical application	
Demonstrated ability to effectively make written records of incidents	<input type="checkbox"/> Training <input type="checkbox"/> Practical application	
Demonstrated ability to effectively communicate with children, families, staff and management	<input type="checkbox"/> Training <input type="checkbox"/> Practical application <input type="checkbox"/>	
Demonstrated ability to effectively communicate with school and relevant authorities	<input type="checkbox"/> Training <input type="checkbox"/> Practical application	
Demonstrated ability to understand and articulate practice	<input type="checkbox"/> Training <input type="checkbox"/> Practical application	

## **National Law and Regulation knowledge confirmation**

### Educational programs

I understand that I am responsible to ensure educational programs are:

- based on and delivered in accordance with The Early Years learning Framework and the Queensland Kindergarten Standard Guideline
- based on the developmental needs, interests and experiences of each child
- designed to take into account the individual differences of each child

### Supervision and safety of children

I understand that I am responsible to ensure children are adequately supervised, are not subject to inappropriate discipline, and are protected from harms and hazards.

### Entry to and exit from the premises

I understand I am responsible to ensure children do not leave the education and care service premises except in accordance with the National Regulations (for example, with a parent, on an authorised excursion, or for emergency medical treatment).

I understand I am responsible to ensure that a parent of a child being educated and cared for by the service may enter the service premises at any time when the child is being educated and cared for by the service—except when: — permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the supervisor under the National Law, or — the supervisor is aware the parent is prohibited by a court order from having contact with the child.

I understand I am responsible to ensure an unauthorised person (as defined in the National Law) is not at the service while children are present unless the person is under direct supervision.

### Food and beverages

I understand I am responsible to ensure adequate health and hygiene practices and safe practices for handling, preparing and storing food are implemented at the service to minimise risks to children.

I understand I am responsible to ensure children being cared for by the service have access to safe drinking water at all times and are offered food and beverages on a regular basis throughout the day.

I understand I am responsible to ensure that, where food and beverages are supplied by the service, they are: — nutritious and adequate in quantity — chosen with regard to the dietary requirements of individual children and ensuring that, where food and beverages are provided by the service, a weekly menu that accurately describes the food and beverages to be provided is displayed at the premises in a location accessible to parents.

Administration of medication

I understand I am responsible to ensure that medication is not administered to a child being cared for by the service unless the administration is authorised (except in the case of anaphylaxis or asthma emergency) and is administered in accordance with the National Regulations.

Where medication is administered to a child without authorisation in a case of an anaphylaxis or asthma emergency, ensuring that a parent of the child and emergency services are notified as soon as practicable. Also need to ensure to note the discrepancy with the Queensland Drugs and Poisons Act and that the authorisation to administer in the event of an emergency is contained in the enrolment record.

Prescription and non-prescription drugs and alcohol

I understand that while educating and caring for children at the service, I must not consume alcohol or be affected by alcohol or drugs (including prescription medication) so as to impair my capacity to supervise or provide education and care to children.

Sleep and rest

I understand my responsibilities in taking reasonable steps to ensure that the needs for sleep and rest of children are met, having regard to the ages, development stages and individual needs of children.

Excursions

I understand my responsibility to ensure that a risk assessment is conducted before an excursion in accordance with the National Regulations, and specifically that the risk assessment is conducted before authorisation is sought to take a child on the excursion.

Staffing

I understand my responsibility to ensure the prescribed educator to child ratios are met and each educator at the service meets the qualification requirements relevant to the educator's role.

**Consent:**

I, .....consent to take on the role of Nominated Supervisor in day to day charge of (*insert name of service*) and make a declaration as follows:

- I have read the role description that forms part of this documentation and agree to the conditions outlined;
- I am confident in my knowledge and can perform all requirements of the role when placed in day to day charge of the service;
- I have not been subject to any other compliance actions or disciplinary proceedings under the Education and Care Services National Law Act (2010) and Regulations (2011).

Signature: \_\_\_\_\_ Date:     /     /

**Designation by Approved Provider:**

Name: \_\_\_\_\_ Position: \_\_\_\_\_

Signature: \_\_\_\_\_ Date:     /     /

## 10.7 Insuring Risks Policy

The Oakleigh State School P&C Association recognises and acknowledges the need for a responsible approach to identifying and managing risks (see Policy 10.9 – Risk Management and Compliance). We will endeavour to have adequate insurance protection at all times. Employees, children, parents and OSHC Subcommittee members are 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 National Regulations 2011
- Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (e.g. directors' duties) to your OSHC Subcommittee or board or other governing body. Take expert advice if you are unsure of this.
- Work Health and Safety Act 2011 and Regulations 2011
- NQS Area: 2.3; 4.2; 7.1, 7.3.
- 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 Act 2010 the Oakleigh State School P&C Association takes out and keep current adequate public liability insurance with a minimum cover of \$10 million on building and contents (including loss of cash from premises or in transit) and other insurances.

The Oakleigh State School P&C Association is responsible to ensure that the service has adequate worker's compensation insurance for all staff including volunteers.

All insurance is purchased through a reputable broker or agent.

Advice from an independent broker or insurance adviser has been sought to determine adequate insurance cover based on the context of this service.

Each year the Oakleigh State School P&C Association (as the Approved Provider) will request the Subcommittee and the Coordinator to gather such information as necessary to enable an informed assessment and decision on the insurance needs of the service.

The Coordinator will provide the insurer with relevant details of activities and excursions undertaken.

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

### Claims

In the event of a claim being made or a reportable incident, the Coordinator will notify the Subcommittee immediately.

If directed by the Subcommittee, the Coordinator 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) Policy**

In its provision of an education and care program, Oakleigh State School P&C Association obtains and deals with personal and sensitive information relating to families, children, staff and others. Oakleigh State School P&C Association respects the privacy of all individuals and seeks only information which it needs to protect and care for children. It handles that information with confidentiality and sensitivity and in keeping with legal requirements.



### **Relevant Laws and other Provisions**

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Family and Child Commission Act 2014
- Privacy Act 1988 and Regulations 2013
- NQS Area: 1.1, 1.2; 2.1, 2.3; 4.2; 6.1, 6.2, 6.3; 7.1, 7.2, 7.3.
- Policies: 2.10 – Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, 2.13 – Use of Photographic and Video Images of Children, 3.10 – Observational Recording, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 9.2 – Enrolment, 9.3 – Communication with Families, 9.5 - Comments and Complaints Handling.



### **Procedures**

Through this policy the service complies with the Australian Privacy Principles under the Privacy Act (1988) and Regulations (2013).

Oakleigh Outside School hours Care gathers only the information it needs in order to provide its services and protect and care for children, families and Educators. Types of information we collect includes (but is not limited to):

- Personal information on employees such as emergency contact details, qualifications, recognised training and places of previous employment; and
- Personal information for children and families including Centrelink Reference Numbers, names, addresses and contact details for family members and authorised nominees, and children's medical details.

Oakleigh Outside School hours Care obtains the written consent of persons for the use of this information by the service in connection to its operations, to its program delivery, and in complying with its Duty of Care to children, employees and other persons, including those giving the information.

Oakleigh Outside School hours Care will seek permission to share relevant information as required by law. This is done through the enrolment process and other related procedures as new information is received.

Oakleigh Outside School hours Care protects an individual's right to privacy by ensuring that information collected is stored securely in a locked filing cabinet.

The records of Oakleigh Outside School hours Care 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. Otherwise the information is only to be accessed in the case of an emergency.

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, Injury, Trauma or Illness will be kept until the child reaches the age of 25.

The Coordinator will ensure that children's' records are reviewed and updated at least once per year and / or immediately after receiving a request from a parent/guardian to update any detail in the child's record.

Oakleigh Outside School hours Care will ensure:

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

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## 10.9 Risk Management and Compliance Policy

The Oakleigh State School P&C Association is, like all other enterprises, subject to a number of risks as well as important legal, regulatory, industry and policy requirements. As a responsible organisation it seeks to demonstrate risk awareness, by identifying and managing material risks and by ensuring compliance as far as is 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 National Regulations 2011
- Duty of Care
- Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (e.g. directors' duties) to your OSHC Subcommittee or board or other governing body. Take expert advice if you are unsure of this.
- Australian Standard on Risk Management - AS/NZ ISO 31000:2009
- Australian Standard on Compliance - AS/NZ 3806-2006
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Work Health and Safety Act 2011 and Regulations 2011
- NQS Area: 2.1, 2.2, 2.3; 4.1; 4.2; 7.1, 7.2; 7.3.
- Policies: 2.10 – Reporting Guidelines and Directions Policy for Handling Disclosures and Suspicions of Harm, 3.5 – Excursions, 3.6 – Transport for Excursions, 5.1 – Food Handling and Storage, 6.1 – Space and Facilities Requirements, 6.3 – Workplace Health and Safety, 7.1 – Emergency Equipment and Facilities, 8.1 – Role and Expectations of Educators, 10.1 – Quality Compliance.



### Procedures

The Oakleigh State School P&C Association as the Approved Provider will, in conjunction with the Subcommittee and the Coordinator take responsibility to develop, maintain and monitor a risk management program appropriate to the service. This will include a method of ensuring that the service takes appropriate steps to comply with:

- The policies and procedures of the service;
- Working with Children 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 application to the Service; and
- Maintenance of equipment and facilities

The Oakleigh State School P&C Association, in conjunction with the service Coordinator, 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 Coordinator or his/her delegate acting as Quality Officer (see Policy 10.1 – Quality Compliance) is responsible for monitoring changes in current laws and regulatory requirements. To do this, they will proactively and fully inform themselves through subscribing to appropriate information services and industry bodies, and attending all relevant and appropriate forums about these issues.

The Coordinator will inform Educators of all such changes and requirements through the educator training program (see Policy 8.4 – Educator Professional Development and Learning) through regular team meetings and via the service communication book.

### **High risk activities and special events**

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

### **Crisis and critical events**

Risks will be managed in identified 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; and
- 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; and
- 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 behaviour;
- 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. A media contact person will be appointed to manage the communication to ensure consistency of information to reduce misinformation and speculation; and
- Notifying the regulatory authority

Ongoing actions may include:

- Monitoring and supporting children, families, employees, volunteers and students;
- Evaluating emergency and critical event management plans.

**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 is made accessible to families, volunteers and employees regarding the service policies and procedures in Family handbooks as well as having access to a full copy of the service policies and procedures from the service available on the OSHC Internet site.

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

Training materials and strategies are made available and accessible to help employees, volunteers and parents identify and manage risks.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	July 2019	November 2020

## **10.10 Managing Compliance within the Service Policy**

The Oakleigh State School P&C Association recognises that strategies must be in place to ensure that the OSHC service is in ongoing compliance with relevant legislation. This policy is designed to identify the various legislation and government authorities where compliance is required. It also offers clear strategies that ensure that the service is actively monitoring 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 National Regulations 2011
- Duty of Care
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Australian Government Department of Education Children's Services Handbook\
- Privacy Act 1988 and Regulations 2013
- Work Health and Safety Act 2011 and Regulations 2011
- NQS Area 6.1; 7.1; 7.2, 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 actively works towards compliance with the:

- Education and Care Services National Law, 2010 and National Regulations 2011;
- National Quality Standard for Education and Care Services and School Age Care;
- Commonwealth Child Care Act 1972 (Child Care Subsidy);
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Work Health and Safety Legislation;
- Child Protection Legislation.

Compliance monitoring strategies that shall be implemented include:

- 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 organisations to conduct external audits and to provide reports regarding compliance issues to the service on a regular basis; and
- Acting immediately on any relevant recommendations or notification to changes in compliance requirements i.

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 for Child Related Employment Blue Card.

Prospective paid employees shall not be engaged to work at the service without being in receipt of a current blue card/ or an application submitted for a blue card. A certified copy of the blue card is maintained at the service or proof that they have a current application pending.

A blue card register will be maintained at the service containing the certified copies of blue cards of all employees, volunteers and executive members of management. The register shall be referred to by the Coordinator/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 an Authorisation to Confirm a Valid Blue Card.

All employees, volunteers and executive members of management are provided with information regarding their responsibilities in holding a blue card.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.11 Management Code of Conduct Policy

Oakleigh State School P&C Association 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 Oakleigh Outside School Hours Care 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 National Regulations 2011
- Duty of Care
- NQS Area: 6.1; 7.2, 7.3.
- Policies: 10.2 – Role and Composition of OSHC Subcommittee, 10.8 – Information Handling (Privacy and Confidentiality).



### Procedures

The Management of OSHC for Oakleigh State school is comprised of the P&C Executive Committee, P&C Operations Manager, OSHC Subcommittee, Coordinator and Assistant Coordinator.

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

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

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

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

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.12 Information Technology Policy

The Oakleigh State School P&C Association acknowledges and recognises the significant impact of information technology on children's education and development. It 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 National Regulations 2011

Privacy Act 1988 and Regulations 2013

- Duty of Care
- Family and Child Commission Act 2014
- Child Protection Act 1999 and Regulations 2000
- NQS Area: 1.1, 1.2; 3.2; 4.2; 5.2; 6.1, 6.2; 7.1, 7.2, 7.3.
- Policies: 2.13 – Use of Photographic and Video Images of Children, 2.15 – Children's Belongings, 3.1 – Educational Program Planning, 6.2 – Provision of Resources and Equipment, 8.10 – Employee Orientation and Induction, 8.14 – Employee Online Social Networking, 10.8 – Information Handling (Privacy and Confidentiality).



### Procedures

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

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

Information technology that is accessible to children (such as the internet) will be monitored by Educators. Approved mechanisms are 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. In addition to this 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 takes precautions to ensure computer games accessible to children are appropriate for the use of school age children and that government classifications are followed.

### Online Social Networking

With the knowledge and consent of the Oakleigh State School P&C Association, the service may set up its own social networking (e.g. Facebook) page, with the aim of increasing communication with families and the school community.

Good judgement however and common sense must be used to ensure the reputation of the service, its employees and stakeholders are not harmed during the use of social networking media. Once something is placed online, it spreads quickly and cannot be retracted.

Employees who are authorised to access the service’s social networking page will adhere to the following guidelines:

- Only families enrolled with the service will be invited to participate through the email address provided;
- Under no circumstances are children attending the service to be invited to participate in the service’s social networking site;
- Only Information and/or comments relating to the activities and operations of the service will be posted on the service’s social networking site;
- Authorisation of families must be obtained before images of children can be considered for upload (see 10.2.6)
- Only community members known to the service shall be invited i.e. teachers, school leaders etc.

Employees authorised to access the service’s social networking site are also required to adhere to the participation guidelines as listed further in this policy.

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 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; and
- If anything is posted online by others which may harm the reputation of the service, its employees or stakeholders, and you have the capacity to delete such information, the Oakleigh State School P&C Association asks that you do so immediately.

If something potentially harmful to the image or people of the service is found online, it is to be brought to the attention of the Coordinator. This should be done immediately and the information should not be shared with others.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.13 Purchasing Policy

The Oakleigh State School P&C Association seeks to implement measures which provide financial protection and minimise the risk of fraudulent, inappropriate or negligent financial practices. In addition the purchasing policy seeks to protect the financial reputation of the Oakleigh State School P&C Association and its ongoing viability.



### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Accounting Manual for Parents & Citizens' Associations (P&C managed services only)
- Support guide for P&C's (P&C managed services only)
- NQS Area: 2.2; 3.1, 3.2; 6.1; 7.1, 7.3.
- Policies: 6.2 – Provision of Resources and Equipment, 10.3 – Budgeting and Planning, 10.9 – Risk Management and Compliance, 10.15 – Asset Management.



### 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; and
- Ethical behaviour and fair dealing.

Some requests for purchases must be in writing to the Subcommittee of the service. The responsibility for ordering shall be with the service Coordinator or management representative.

While ordering and purchasing authority is restricted to the Coordinator, 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 \$200. This may include purchasing through petty cash or the appropriate use of service accounts e.g. grocery account. To manage purchases a debit card may be used to support the service.

Purchase limits extend to goods over \$500 for one single item and goods over and above the annual P and C approved budget forecast.

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.

Management does not condone 'order splitting' so that purchases above the maximum limit are able to be made. Where the total cost of the intended purchase exceeds \$500 for a single item or is over and above the budgeted expense for such items within the annual P & C approved budget forecast, then further appropriate authority is to be obtained.

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 \$500 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 OSHC Subcommittee meeting.

All purchases and payments are to 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; and
- Purchase total.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.14 Record Back Up and Off Site Information Handling Policy

The Oakleigh State School P&C Association acknowledges and recognises that considerable amounts of information pertaining to the daily and historical operations of the OSHC 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. It is therefore 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 Subsidy)
- Privacy Act 1988 and Regulations 2013
- NQS Area: 7.1, 7.3.
- Policies: 10.1 – Quality Compliance, 10.8 – Information Handling (Privacy and Confidentiality), 10.12 – Information Technology.



### Procedures

The coordinator (or other relevant person) are responsible for conducting a daily/weekly backup of the entire computer system.

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

Access of records of back up will be limited to executive officers of the P&C and the Coordinator. To ensure the safety and security of service records, password protection will be applied.

Storage of computer data shall be carried out in accordance with any requirements of the organisations insurer. A risk management plan will be implemented 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 remain the property of the service.

No employee is permitted to copy files onto personal storage devices or to email information off site other than to an approved off-site data storage company, unless express consent is provided by the employer.

Data storage devices (external drives and back-ups) are checked weekly to ensure appropriate functioning.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.15 Asset Management Policy

The Oakleigh State School P&C Association 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 auditing, for insurance purposes and for future planning.



### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Accounting Manual for Parents and Citizens' Associations (for P&C managed services)
- Support Guide for P&C's (for P&C managed services)
- NQS Area: 3.1, 3.2; 7.3.
- Policies: 6.2 – Provision of Resources and Facilities, 10.3 – Budgeting and Planning, 10.13 – Purchasing.



### Procedures

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

- Furniture;
- Electrical Equipment;
- Sporting Equipment;
- Utensils and Food Handling; and
- 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; and
- Warranty terms (if applicable).

Items may be disposed of during the year if they are damaged, aged or unsuitable for their purpose.

In the event that items are disposed of or written off, such items shall be reported to management using appropriate reports such as financial report or Coordinator's report.

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

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.16 Intellectual Property and Copyright Policy

Oakleigh State School P&C Association recognises that for the purposes of operating the Oakleigh Outside School Hours Care 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; and
- Operational Documents and Forms.

As a result, all materials developed by employees, volunteers or other agents, specifically for the operational purposes of the service 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 National Regulations 2011
- Copyright Act 1968
- NQS Area: 7.1, 7.3.
- 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, Oakleigh Outside School Hours Care.

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 in photocopying and distributing of documents. Documents owned by the service however may be copied freely for use of the service.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.17 Strategic Planning Policy

Oakleigh State School P&C Association recognises and acknowledges the value of planning strategically to ensure the future and ongoing viability and growth of the Oakleigh Outside School Hours Care service. Management will therefore review service operations regularly and take a planned approach to the organisation’s future.



### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Accounting Manual for Parents and Citizens’ Associations (for P&C managed services)
- Support Guide for P&C’s (for P&C managed services)
- NQS Area: 3.1, 3.2, 3.3; 6.1; 7.2, 7.3.
- Policies: 6.2 – Provision of Resources and Equipment, 10.2 – role and Composition of OSHC Subcommittee, 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 organisation’s future.

The Coordinator as the Nominated Supervisor shall be involved in the process of strategic planning and shall provide the following documents that cover the previous twelve months operation of the service:

- Audited financial reports and budget;
- Attendance patterns;
- List of policies and procedures;
- Calendar of events;
- Marketing materials/strategy;
- Environmental sustainability; and
- Others as required.

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

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.18 Court Orders and the Release of Children in Care Policy

The Oakleigh State School P&C Association recognises and acknowledges the diverse and changing circumstances of children's families. We will endeavour to implement a best practice approach to managing the duty of care to children, whilst respecting the needs of parents and the legal environment surrounding family obligations.



### Relevant Laws and other Provisions

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Duty of Care
- Family and Child Commission Act 2014
- Family Law Act 1975
- Privacy Act 1988 and Regulations 2013
- Child Protection Act 1999 and Regulations 2000
- NQS Area: 2.3; 4.2; 6.1, 6.2; 7.1, 7.3.
- Policies: 2.4 – Arrivals and Departures of Children, 9.2 – Enrolment, 9.3 – Communication with Families, 9.8 – Parent Conduct, 10.8 – Information Handling (Privacy and Confidentiality).



### Procedures

Oakleigh Outside School Hours Care shall request that all families provide, upon enrolment of their child, certified copies of any legal documents and orders which may impact on the service to implement a duty of care.

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

Oakleigh Outside School Hours Care shall inform all employees of the intent of the court orders where 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.

Oakleigh Outside School Hours Care employees shall take a best practice approach to managing the needs of children and families with care and sensitivity, and in working with families to support them in the provision of care for their children.

Families with children attending the service who have custodial or parenting plans in place are responsible for ensuring they comply with set requirements. The service shall endeavor to release children within the conditions as outlined in the certified documents and/or orders. However, should the safety of other children or Educators be at risk, children will be released and the custodial parent and/or police contacted immediately.

Oakleigh Outside School Hours Care employees shall respect and maintain the confidential nature of the documents through application of privacy principles and as reflected in the service Privacy Policy.

Information requested by parents relating to a child under a court order or parenting plan will be subject to the conditions as per the court order/parenting plan.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.19 Policy Development, Sourcing and Review Policy

The Oakleigh State School P&C Association recognises 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 National Regulations 2011
- NQS Area: 6.1; 7.1, 7.2, 7.3.
- 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 on which the source was accessed. In sourcing policy matters the service will also be mindful of other provisions such as copyright laws and appropriate referencing styles. Relevant Laws and other Provisions shall also be articulated and considered as policy reference and source points.

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

Policies shall be dated at ratification and for review.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.19.1 Policy Review Schedule

Reviewing policies is essential to effective service management and quality improvement (NQS 7). This policy review schedule is a cumulative record of policies identified for review either due to legislative changes, due to issues that may arise and due to change of practice and/or the ongoing cycle of reflection and improvement. All policies should be reviewed for currency within a maximum timeframe of 3 years if not sooner.

Policy Group 1: Service Philosophy and Goals

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
1.1	Philosophy Statement					
1.2	Goals					

Policy Group 2: Children

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
2.1	Respect for Children					
2.2	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm					
2.3	Educator Ratios					
2.4	Arrivals and Departures of Children					

2.5	Reporting of Child Abuse					
2.6	Behaviour Support and Management					
2.7	Exclusion for Behavioural Reasons					
2.8	Anti-bullying					
2.9	Inclusion and Anti-bias					
2.10	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm					
2.11	Including Children with Special/Additional Needs					
2.12	Managing Duty of Care - Non-Attending Children					
2.13	Use of Photographic and Video Images of Children					
2.14	Bookings and Cancellations					
2.15	Children's Property and Belongings					
2.16	Promoting Protective Behaviours					
2.17	Children Accessing the Internet					
2.18	Cyber-Bullying					
2.19	Children's Media Viewing					

2.20	Supervision of Children					
2.21	Children's Transitions to OSHC					
2.22	Departures of Children with Self-Care Arrangements					
2.23	Interactions with Children					
2.24	Children's Participation and Decision Making					
2.25	Statement of Intent for Children's Play					

## Policy Group 3: Program

<b>Number</b>	<b>Policy Title</b>	<b>Review Date</b>	<b>Reason for review</b>	<b>Amendments Yes/No (detail as required)</b>	<b>Reviewer/s initials</b>	<b>Date endorsed by P &amp; C Executive</b>
3.1	Educational Program Planning					
3.2	Program and Documentation Evaluation					
3.3	Educator Practice					
3.4	Homework					
3.5	Excursions					
3.6	Transport for Excursions					
3.7	Physical Activity					
3.8	Extra-curricular Activities					
3.9	Creative and Expressive Arts					

3.10	Observational Recording					
3.11	Escorting Children					
3.12	Sustainability Practices					
3.13	Water Activities and Safety					
3.14	Valuing Diversity, Culture and Reconciliation					
3.15	Cooking with Children					

Policy Group 4: Health and Wellbeing

<b>Number</b>	<b>Policy Title</b>	<b>Review Date</b>	<b>Reason for review</b>	<b>Amendments Yes/No (detail as required)</b>	<b>Reviewer/s initials</b>	<b>Date endorsed by P &amp; C Executive</b>
4.1	General Health and Safety					
4.2	Infectious Diseases					
4.3	Hygiene					
4.4	Preventative Health and Wellbeing					
4.5	Incident, Illness, Injury or Trauma					
4.6	Medication					
4.7	Keeping of Animals					
4.8	Sun Safety					
4.9	Children's Toileting					
4.10	Anaphylaxis Management					
4.11	Emergency Health and Medical					

	Procedure Management					
4.12	Non Smoking					
4.13	First Aid Waste Management					
4.14	Infectious Diseases Response Strategy					
4.15	Asthma					
4.16	Vehicle Restraint					
4.17	Children with Medical Conditions Policy					
4.18	First Aid					
4.18.1	Sample Medical Conditions Risk Minimisation Plan					
4.19	Childhood Immunisation					
4.20	Sleep and Rest					

## Policy Group 5: Food and Nutrition

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
5.1	Food Handling and Storage					
5.2	Food and Nutrition					
5.3	Food Act Compliance					
5.4	Cleaning and Sanitising					
5.5	Menu Development					

## Policy Group 6: Provision and Safety of Facilities

<b>Number</b>	<b>Policy Title</b>	<b>Review Date</b>	<b>Reason for review</b>	<b>Amendments Yes/No (detail as required)</b>	<b>Reviewer/s initials</b>	<b>Date endorsed by P &amp; C Executive</b>
6.1	Space and Facilities Requirement					
6.2	Provision of Resources and Equipment					
6.3	Workplace Health and Safety					
6.4	Shared Facilities					
6.5	Use and Maintenance of Air Conditioning					
6.6	Management of Poisonous Plants and Fungi					
6.7	Occupancy Agreement					
6.8	Maintenance of Facilities					

## Policy Group 7: Emergencies

<b>Number</b>	<b>Policy Title</b>	<b>Review Date</b>	<b>Reason for review</b>	<b>Amendments Yes/No (detail as required)</b>	<b>Reviewer/s initials</b>	<b>Date endorsed by P &amp; C Executive</b>
7.1	Emergency Equipment and Facilities					
7.2	Drills and Evacuations					

7.3	Harassment and Lockdown					
7.4	Fire Safety Compliance					
7.5	Extreme Weather					
7.6	Emergency Closure					

Policy Group 8: Educators, Staff Members and Volunteers

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
8.1	Role and Expectations of Educators					
8.2	Educational Leader					
8.3	Recruitment and Employment of Educators					
8.4	Educator Professional Development and Learning					
8.5	Volunteers					
8.6	Employee and Volunteer Grievance					
8.7	Workplace Harassment and Bullying					
8.8	Employee Performance Monitoring, Review and Management					
8.9	Employee Code of Conduct					

8.10	Employee Orientation and Induction					
8.11	Employee Leave					
8.12	Employee Qualifications – Monitoring Progress					
8.13	Employee Health					
8.14	Employee Online Social Networking					
8.15	Children of Employees					
8.16	Employee Immunisation					
8.17	Fit for Work					
8.18	Employee Retention Policy					
8.19	Employee Counselling and Disciplinary Procedures					
8.20	Workplace Sexual Harassment					
8.21	Educator Uniform and Personal Presentation					
8.22	Educator Interactions with Families – Professional Boundaries					
8.23	Equal Opportunity and Anti-Discrimination					
8.24	Payment of Employees					

8.25	Employee Remuneration and Entitlements					
8.26	Higher Duties for Employees					
8.27	Employee Assistance Program					

Policy Group 9: Parent, Family and Community Relationships

Number	Policy Title	Review Date	Reason for review	Amendments Yes/No (detail as required)	Reviewer/s initials	Date endorsed by P & C Executive
9.1	Access					
9.2	Enrolment					
9.3	Communication with Families					
9.4	Communication with Community					
9.5	Complaints Handling					
9.6	Parent and Community Participation					
9.7	Management of Intoxicated or Persons Under the Influence					
9.8	Parent Conduct					
9.9	Acceptance and Refusal of Authorisations					
9.10	Visitors					
9.11	Enrolment Management					

## Policy Group 10: Management and Administration

<b>Number</b>	<b>Policy Title</b>	<b>Review Date</b>	<b>Reason for review</b>	<b>Amendments Yes/No (detail as required)</b>	<b>Reviewer/s initials</b>	<b>Date endorsed by P &amp; C Executive</b>
10.1	Quality Compliance					
10.2	Role and Composition of the Subcommittee					
10.3	Budgeting and Planning					
10.4	Fees					
10.5	Approval Requirements under Legislation					
10.6	Nominated Supervisor					
10.7	Insuring Risks					
10.8	Information Handling (Privacy and Confidentiality)					
10.9	Risk Management and Compliance					
10.10	Managing Compliance within the Service					
10.11	Management Code of Conduct					
10.12	Information Technology					
10.13	Purchasing					
10.14	Record Back-up and Off-site Information Handling					
10.15	Asset Management					

10.16	Intellectual Property and Copyright					
10.17	Strategic Planning					
10.18	Court Orders and the Release of Children in Care					
10.19	Policy Development, Sourcing and Review					
10.20	Environmental Management					
10.21	Service Closures					
10.22	Determining the Responsible Person					
10.23	Provision of Information					
10.24	Privacy Policy					
10.25	OSHC Service Social Media Guidelines					
10.26	Continuous Improvement					
10.27	Record Keeping and Retention					
10.28	Hardship and Administration of Special Childcare Subsidy					
10.29	Conflict of Interest					
10.30	Managing Non-Compliance and Reportable Incident					
10.31	Appropriate Governance					

## 10.20 Environmental Management Policy

The Oakleigh State School P&C Association recognises the need to ensure that activities undertaken through the OSHC program minimise the impact on the environment 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
- Work Health and Safety Act 2011 and Regulations 2011
- 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

The Oakleigh Outside School Hours Care Subcommittee in consultation with the service Coordinator, will develop procedures for relevant areas relating to environmental management and sustainability. Areas may include (but are 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 staff, parents and the Oakleigh State School P&C Association in regards to issues affecting the way the service is dealing with environmental issues.

The service will encourage links and networking with parents 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.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.21 Service Closures Policy

The Oakleigh State School P&C Association acknowledges that there may be times when the OSHC service is required to close due to planned or unforeseen circumstances. Management recognises that effective communication procedures must be in place to ensure all families are notified if closure of the OSHC service is warranted.



### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Australian Government Department of Education Children's Services Handbook
- NQS Area: 7.3
- Policies: 9.3 – Communication with Families, 9.3 – Communication with Community.



### Procedures

Oakleigh Outside School Hours Care will operate as per the approved and advertised opening hours for each session of care where Child Care Subsidy is claimed unless approval is given by the regulatory authority (Department of Education and Training - Early Childhood Education and Care) and the Australian Government Department of Education.

The service will not close early due to children being collected prior to the approved and advertised closing time, unless prior approval has been granted by the regulatory authority (Department of Education and Training - Early Childhood Education and Care) and the Australian Government Department of Education.

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 coordinator will:

- Liaise with the School
- Contact families to collect the children from the service;
- Ensure the safety of all children and Educators involved; and
- Notify the Regulatory Authority via <http://closures.det.qld.gov.au>
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Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

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## 10.22 Determining the Responsible Person Policy

The Oakleigh State School P&C Association as 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 National Regulations 2011

- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- NQS Area: 4.2; 7.1, 7.3.
- Policies: 8.1 – Role and Expectations of Educators, 8.3 – Recruitment and Employment of Educators, 10.1 – Quality Compliance, 10.6 – Service Supervisor Certificate Policy, 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 Coordinator is absent, the Approved Provider or appointed Responsible Person-in-Charge of the service will assume this role. The Coordinator as the Nominated Supervisor of the service must meet the requirements/conditions of the Education and Care Services National Law Act 2010 and National Regulations 2011.

In the absence of the Coordinator, the Oakleigh State School P&C Association will designate a suitably experienced educator at the service and, with their written consent will place them in charge of the day to day running of the service. This person must meet the requirements/conditions of the Education and Care Services National Law 2010 and Regulations 2011 with regard to ensuring fitness and propriety.

In determining the Responsible Person, the Oakleigh State School P&C Association will consider the capacity of this person to ensure children's safety and wellbeing, having regard to their qualifications, experience and age. This includes the person's:

- Understanding of the Education and Care Services National Law Act 2010 and National Regulations 2011;
- Understanding of other relevant laws and provisions such as Child Protection, Work Health, Food Handling, etc.;

- Capacity to implement emergency and evacuation procedures;
- Ability to attend to parent inquiries (either directly or by referral);
- Capacity to supervise, manage and lead other Educators;
- Ability to respond to incidents involving children’s health and safety;
- Ability to respond to incidents involving the health and safety of Educators, volunteers and family members present at the service;
- Knowledge (extensive) of service policies and procedures including opening/closing procedures;
- Capacity to ensure the safety and wellbeing of all children being educated and cared for while they are the responsible person;
- Ability to effectively make written records of incidents;
- Ability to effectively communicate with children, families, staff, school and relevant authorities;
- Ability to reflect and evaluate their performance as the responsible person; and
- Ability to understand and articulate practice.

The Oakleigh State School P&C Association will at all times maintain a staff record that includes the name of the responsible person at the service for each time that children are being educated and cared for by the service.

In accordance with regulatory requirements, a sign stating the name and position of the responsible person in charge must be displayed at all times children are being educated and cared for.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.23 Provision of Information Policy

The Oakleigh State School P&C Association recognises the importance of making particular information regarding children's participation and attendance at the service available to families. 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 National Regulations 2011
- Privacy Act 1988 and Regulations 2013
- NQS Area: 1.1; 2.1, 2.2; 6.1 6.3; 7.1, 7.3.
- 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 - Incident, Injury, Trauma or Illness, 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

Parents/guardians may request information with regard to their child/ren's participation and attendance at the Oakleigh Outside School Hours Care service. However, in the instance that there is a court ordered custodial arrangement/parenting order in place, the service will ensure any or all information requested is provided in accordance with such parenting orders. 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 Subsidies; and
- Incident/accident reports;

Sources of information such as those identified above may be requested either in person or in writing to the delegate of the Oakleigh State School P&C Association.

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 Oakleigh State School P&C Association will only make accessible information of a sensitive nature available, upon written request which details the nature for which the information is being requested and the timeframe in which it is required.

Information requested by parents relating to a child under a court order or parenting plan will be subject to the conditions as per the court order/parenting plan.

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.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.24 Privacy Policy

The Oakleigh State School P&C Association respects and supports the principles of privacy and confidentiality and complies with the Australian Privacy Principles in relation to information gathered and stored by the OSHC service. Personal information collected may include family, health or medical information however all information gathered is relevant to ensure quality care is provided to the children and families 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 National Regulations 2011
- Privacy Act 1988 and Regulations 2013
- NQS Area: 1.1, 1.2; 2.1, 2.3; 4.2; 6.1, 6.2, 6.3; 7.1, 7.2, 7.3.
- Policies: 2.10 – Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, 2.13 – Use of Photographic and Video Images of Children, 3.10 – Observational Recording, 8.3 – Recruitment and Employment of Educators, 8.8 – Employee Performance Monitoring, Review and Management, 9.2 – Enrolment, 9.3 – Communication with Families, 9.5 - Comments and Complaints Handling.



### Procedures

Through the procedures of this policy, Oakleigh Outside School Hours Care complies with the Australian Privacy Principles (APPs) from the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

The service aims to manage personal and sensitive information in an open and transparent way, with clear guidelines relating to how it is collected and stored.

For the purposes of providing childcare and in order to fulfil its duty of care to families and children using the service, the following information is collected from parents/guardians through the enrolment process:

- Full name, address, contact numbers, date of birth and Centrelink reference number for each child and parent/guardian;
- Full name, address and contact number of emergency contact nominees;
- Family cultural information;
- Children's medical details;
- Children's dietary requirements;

Enrolment forms containing personal information shall be stored in a secure and confidential storage facility within the service office. The Oakleigh State School P&C Association, the Coordinator or Assistant Coordinator shall have access to this confidential information however, in order for the service to provide quality care to each child, permission will be sought to enable the provision of certain information to be shared amongst the educator team.

Personal and sensitive information may be collected throughout the course of providing care to children.

Family enrolment and other personal information can be accessed for the purposes of correcting information held by the service. Requests must be made to the Coordinator and will include verification of the right to access such personal information.

Individuals have the option of not identifying themselves or using a pseudonym when dealing with the service in particular circumstances, such as in the complaints process. This may however limit the capacity of the service to effectively deal with issues as a result.

Grievances and complaints relating to the service’s handling of personal information must be in writing and will be dealt with as per the service’s Complaints Handling Policy.

Through the family enrolment process, permission will be sought for personal and private information to be shared with government departments and other health and/or medical professionals, if necessary, in order to ensure the health and wellbeing of children attending the service.

## References

Australian Government. (2014, January). Privacy Fact Sheet 17. Retrieved from Office of the Australian Information Commissioner.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## **10.25 OSHC Service Social Media Guidelines Policy**

The Oakleigh State School P&C Association recognises that social media is an effective forum for communicating with families who use its OSHC service and we are committed to promoting safe and positive communications. This policy aims to establish guidelines and procedures for safe OSHC social media usage with the intention to ensure all communications are appropriate.

### **Definition**

‘Social Media’: refers to any online tools or functions that allow people to communicate via the internet. This includes, but is not limited to, websites and applications such as:

- Social networking sites: Facebook, LinkedIn;
- Video and photo sharing websites: YouTube, Flickr, Story Park, Notebook; and
- Blogging and micro blogging sites: Twitter.



### **Relevant Laws and other Provisions**

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Family and Child Guardian Act 2014
- Child Protection Act 1999 and Regulations 2000
- Privacy Act 1988 and Regulations 2013
- Code of Conduct
- NQS Area: 4.2; 6.1; 7.1, 7.3.
- Policies: 2.1 – Respect for Children, 2.2 – Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm, 2.8 – Anti-bullying, 2.13 – Use of Photographic and Video Images of Children, 2.18 – Cyber-bullying, 8.9 – Employee Code of Conduct, 8.10 – Employee Orientation and Induction, 8.14 – Employee Online Social Networking, 8.22 – Educator Interactions – Professional Boundaries, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.5 - Comments and Complaints Handling, 9.8 – Parent conduct. 10.8 – Information Handling (Privacy and Confidentiality), 10.12 – Information Technology.



### **Procedures**

#### **Management Responsibilities**

The privacy and confidentiality of families, children, management and employees of the service is of paramount importance therefore the Oakleigh State School P&C Association will ensure guidelines are established to monitor all social media communications.

Promotion of the Oakleigh OSHC program and its operations via social media will only occur via posts on the Oakleigh State School's website and/or Facebook page with pre-approval by the OSHC Subcommittee.

Management will develop guidelines for Educators connecting with families on social media sites such as Facebook and Twitter (see Policy 8.14 – Staff Online Social Networking)

Information, photographs and/or videos related to Educators, children or families will not be disclosed or published on any social media site without written consent from that individual or their family.

### **Communication**

The service will use social media to support, rather than replace, already established family communication methods.

Posts for consideration on the school website or Facebook page will be used as a tool for sharing information and program updates with service families and may include (but not be limited to) the following:

- General service notices and reminders;
- Promotion of upcoming service and/or community events;
- Seeking ideas and suggestions on service program and operations;
- Providing important links and information relating to children's health and wellbeing;
- Reaffirming details provided through other family communication sources such as newsletters, notices and flyers; and/or
- Photographs depicting daily events, environment and activities.

### **Permissions/Authorisations**

Families must authorise in writing, the sharing and publication of information, photos and/or images of their child, prior to being posted on the school's website /Facebook page.

Educators and volunteers engaged with the service must authorise in writing, the sharing and publication of information, photos and/or images of themselves, prior to being posted.

The OSHC Subcommittee will give final approval for any posts.

### **Policy Breach**

- All grievances and/or complaints in relation to use of social media will be dealt with as per the Complaints Handling Policy (see Policy 9.5).
- Misuse of social media can have serious consequences for the Oakleigh State School P&C Association, the service, its employees and families, therefore any party that posts negative or defamatory comments on any social media site will be reported to the P&C Association.

- The Coordinator is responsible for ensuring adherence to these social media guidelines. This includes undertaking appropriate investigation of any suspected or identified breach. In the event of serious breach the Oakleigh Subcommittee will be informed.

## References

ACSEA. (2006). *employee manual*. brisbane: ASCEA. Department of Education and Training. (2015, February). *Tip sheet for Parents - Home alone*. Retrieved from deta.gov.au: <http://deta.qld.gov.au/earlychildhood/pdfs/tip-sheets/pts-home-alone.pdf>

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
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## 10.26 Continuous Improvement Policy

The Oakleigh State School P&C Association acknowledges and recognises that continuous improvement is an important part of the National Quality Framework. The P&C takes a proactive approach to establishing effective processes for evaluating and reviewing current practices and identifying area and practices for improvement.



### Relevant Laws and other Provisions

- Education and Care Services National Law Act 2010 and National Regulations 2011
- 'My Time, Our Place' Framework for School Age Care in Australia
- NQS Area: 1; 2; 3; 4; 5; 6; 7.
- Policies: 8.1 – Role and Expectations of Educators, 8.10 – Employee Orientation and Induction, 9.6 – Parent and Community Participation, 10.1 – Quality compliance, 10.5 – Approval Requirements under Legislation, 10.10 – Managing Compliance within the Service.



### Procedures

Continuous improvement is an ongoing process. The Oakleigh State School P&C Association and OSHC Coordinator actively work towards developing a culture of self-assessment and continuous improvement in every aspect of service operations.

The OSHC Subcommittee and Coordinator have developed a continuous improvement process and this is detailed in the Quality Improvement Plan folder. The process includes regular reviews of the quality of current service and educator practices.

As part of the service's overall continuous improvement process, all standards and elements of the National Quality Standard will be reviewed on a regular basis in order to identify and assess:

- Effectiveness of current practice in delivering quality outcomes for children, families and Educators;
- Improvements to current practices, procedures and service routines;
- Changes to be implemented as a result of review.

All stakeholders (management, Educators, families and children) will be encouraged to be involved in the service's continuous improvement process. Ideas and suggestions for practice improvements will be welcomed.

To comply with regulatory requirements, the Oakleigh State School P&C Association will ensure that a Quality Improvement Plan is prepared and maintained for the service that:

- Includes the assessment of the quality of practices of the service against the National Quality Standard and the National Regulations
- Identifies the areas considered that may require improvement; and
- Contains a statement of philosophy of the service.

The Oakleigh State School P&C Association will ensure that the service's Quality Improvement Plan is reviewed and revised

- At least annually; and/or
- When directed by the Regulatory Authority

The Oakleigh State School P&C Association will submit the service's current Quality Improvement Plan to the Regulatory body on request.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.27 Record Keeping and Retention Policy

The Oakleigh State School P&C Association acknowledges its duty to document and maintain appropriate employee, family and child records in line with regulatory requirements. This policy outlines the types of records kept by the service as well as the procedure for secure storage and/or archiving of such records.



### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Child Protection Act 1999 and Regulations 2000
- Privacy Act 1988 and Regulations 2013
- Work Health and Safety Act 2011 and Regulations 2011
- Children's Services Award (State) 2012
- Commonwealth Child Care Act 1972 (Child Care Subsidy)
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Australian Government Child Care Services Handbook
- NQS Area: 1.1, 1.2; 2.1, 2.3; 4.1, 4.2; 5.2; 6.1, 6.2, 6.3; 7.1, 7.2, 7.3.
- Policies: 2.4 – Arrivals and Departures of children, 2.5 – Reporting of Child Abuse, 2.6 – Behaviour Support and Management, 2.13 - Use of Photographic and Video Images of Children, 3.1 – Educational Program Planning, 3.2 – Program and Documentation Evaluation, 3.5 – Excursions, 3.8 – Extra-curricular Activities, 3.10 – Observational Recording, 4.5 – Incident, Injury, Trauma or Illness, 4.6 – Medication, 4.10 – Anaphylaxis Management, 4.15 – Asthma, 4.17 – Children with Medical Conditions, 6.3 – Work Health and Safety, 7.2 – Drills and Evacuations, 7.3 – Harassment and Lockdowns, 8.3 – Recruitment and Employment of Educators, 8.4 – Educator Professional Development and Learning, 8.6 – employee and volunteer Grievance, 8.8 – Employee Performance Monitoring, Review and Management, 8.10 – Employee Orientation and Induction, 9.2 – Enrolment, 9.9 – Acceptance and Refusal of Authorisations, 10.1 – Quality Compliance, 10.5 – Approval Requirements under Legislation, 10.8 – Information Handling (Privacy and Confidentiality, 10.10 – Managing Compliance within the Service, 10.18 – Court Orders and the Release of Children in Care, 10.22 – Determining the Responsible Person, 10.23 – Provision of Information, 10.24 – Privacy Policy.



## **Procedures**

### **Records to be kept in relation to the service**

In order to comply with regulatory requirements, the service maintains current policies and procedures, particularly in relation to the following matters:

- Health and safety, including matters relating to:
  - Nutrition, food and beverages, dietary requirements;
  - Sun protection;
  - Water safety, including safety during any water-based activities; and
  - The administration of medication and first aid.
- Incident, injury, illness and trauma procedures;
- Dealing with infectious diseases;
- Dealing with medical conditions in children;
- Emergency and evacuation;
- Delivery of children to, and collection of children from the service;
- Excursions
- Providing a child safe environment including child protection;
- Staffing, including:
  - A code of conduct for staff members; and
  - Determining the responsible person present at the service; and
  - The participation of volunteers and students on practicum placement.
- Interactions with children;
- Enrolment and orientation;
- Governance and management of the service including confidentiality of records;
- The acceptance and refusal of authorisations;
- Dealing with complaints; and
- Payment of fees and provision of a statement of fees charged by the service.

The service keeps a record of any compliance matters, including:

- Details of any amendment of the service approval including:
  - The reason stated by the Regulatory Authority for the amendment;
  - The date on which the amendment took, or takes, effect; and
  - The date (if any) that the amendment ceases to have effect;
- Details of any suspension of the service approval (other than a voluntary suspension), including:
  - The reason stated by the Regulatory Authority for the suspension;
  - The date on which the suspension took, or takes, effect; and
  - The date that the suspension ends.
- Details of any compliance direction or compliance notice issued to the Oakleigh State School P&C Association in respect of the service, including:
  - The reason stated by the Regulatory Authority for issuing the direction or notice;
  - The steps specified in the direction or notice; and
  - The date by which the steps specified must be taken.
- The compliance records must not include any information that identifies any person other than the Oakleigh State School P&C Association.

The service will also keep the following records in order to comply with requirements of the Child Care Management System (CCMS):

- Electronic Enrolment and Attendance Record Reports (or access to copies);
- Attendance records including absences;
- Copies of supporting documentation for Additional Absences for each child;
- Documents to support claims for Special Child Care Subsidy and 24-hour care;
- Copies of receipts issued to people, who have paid childcare fees;
- Enrolment forms;
- Approval to operate a childcare service issued by the state and territory in which the service operates;
- Current service insurance records and policies; and
- Accounting records, including cashbooks and journals.

The service will also keep the following records in relation to building and environmental safety including (but not limited to):

- Annual Occupiers' Statements;
- Certificate of Building Classification;
- Emergency and Evacuation instructions/plan for each building;
- Evacuation signs and diagrams for each evacuation route;
- Emergency evacuation/lockdown evaluation records;
- Personal Emergency Evacuation Plan (PEEP) for any individual who cannot use the normal evacuation procedures;
- Maintenance records for all fire safety equipment.

As per regulatory requirements, the service must ensure that, for the purposes of the educational program, records of evaluations of children's wellbeing, developmental needs, learning and participation in the program are maintained.

The service keeps all records, in compliance with, and as prescribed under other relevant legislation, regulations, local government by-laws and national codes, and as mentioned in specific policies of the service.

### **Records to be kept in relation to Educators**

For the purposes of this policy, the term Educators includes (but is not limited to) the Educational Leader, volunteers, vocational students and responsible persons. Staff records for all Educators including the Coordinator will include:

- Full name, address and date of birth of the person;
- Evidence of any relevant qualifications held by the person; or if applicable, that the person is actively working towards that qualification;
- Evidence of any approved training (including first aid training) completed by the person; and
- Clear copy of positive notice for child related employment (Blue Card).

The staff record must include the name of the person designated as the Educational Leader.

The staff record must include the full name, address and date of birth of each student or volunteer who participates at the service. The service must also keep a record for each day on which the student or volunteer participates at the service, the date and the hours of participation.

The Oakleigh State School P&C Association must keep a record of Educators working directly with children that includes the following information:

- The name of each educator who works directly with children being educated and cared for by the service; and
- The hours that each educator works directly with children being educated and cared for by the service (rosters and timesheets).

The service will keep a record of the responsible persons who have been delegated (along with written acceptance) to be placed in day to day charge of the service. The staff record will identify the name of the responsible person at the service for each time that children are being educated and cared for by the service.

The Oakleigh State School P&C Association will maintain all employment records and other relevant employee documentation for Educators including (but not limited to):

- Timesheets and/or wage books;
- Personal information including next of kin and medical information;
- Employee contracts, letters of employment, etc.; and
- Records of any work, health and safety incident or injury.

## **Records to be kept in relation to children and families**

The service will ensure that an enrolment record is kept for each child that includes (as a minimum) the following information:

- The full name, gender, date of birth and address of the child;
- The name, address and contact details of:
  - Each known parent of the child;
  - Any person who is to be notified of an emergency involving the child and if any parent of the child cannot be immediately contacted;
  - Any person who has been given permission by a parent or family member to collect the child from the Service;
  - Any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child;
  - Any person who is authorised to authorise an educator to take the child outside the service's approved area.
- Clear copies of any court orders, parenting orders or parenting plans relating to the child's residence; to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child; or the child's contact with a parent or other person.
- The language used in the child's home;
- The cultural background of the child and, if applicable, the child's parents;
- Any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs;
- An authorisation, signed by a parent (or a person named in the enrolment record as authorized) for the service to seek:
  - Medical treatment for the child from a registered medical practitioner, hospital or ambulance service; and
  - Transportation of the child by an ambulance service.
- If relevant, an authorisation for the service to take the child on regular outings;
- The child's Medicare number and the name, address and telephone number of the child's registered medical practitioner or medical service;
- Details of any specific healthcare needs of the child, including:
  - Any medical condition;
  - Allergies, including whether the child has been diagnosed as at risk of anaphylaxis;
  - Any medical management plan, anaphylaxis medical management plan or risk minimisation plan to be followed with respect to a specific healthcare need, medical condition or allergy;
  - Details of any dietary restrictions for the child; and
  - The immunisation status of the child;

The service ensures that children's attendance records are kept that include:

- The full name of each child attending;
- The date and time each child arrives and departs; and
- A signature of one of the following persons at the time that the child arrives and departs:
  - The person who delivers the child to the education and care service premises or collects the child from the education and care service premises; or
  - The coordinator or an educator.

The service will keep a medication record for all children enrolled at the service. The records will include:

- The name of the child;
- The authorisation to administer medication (including, if applicable, self-administration), signed by a parent (or a person named in the child's enrolment record as authorised to consent) to administration of medication;
- The name of the medication to be administered;
- The time and date the medication was last administered;
- The time and date, or the circumstances under which, the medication should be next administered;
- The dosage of the medication to be administered;
- The manner in which the medication is to be administered.

If the medication is administered to the child, or the child self-administers their medication, the record must include:

- The dosage that was administered;
- The manner in which the medication was administered;
- The time and date the medication was administered;
- The name and signature of the person who administered the medication;
- The name and signature of the educator who witnessed the dosage and administration.

The service must ensure that an incident, injury, trauma and illness record is kept in accordance with regulatory requirements. The incident, injury, trauma and illness record must include:

- Details of any incident in relation to a child or injury received by a child or trauma to which a child has been subjected while in care, including:
  - The name and age of the child;
  - The circumstances leading to the incident, injury or trauma; and
  - The time and date the incident occurred, the injury was received or the child was subjected to the trauma.
- Details of any illness which becomes apparent while the child was in care including:
  - The name and age of the child;
  - The relevant circumstances surrounding the child becoming ill; and
  - The time and date of the apparent onset of the illness.

- Details of the action taken by the service in relation to any incident, injury, trauma or illness which a child has suffered while in care, including:
  - Any medication administered or first aid provided;
  - Any medical personnel contacted;
  - Details of any person who witnessed the incident, injury or trauma;
  - The name of any person the service notified or attempted to notify;
  - The time and date of the notifications or attempted notifications;
  - The name and signature of the person making an entry in the record, and the time and date that the entry was made;

The information above must be recorded as soon as practicable, but not later than 24 hours after the incident, injury or trauma, or the onset of the illness.

### **Length of time records must be kept**

In order to comply with regulatory requirements, the Service will keep records for the following periods:

- If the record relates to an Incident, Injury, Trauma or Illness suffered by a child while being educated and cared for by the service., until the child is aged 25 years;
- If the record relates to an incident, illness, injury of trauma suffered by a child that may have occurred following an incident while being educated and cared for by the service, until the child is aged 25 years;
- If the record relates to the death of a child while being educated and cared for by the service or that may have occurred as a result of an incident while being educated and cared for, until the end of 7 years after the death;
- In the case of any other record relating to a child enrolled at the education and care service, until 3 years after the last date on which the child was educated and cared for by the service.
- If the record relates to the Approved Provider, until the end of 3 years after the last date on which the Approved Provider operated the education and care service;
- If the record relates to the Nominated Supervisor or staff member of an education and care service, until the end of 3 years after the last date on which the Nominated Supervisor or staff member provided education and care on behalf of the service; and
- In the case of any other record, 3 years after the date on which the record was made.

### **Confidentiality and storage of records**

Documentation collected by our service will be stored in a safe and secure location for the relevant time periods as set out above and only made accessible to relevant and authorised individuals.

If the service is transferred to another Approved Provider under the law, documents relating to a child will not be transferred without the express consent of the child’s parents.

The service will ensure that information kept in a record is not divulged or communicated through direct or indirect means to another person other than:

- The extent necessary for the education and care or medical treatment of the child to whom the information relates;
- A parent of the child to whom the information relates, except in the case of information kept in a staff record;
- The Regulatory Authority or an authorised officer;
- As expressly authorised, permitted or required to be given by or under any Act or law; and
- With the written consent of the person who provided the information.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
November 2017	August 2019	November 2020

## 10.28 Hardship and Administration of Special Child Care Subsidy Policy

The Oakleigh State School P&C Association is committed to ensuring that Special Child Care Subsidy (SCCS) is administered effectively and in accordance with relevant legislation. The procedures outlined in this policy describe the steps taken to ensure compliance with the service's obligations as an approved child care service for the purpose of administering SCCS.



### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Australian Government Child Care Service Handbook
- NQS Area 7
- Policies: 10.4 - Fees 10.30 - Conflict of Interest



### Procedures

The service maintains a current copy of the Australian Government Child Care Service Handbook on site.

#### Special Child Care Subsidy

The service is authorised to administer Special Child Care Subsidy (SCCS).

This shall be done in accordance with the legislated requirements that families/parents complete the relevant application form and that the service representative (Coordinator, Director, Administrator) is able to approve in the first instance up to 13 weeks of SCCS for applicants who meet the described eligibility criteria.

In the case of a perceived or real conflict of interest for the service representative, advice will be sought from the Approved Provider in proceeding with the approval or rejection of the application.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
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## 10.29 Conflict of Interest Policy

The Oakleigh State School P&C Association is committed to ensuring that business and operational decisions are not negatively impacted by either a perceived or real conflict of interest. In the interests of transparency, accountability and probity, the following guiding principles and procedures for identifying, declaring and dealing with conflicts of interest will be followed by its OSHC service's executive, employees and volunteers. For the purpose of this policy, conflict of interest also includes a *potential* conflict of interest.



### Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- NQS Area 7
- Policies: 10.10 Managing Compliance within the Service, 10.11 – Management Code of Conduct



### Procedures

#### How does conflict of interest arise?

A conflict of interest occurs when the private interests of a service executive, employee or volunteer come into conflict with their duty to act in the best interests of the organisation. Conflicts of interest are particularly relevant where the executive, employee or volunteer has a decision-making role.

Conflicts of interest are not wrong in themselves and can happen without anyone being at fault. However, it is vital that they are disclosed and managed effectively to ensure that the service executive, employees and volunteers perform their duties in a fair and unbiased way.

Personal interests that can give rise to conflicts may be pecuniary, involving an actual or potential financial gain, or non-pecuniary without any financial element.

#### Identifying direct and indirect conflict of interest

A direct interest is a reasonable likelihood that the circumstances of the person (including a company) would be directly altered if a matter is decided in a particular way, including a reasonable likelihood that:

- The person will receive a direct financial benefit or loss; and
- The residential amenity of the person will be directly affected.

The five types of indirect interest include:

1. Close association;
2. Indirect financial interest;
3. Conflicting duty;
4. Receipt of an applicable gift; and
5. Becoming an interested party

**Declaring and reporting conflict of interest**

It is the responsibility of the executive, employee or volunteer to make a declaration of the conflict of interest as soon as this becomes known to the person. This declaration should be made to the relevant person in the organisation. All conflicts of interest should be reported to the Oakleigh State School P&C Association.

**Dealing with resolving conflict of interest**

The main ways resolution can be achieved are:

- Restrict;
- Recruit;
- Remove; and/or
- Relinquish

Restricting the person with the conflict in the participation of decision making is an appropriate method where the conflict is not likely to arise frequently.

Recruiting an independent person to oversee all or part of the process is an appropriate method where the conflict is more significant and needs more practice management.

Removing the person with the conflict from the process is appropriate where there is ongoing serious conflict of interest and restriction or recruitment is not practical or feasible.

Relinquishing the private interest that gives rise to the conflict.

A record shall be made of the conflict of interest and how it was resolved and/or any information relating to the ongoing management of conflict of interest

**The service will manage conflicts of interest by:**

- Including information on processes for managing conflicts of interest in documents aimed at external stakeholders as relevant;
- Putting processes in place to ensure that statements of interest are updated at regular intervals; and
- Formally recording arrangements for addressing each conflict so that the agency can demonstrate how each conflict of interest was managed.

**References**

<http://www.icac.nsw.gov.au/preventing-corruption/knowning-your-risks/conflicts-of-interest/4897>

[http://www.macquarielawyers.com.au/files/How\\_To\\_Identify\\_A\\_Conflict\\_Of\\_Interest.pdf](http://www.macquarielawyers.com.au/files/How_To_Identify_A_Conflict_Of_Interest.pdf)

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
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## **10.30 Managing Non-compliance of Reportable Incidents Policy**

The Oakleigh State School P&C Association recognises that strategies must be in place to ensure ongoing compliance of its OSHC service 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 OSHC service actively monitors compliance aspects.



### **Relevant Laws and other Provisions**

- Education and Care Services National Law Act 2010 and National Regulations 2011
- Duty of Care
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Australian Government Department of Education Children's Services Handbook
- Privacy Act 1988 and Regulations 2013
- Work Health and Safety Act 2011 and Regulations 2011
- NQS Area 6.1; 7.1, 7.2, 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 actively works towards compliance with:

- Education and Care Services National Law, 2010 and Regulations 2011;
- National Quality Standard for Education and Care Services and School Age Care;
- Commonwealth Child Care Act 1972 (Child Care Subsidy);
- Family and Child Commission Act 2014
- Working with Children (Risk Management and Screening) Act 2000 and Regulations 2011
- Work Health and Safety Legislation; and
- Child Protection Legislation.

The service has compliance checklists which are used on a regular basis such as, safety checklists. Compliance monitoring strategies are implemented including:

- 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 organisations to conduct external audits and to provide reports regarding compliance issues to the service on a regular basis; and
- Acting on any relevant recommendations or notification to changes in compliance requirements immediately.

The service keeps a record of its compliance history and makes it accessible upon request. The history must include:

- Any amendments to Service Approval made by the Regulatory Authority;
- Details of any suspension of the service approval; and
- Details of any compliance direction or compliance notice issued to the Oakleigh State School P&C Association in respect of the service.

Information regarding the services policies and procedures is made accessible to families, volunteers and employees via relevant handbooks, as well as providing them with a full copy of the service policies and procedures on the OSHC website or in hardcopy at the service at their request.

In addition to this, information is dispersed to families, volunteers and employees through appropriate newsletters, flyers and other methods of communication.

**Positive Notice Blue Card Compliance**

All OSHC employees and volunteers, and executive members of the Oakleigh State School P&C Association must hold a current and valid Working with Children blue card.

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

The blue card register is maintained by the Secretary of the P&C, with support from the OSHC Coordinator. A copy of the register is held at the OSHC service office and referred to regularly by the Coordinator each term to track expiry dates.

All employees, volunteers and executive members of management holding existing blue cards prior to their involvement with the service are 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 are provided with information regarding their responsibilities in holding a blue card.

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
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## 10.31 Appropriate Governance Policy

The Oakleigh State School P&C Association is responsible to ensure that appropriate governance arrangements are in place to guide service decision making. This will ensure the effective oversight and management of the Oakleigh Outside School Hours Care service.



### Relevant Laws and other Provisions

- Education and Care Services National Law Act 2010 and National Regulations 2011
- The organisation or entity's constitution
- Policy 10.2 Role and Composition of OSHC Subcommittee
- Specific provisions for P & C operated OSHC services:
- Queensland Education (General Provisions) Act 2006
- Accounting Manual for Parents and Citizens' Associations



### Procedures

The Oakleigh State School P&C Association will ensure decision making is consistent with the organisation's governance framework (conceptual structure and set of rules) as articulated in the organisation's constitution. This constitution outlines how the organisation is managed and controlled.

In the case of a P & C operated OSHC, the P & C as the Approved Provider will ensure that decision making is informed by and consistent with the requirements articulated in the relevant laws and provisions, including (but not limited to):

- Queensland Education (General Provisions) Act 2006
- Accounting Manual for Parents and Citizens' Associations
- P & C Qld - Support Guide for P & Cs
- P & C Qld - Quick Guide for P&C Executive Officers

### References

<https://www.legislation.qld.gov.au/legisln/current/e/educgenpra06.pdf>

<http://education.qld.gov.au/finance/procedure/pandc/pdfs/pandc-whole.pdf>

<http://www.pandcsqld.com.au/>

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