

Appendix A

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

Schedule Checklist: National Quality Standard elements reflected in Policies and Procedures

This checklist is designed to assist users of this Manual to align their policies and procedures to the 7 Quality Areas of the National Quality Standards (NQS).

In Chapter 5 you will find sample policies and procedures that will help you comply with the specific requirements of NQS. For an explanation of the National Quality Standard, refer back to Chapter 3 of the Manual.

Once you develop your own 'Policies and Procedures Manual' for your service, drawing on the samples given in Chapter 5 where appropriate, you can then use this Schedule to help create your own checklist.

Always remember that this Manual assumes compliance with meeting the National Regulations and the National Quality Standard (see Chapter 3 for an explanation of this system). If your service chooses to implement practice that exceeds the NQS your policies will reflect procedures and practice that extends on meeting the NQS.

Note: This checklist is prepared based on the Guide to the National Quality Standard, available as at the date of publication.

You should check at <http://www.acecqa.gov.au> for up to-date resources as they apply to the National Quality Standard

Quality Area 1 : Educational Program and Practice

1.1 An approved learning framework informs the development of a curriculum that enhances each child’s learning and development

1.1.1 Curriculum decision making contributes to each child's learning and development outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators

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| Policy 1.1: Philosophy Statement | Policy 3.2: Program and Documentation Evaluation |
| Policy 1.2: Goals | Policy 3.3: Educator’s Practices |
| Policy 2.1: Respect for Children | Policy 3.4: Homework |
| Policy 2.9: Inclusion and Anti-Bias | Policy 3.5: Excursions |
| Policy 2.11: Including Children with Special/Additional Needs | Policy 3.7: Physical Activity |
| Policy 2.17 Children Accessing the Internet | Policy 3.9: Creativity and Expressive Arts |
| Policy 2.19 Children’s Media Viewing | Policy 3.10: Observational Recording |
| Policy 2.24 Children’s Participation and Decision Making | Policy 8.2: Educational Leader |
| Policy 2.25 Statement of Intent for Children’s Play | Policy 8.10: Employee Orientation and Induction |
| Policy 3.1: Educational Program Planning | Policy 10.12: Information Technology |
| | Policy 10.27 Continuous Improvement |

1.1.2 Each child’s current knowledge, ideas, culture, abilities and interests are the foundation of the program

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| Policy 1.1: Philosophy Statement | Policy 3.3: Educator’s Practices |
| Policy 1.2: Goals | Policy 3.5: Excursions |
| Policy 2.1: Respect for Children | Policy 3.7: Physical Activity |
| Policy 2.9: Inclusion and Anti-Bias | Policy 3.8: Extra Curricula Activities |
| Policy 2.11: Including Children with Special/Additional Needs | Policy 3.9: Creativity and Expressive Arts |
| Policy 2.19 Children’s Media Viewing | Policy 3.10: Observational Recording |
| Policy 2.21 Children’s Transition to OSHC | Policy 3.14: Valuing Diversity, Culture and Reconciliation |
| Policy 2.24 Children’s Participation and Decision Making | Policy 3.15: Cooking with Children |
| Policy 2.25 Statement of Intent for Children’s Play | Policy 5.2: Food and Nutrition |
| Policy 3.1: Educational Program Planning | Policy 5.6: Menu Development |
| Policy 3.2: Program and Documentation Evaluation | Policy 8.2: Educational Leader |
| | Policy 10.27 Continuous Improvement |

1.1.3 The program, including routines, is organised in ways that maximize opportunities for each child’s learning

Policy 1.1:	Philosophy Statement	Policy 3.5:	Excursions
Policy 1.2:	Goals	Policy 3.8:	Extra - Curricular Activities
Policy 2.1:	Respect for Children	Policy 3.10:	Observational Recording
Policy 2.11:	Including Children with Special/Additional Needs	Policy 3.15:	Cooking with Children
Policy 2.19	Children's Media Viewing	Policy 4.8:	Sun Safety
Policy 2.21	Children's Transition to OSHC	Policy 5.2:	Food and Nutrition
Policy 3.1:	Educational Program Planning	Policy 5.5:	Cleaning and Sanitising
Policy 3.2:	Program and Documentation Evaluation	Policy 5.6:	Menu Development
Policy 3.3:	Educators Practice	Policy 8.2:	Educational Leader
Policy 3.4:	Homework	Policy 8.10:	Employee Orientation and Induction
		Policy 10.27	Continuous Improvement

1.1.4 The documentation about each child's program and progress is available to families

Policy 1.1:	Philosophy Statement	Policy 3.5:	Excursions
Policy 1.2:	Goals	Policy 3.9:	Creativity and Expressive Arts
Policy 2.1:	Respect for Children	Policy 3.10:	Observational Recording
Policy 2.11:	Including Children with Special/Additional Needs	Policy 8.2:	Educational Leader
Policy 2.13:	Use of Photographic and Video Images of Children	Policy 8.10:	Employee Orientation and Induction
Policy 3.2:	Program and Documentation Evaluation	Policy 9.3:	Communication with Families
Policy 3.3:	Educators Practice	Policy 10.8:	Information Handling (Privacy and Confidentiality)
		Policy 10.27	Continuous Improvement
		Policy 10.28:	Record Keeping and Retention

1.1.5 Every child is supported to participate in the program

Policy 1.1:	Philosophy Statement	Policy 2.18	Cyber-bullying
Policy 1.2:	Goals	Policy 2.19	Children's Media Viewing
Policy 2.1:	Respect for Children	Policy 2.20	Supervision of Children
Policy 2.3:	Educator Ratios	Policy 2.21	Children's Transition to OSHC
Policy 2.6:	Behaviour Support and Management	Policy 2.23	Interactions with Children
Policy 2.8:	Anti-Bullying	Policy 2.24	Children's Participation and Decision Making
Policy 2.9:	Inclusion and Anti-Bias	Policy 2.25	Statement of Intent for Children's Play
Policy 2.11:	Including Children with Special/Additional Needs	Policy 3.1:	Educational Program Planning
Policy 2.15	Children's Property and Belongings		

Policy 3.2:	Program and Documentation Evaluation	Policy 4.17	Children with Medical Conditions
Policy 3.3:	Educators Practice	Policy 4.19	Childhood Immunisation
Policy 3.4:	Homework	Policy 5.2:	Food and Nutrition
Policy 3.5:	Excursions	Policy 5.6:	Menu Development
Policy 3.6:	Transport for Excursions	Policy 6.2:	Provision of Resources and Equipment
Policy 3.7:	Physical Activity	Policy 8.1:	Role and Expectations of Educators
Policy 3.8:	Extra - Curricular Activities	Policy 8.2:	Educational Leader
Policy 3.9:	Creativity and Expressive Arts	Policy 8.10:	Employee Orientation and Induction
Policy 3.10:	Observational Recording	Policy 8.15:	Children of Employees
Policy 3.14:	Valuing Diversity, Culture and Reconciliation	Policy 9.1:	Access
Policy 3.15:	Cooking with Children	Policy 9.2:	Enrolment
Policy 4.9:	Children's Toileting	Policy 9.3:	Communication with Families
Policy 4.10:	Anaphylaxis Management	Policy 10.12:	Information Technology
Policy 4.15:	Asthma	Policy 10.27	Continuous Improvement

1.1.6 Each child's agency is promoted, enabling them to make choices and decisions and to influence events in their world

Policy 1.1:	Philosophy Statement	Policy 2.24	Children's Participation and Decision Making
Policy 1.2:	Goals	Policy 2.25	Statement of Intent for Children's Play
Policy 2.1:	Respect for Children	Policy 3.1:	Educational Program Planning
Policy 2.6:	Behaviour Support and Management	Policy 3.2:	Program and Documentation Evaluation
Policy 2.8:	Anti-Bullying	Policy 3.3:	Educators Practice
Policy 2.9:	Inclusion and Anti-Bias	Policy 3.4:	Homework
Policy 2.11:	Including Children with Special/Additional Needs	Policy 3.5:	Excursions
Policy 2.15	Children's Property and Belongings	Policy 3.7:	Physical Activity
Policy 2.17	Children Accessing the Internet	Policy 8.1:	Role and Expectations of Educators
Policy 2.18	Cyber-bullying	Policy 8.2:	Educational Leader
Policy 2.19	Children's Media Viewing	Policy 8.10:	Employee Orientation and Induction
Policy 2.20	Supervision of Children	Policy 10.27	Continuous Improvement
Policy 2.21	Children's Transition to OSHC		

1.2 Educators and coordinators are focused, active and reflective in designing and delivering the program for each child

1.2.1 Each child's learning and development is assessed as part of an ongoing cycle of planning, documentation and evaluation

Policy 1.1:	Philosophy Statement	Policy 3.5:	Excursions
Policy 1.2:	Goals	Policy 3.7:	Physical Activity
Policy 2.1:	Respect for Children	Policy 3.9:	Creativity and Expressive Arts
Policy 2.11:	Including Children with Special/Additional Needs	Policy 3.10:	Observational Recording
Policy 2.15	Children's Property and Belongings	Policy 8.1:	Role and Expectations of Educators
Policy 3.1:	Educational Program Planning	Policy 8.2:	Educational Leader
Policy 3.2:	Program and Documentation Evaluation	Policy 8.10:	Employee Orientation and Induction
Policy 3.3:	Educator's Practices	Policy 10.27	Continuous Improvement
		Policy 10.28:	Record Keeping and Retention

1.2.2 Educators respond to children's ideas and play and use intentional teaching to scaffold and extend each child's learning

Policy 1.1:	Philosophy Statement	Policy 3.9:	Creativity and Expressive Arts
Policy 1.2:	Goals	Policy 3.10:	Observational Recording
Policy 2.1:	Respect for Children	Policy 3.15:	Cooking with Children
Policy 2.11:	Including Children with Special/Additional Needs	Policy 5.2:	Food and Nutrition
Policy 2.24	Children's Participation and Decision Making	Policy 5.6:	Menu Development
Policy 2.25	Statement of Intent for Children's Play	Policy 6.2:	Provision of Resources and Equipment
Policy 3.1:	Educational Program Planning	Policy 8.1:	Role and Expectations of Educators
Policy 3.2:	Program and Documentation Evaluation	Policy 8.2:	Educational Leader
Policy 3.3:	Educator's Practices	Policy 8.10:	Employee Orientation and Induction
Policy 3.5:	Excursions	Policy 10.12:	Information Technology
Policy 3.7:	Physical Activity	Policy 10.27	Continuous Improvement
Policy 3.8:	Extra Curricula Activities	10.28:	Record Keeping and Retention

1.2.3 Critical reflection on children's learning and development, both as individuals and in groups, is regularly used to implement the program

Policy 1.1:	Philosophy Statement	Policy 2.11:	Including Children with Special/Additional Needs
Policy 1.2:	Goals	Policy 3.1:	Educational Program Planning
Policy 2.1:	Respect for Children		

Policy 3.2: Program and Documentation Evaluation
Policy 3.3: Educator's Practices
Policy 3.5: Excursions
Policy 3.7: Physical Activity
Policy 3.10: Observational Recording
Policy 8.1: Role and Expectations of Educators

Policy 8.2: Educational Leader
Policy 8.10: Employee Orientation and Induction
Policy 10.8: Information Handling (Privacy and Confidentiality)
Policy 10.27: Continuous Improvement
Policy 10.28: Record Keeping and Retention

Quality Area 2: Children’s Health and Safety

1.3 Each child’s health is promoted

2.1.1 Each child’s health is promoted

Policy 1.1:	Philosophy Statement	Policy 4.11:	Emergency Health and Medical Procedure Management
Policy 1.2:	Goals	Policy 4.12:	Non Smoking
Policy 2.1:	Respect for Children	Policy 4.13:	First Aid Waste Management
Policy 2.3:	Educator Ratios	Policy 4.14:	Infectious Diseases Response Strategy
Policy 2.6:	Behaviour Support and Management	Policy 4.15:	Asthma
Policy 2.7:	Exclusions for Behavioural Reasons	Policy 4.17	Children with Medical Conditions
Policy 2.8:	Anti-Bullying	Policy 4.18	First Aid Policy
Policy 2.11:	Including Children with Special/Additional Needs	Policy 4.19	Childhood Immunisation
Policy 2.21	Children’s Transition to OSHC	Policy 5.1:	Food Handling and Storage
Policy 3.2:	Program and Documentation Evaluation	Policy 5.2:	Food and Nutrition
Policy 3.3:	Educator’s Practices	Policy 5.6:	Menu Development
Policy 3.5:	Excursions	Policy 8.1:	Role and Expectations of Educators
Policy 3.7:	Physical Activity	Policy 8.10:	Employee Orientation and Induction
Policy 3.15:	Cooking with Children	Policy 8.16:	Employee Immunisation
Policy 4.1:	General Health and Safety	Policy 9.2:	Enrolment
Policy 4.5:	Illness and Injury	Policy 9.3:	Communication with Families
Policy 4.6:	Medication	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 4.8:	Sun Safety	Policy 10.27	Continuous Improvement
Policy 4.9:	Toileting	Policy 10.28:	Record Keeping and Retention
Policy 4.10:	Anaphylaxis Management		

2.1.2 Each child’s comfort is provided for and there are appropriate opportunities to meet each child’s need for sleep, rest and relaxation

Policy 1.1:	Philosophy Statement	Policy 3.1:	Educational Program Planning
Policy 1.2:	Goals	Policy 3.2:	Program and Documentation Evaluation
Policy 2.1:	Respect for Children	Policy 3.3:	Educator’s Practices
Policy 2.11:	Including Children with Special/Additional Needs	Policy 3.5:	Excursions

Policy 4.4:	Preventative Health and Wellbeing	Policy 8.1:	Role and Expectations of Educators
Policy 4.5:	Illness and Injury	Policy 8.10:	Employee Orientation and Induction
Policy 4.17	Children with Medical Conditions	Policy 10.27	Continuous Improvement
Policy 6.1:	Space and Facilities Requirement		
Policy 6.5:	Use and Maintenance of Air Conditioning		

2.1.3 Effective hygiene practices are promoted and implemented

Policy 1.1:	Philosophy Statement	Policy 4.13:	First Aid Waste Management
Policy 1.2:	Goals	Policy 4.14:	Infectious Diseases Response Strategy
Policy 3.1:	Educational Program Planning	Policy 4.17	Children with Medical Conditions
Policy 3.2:	Program and Documentation Evaluation	Policy 4.18	First Aid Policy
Policy 3.3:	Educator's Practice	Policy 4.19	Childhood Immunisation
Policy 3.15:	Cooking with Children	Policy 5.1:	Food Handling and Storage
Policy 4.1:	General Health and Safety	Policy 5.2:	Food and Nutrition
Policy 4.2:	Infectious Diseases	Policy 5.3:	Food Act Compliance
Policy 4.3:	Hygiene	Policy 5.4:	Food Audit
Policy 4.4:	Preventative Health and Wellbeing	Policy 5.5:	Cleaning and Sanitising
Policy 4.7:	Keeping of Animals	Policy 8.1:	Role and Expectations of Educators
Policy 4.7.1	Chicken Coop Cleaning and Maintenance	Policy 8.10:	Employee Orientation and Induction
Policy 4.9:	Toileting	Policy 10.27	Continuous Improvement

2.1.4 Steps are taken to control the spread of infectious diseases and to manage injuries and illness, in accordance with recognised guidelines

Policy 1.1:	Philosophy Statement	Policy 4.5:	Illness and Injury
Policy 1.2:	Goals	Policy 4.6:	Medication
Policy 4.7.1	Chicken Coop Cleaning and Maintenance	Policy 4.7:	Keeping of Animals
Policy 3.3:	Educator's Practice	Policy 4.10:	Anaphylaxis Management
Policy 4.1:	General Health and Safety	Policy 4.11:	Emergency Health and Medical Procedure Management
Policy 4.2:	Infectious Diseases	Policy 4.13:	First Aid Waste Management
Policy 4.3:	Hygiene	Policy 4.14:	Infectious Diseases Response Strategy
Policy 4.4:	Preventative Health and Wellbeing	Policy 4.15:	Asthma

Policy 4.17	Children with Medical Conditions	Policy 8.10:	Employee Orientation and Induction
Policy 4.18	First Aid Policy	Policy 8.16:	Employee Immunisation
Policy 4.19	Childhood Immunisation	Policy 9.3:	Communication with Families
Policy 5.1:	Food Handling and Storage	Policy 10.9:	Risk Management and Compliance
Policy 5.2:	Food and Nutrition	Policy 10.27	Continuous Improvement
Policy 5.5:	Cleaning and Sanitising	Policy 10.28:	Record Keeping and Retention
Policy 8.1:	Role and Expectations of Educators		

1.4 Healthy eating and physical activity are embedded in the program for children

2.2.1 Healthy eating is promoted and food and drinks provided by the service are nutritious and appropriate for each child

Policy 1.1:	Philosophy Statement	Policy 5.3:	Food Act Compliance
Policy 1.2:	Goals	Policy 5.4:	Food Audit
Policy 2.11:	Including Children with Special/Additional Needs	Policy 5.6:	Menu Development
Policy 3.1:	Educational Program Planning	Policy 8.1:	Role and Expectations of Educators
Policy 3.2:	Program and Documentation Evaluation	Policy 8.10:	Employee Orientation and Induction
Policy 3.3:	Educator's Practices		
Policy 3.15:	Cooking with Children	Policy 9.2:	Enrolment
Policy 4.1:	General Health and Safety	Policy 9.3:	Communication with Families
Policy 4.3:	Hygiene	Policy 10.13:	Purchasing
Policy 4.10:	Anaphylaxis Management	Policy 10.27	Continuous Improvement
Policy 4.17	Children with Medical Conditions		
Policy 5.1:	Food Handling and Storage		
Policy 5.2:	Food and Nutrition		

2.2.2 Physical activity is promoted through planned and spontaneous experiences and is appropriate for each child

Policy 1.1:	Philosophy Statement	Policy 3.2:	Program and Documentation Evaluation
Policy 1.2:	Goals	Policy 3.3:	Educator's Practice
Policy 2.3:	Educator Ratios	Policy 3.7:	Physical Activity
Policy 2.9:	Inclusion and Anti-Bias	Policy 3.10:	Observation Recording
Policy 2.11:	Including Children with Special/Additional Needs	Policy 4.8:	Sun Safety
Policy 2.25	Statement of Intent for Children's Play	Policy 4.15:	Asthma
Policy 3.1:	Educational Program Planning	Policy 6.2:	Provision of Resources and Equipment

Policy 8.1:	Role and Expectations of Educators	Policy 9.6:	Parent and Community Participation
Policy 8.2:	Educational Leader	Policy 10.9:	Risk Management and Compliance
Policy 8.10:	Employee Orientation and Induction	Policy 10.27	Continuous Improvement
Policy 9.3:	Communication with Families		

2.3 Each child is protected

2.3.1 Children are adequately supervised at all times

Policy 1.1:	Philosophy Statement	Policy 3.7:	Physical Activity
Policy 1.2:	Goals	Policy 3.8:	Extra Curricula Activities
Policy 2.2:	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm	Policy 3.9:	Creativity and Expressive Arts
Policy 2.3:	Staffing Ratios	Policy 3.11:	Escorting Children
Policy 2.4:	Arrivals and Departures of Children	Policy 3.13:	Water Safety
Policy 2.6:	Behaviour Support and Management	Policy 3.15:	Cooking with Children
Policy 2.8:	Anti-Bullying	Policy 4.1:	General Health and Safety
Policy 2.11:	Including Children with Special/Additional Needs	Policy 4.7:	Keeping of Animals
Policy 2.16:	Promoting Protective Behaviours	Policy 4.9:	Toileting
Policy 2.17	Children Accessing the Internet	Policy 4.16:	Vehicle Restraint
Policy 2.18	Cyber-bullying	Policy 5.2:	Food and Nutrition
Policy 2.19	Children's Media Viewing	Policy 5.6:	Menu Development
Policy 2.20	Supervision of Children	Policy 6.4:	Shared Facilities
Policy 2.25	Statement of Intent for Children's Play	Policy 7.1:	Emergency Equipment and Facilities
Policy 3.2:	Program and Documentation Evaluation	Policy 7.2:	Drills and Evacuations
Policy 3.3:	Educator's Practices	Policy 7.3:	Harassment and Lock Down
Policy 3.4:	Homework	Policy 8.1:	Role and Expectations of Educators
Policy 3.5:	Excursions	Policy 8.10:	Employee Orientation and Induction
Policy 3.6:	Transport for Excursions	Policy 9.10	Visitor Policy
		Policy 10.9:	Risk Management and Compliance
		Policy 10.27	Continuous Improvement

2.3.2 Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury

Policy 1.1:	Philosophy Statement	Policy 1.2:	Goals
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Policy 2.2:	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm	Policy 4.7.1:	Chicken Coop Cleaning and Maintenance
Policy 2.3:	Staffing Ratios	Policy 4.8:	Sun Safety
Policy 2.4:	Arrivals and Departures of Children	Policy 4.9:	Toileting
Policy 2.5:	Reporting of Child Abuse	Policy 4.10:	Anaphylaxis Management
Policy 2.6:	Behaviour Support and Management	Policy 4.15:	Asthma
Policy 2.7:	Exclusions for Behavioural Reasons	Policy 4.16:	Vehicle Restraint
Policy 2.8:	Anti-Bullying	Policy 4.19:	Childhood Immunisation
Policy 2.11:	Including Children with Special/Additional Needs	Policy 5.1:	Food Handling and Storage
Policy 2.12:	Managing duty of Care for Non-attending Children	Policy 5.2:	Food and Nutrition
Policy 2.15:	Children's Property and Belongings	Policy 6.2:	Provision of Resources and Equipment
Policy 2.16:	Promoting Protective Behaviours	Policy 6.3:	Workplace Health and Safety
Policy 2.17:	Children Accessing the Internet	Policy 6.4:	Shared Facilities
Policy 2.18:	Cyber-bullying	Policy 6.6:	Management of Poisonous Plants and Fungi
Policy 2.19:	Children's Media Viewing	Policy 7.1:	Emergency Equipment and Facilities
Policy 2.20:	Supervision of Children	Policy 7.2:	Drills and Evacuations
Policy 2.22:	Departures of Children with Self-Care Arrangements	Policy 7.3:	Harassment and Lock Down
Policy 3.3:	Educator's Practices	Policy 7.4:	Fire Safety Compliance
Policy 3.5:	Excursions	Policy 8.1:	Role and Expectations of Educators
Policy 3.6:	Transport for Excursions	Policy 8.10:	Employee Orientation and Induction
Policy 3.7:	Physical Activity	Policy 9.7:	Management of Intoxicated or Persons Under the Influence
Policy 3.9:	Creativity and Expressive Arts	Policy 9.10:	Visitor Policy
Policy 3.11:	Escorting Children	Policy 10.7:	Insuring Risks
Policy 3.13:	Water Safety	Policy 10.9:	Risk Management and Compliance
Policy 3.15:	Cooking with Children	Policy 10.18:	Court Orders and the Release of Children in Care
Policy 4.1:	General Health and Safety	Policy 10.27:	Continuous Improvement
Policy 4.7:	Keeping of Animals	Policy 10.28:	Record Keeping and Retention

2.3.3 Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented

Policy 1.1:	Philosophy Statement		and the Protection of Children from Harm
Policy 1.2:	Goals		
Policy 2.2:	Statement of Commitment to the Safety and Wellbeing of Children	Policy 2.3:	Staffing Ratios

Policy 2.6:	Behaviour Support and Management	Policy 5.6:	Menu Development
Policy 2.12:	Managing Duty of Care for Non-Attending Children	Policy 6.3:	Workplace Health and Safety
Policy 2.20	Supervision of Children	Policy 7.1:	Emergency Equipment and Facilities
Policy 3.3:	Educator's Practices	Policy 7.2:	Drills and Evacuations
Policy 3.5:	Excursions	Policy 7.3:	Harassment and Lock Down
Policy 3.6:	Transport for Excursions	Policy 8.1:	Role and Expectations of Educators
Policy 4.1:	General Health and Safety	Policy 8.10:	Employee Orientation and Induction
Policy 4.5:	Illness and Injury	Policy 9.6:	Parent and Community Participation
Policy 4.6:	Medication	Policy 9.10	Visitor Policy
Policy 4.10:	Anaphylaxis Management	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 4.11:	Emergency Health and Medical Procedure Management	Policy 10.9:	Risk Management and Compliance
Policy 4.15:	Asthma	Policy 10.27	Continuous Improvement
		Policy 10.28:	Record Keeping and Retention

2.3.4 Educators, coordinators and staff members are aware of their roles and responsibilities to respond to every child at risk of abuse or neglect

Policy 1.1:	Philosophy Statement	Policy 2.18:	Cyber-bullying
Policy 1.2:	Goals	Policy 2.20:	Supervision of Children
Policy 2.1:	Respect for Children	Policy 3.3:	Educator's Practices
Policy 2.2:	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm	Policy 3.10:	Observational Recording
Policy 2.5:	Reporting of Child Abuse	Policy 8.1:	Role and Expectations of Educators
Policy 2.6:	Behaviour Support and Management	Policy 8.4:	Educator Professional Development and Learning
Policy 2.8:	Anti-Bullying	Policy 8.10:	Employee Orientation and Induction
Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm	Policy 9.2:	Enrolment
Policy 2.15:	Children's Property and Belongings	Policy 9.10	Visitor Policy
Policy 2.16:	Promoting Protective Behaviours	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 2.17:	Children Accessing the Internet	Policy 10.9:	Risk Management and Compliance
		Policy 10.27	Continuous Improvement

Quality Area 3 : Physical Environment

3.1 The design and location of the premises is appropriate for the operation of a service

3.1.1 Outdoor and indoor spaces, buildings, furniture, equipment, facilities and resources are suitable for their purpose

Policy 1.1:	Philosophy Statement	Policy 4.8:	Sun Safety
Policy 1.2:	Goals	Policy 4.17:	Children with Medical Conditions
Policy 2.25:	Statement of Intent for Children's Play	Policy 6.1:	Space and Facilities Requirement
Policy 3.1:	Educational Program Planning	Policy 6.2:	Provision of resources and Equipment
Policy 3.2:	Program and Documentation Evaluation	Policy 6.3:	Workplace Health and Safety
Policy 3.3:	Educator's Practices	Policy 8.1:	Role and Expectations of Educators
Policy 3.4:	Homework	Policy 8.10:	Employee Orientation and Induction
Policy 3.7:	Physical Activity	Policy 10.13:	Purchasing
Policy 3.9:	Creativity and Expressive Arts	Policy 10.15:	Asset Management
Policy 3.12:	Sustainability Practices	Policy 10.17:	Strategic Planning
Policy 3.15:	Cooking with Children	Policy 10.20:	Environmental Management
Policy 4.1:	General Health and Safety	Policy 10.27:	Continuous Improvement
Policy 4.7:	Keeping of Animals		

3.1.2 Premises, furniture and equipment are safe, clean and well maintained

Policy 1.1:	Philosophy Statement	Policy 5.1:	Food Handling and Storage
Policy 1.2:	Goals	Policy 5.3:	Food act Compliance
Policy 3.12:	Sustainability Practices	Policy 5.4:	Food Audit
Policy 3.2:	Program and Documentation Evaluation	Policy 5.5:	Cleaning and sanitizing
Policy 3.3:	Educator's Practices	Policy 6.3:	Workplace Health and Safety
Policy 3.7:	Physical Activity	Policy 6.5:	Use and maintenance of air conditioning
Policy 3.9:	Creativity and Expressive Arts	Policy 7.1:	Emergency Equipment and Facilities
Policy 4.1:	General Health and Safety	Policy 8.1:	Role and Expectations of Educators
Policy 4.4:	Preventative Health and Wellbeing	Policy 8.10:	Employee Orientation and Induction
Policy 4.12:	Non Smoking	Policy 10.15:	Asset Management
Policy 4.7.1:	Chicken Coop Cleaning and Maintenance		

Policy 10.20: Environmental Management

Policy 10.27 Continuous Improvement

3.1.3 Facilities are designed or adapted to ensure access and participation by every child in the service and to allow flexible use, and interaction between indoor and outdoor space

Policy 1.1:	Philosophy Statement	Policy 3.9:	Creativity and Expressive Arts
Policy 1.2:	Goals	Policy 3.12:	Sustainability Practices
Policy 2.3:	Educator to Child Ratios	Policy 3.15:	Cooking with Children
Policy 2.9:	Inclusion and Anti-Bias	Policy 6.1:	Space and Facilities Requirement
Policy 2.11:	Including Children with Special/Additional Needs	Policy 6.2:	Provision of Resources and Equipment
Policy 2.21	Children's Transition to OSHC	Policy 6.4:	Shared Facilities
Policy 2.25	Statement of Intent for Children's Play	Policy 8.1:	Role and Expectations of Educators
Policy 3.1:	Educational Program Planning	Policy 8.2:	Educational Leader
Policy 3.2:	Program and Documentation Evaluation	Policy 8.10:	Employee Orientation and Induction
Policy 3.3:	Educator's Practices	Policy 9.1:	Access
Policy 3.4:	Homework	Policy 10.20:	Environmental Management
Policy 3.7:	Physical Activity	Policy 10.27	Continuous Improvement

3.2 The environment is inclusive, promotes competence, independent exploration and learning through play

3.2.1 Outdoor and indoor spaces are designed and organised to engage every child in quality experiences in both built and natural environments

Policy 1.1:	Philosophy Statement	Policy 3.2:	Program and Documentation Evaluation
Policy 1.2:	Goals	Policy 3.3:	Educator's Practices
Policy 2.3:	Educator to Child Ratios	Policy 3.7:	Physical Activity
Policy 2.9:	Inclusion and Anti-Bias	Policy 3.9:	Creativity and Expressive Arts
Policy 2.11:	Including Children with Special/Additional Needs	Policy 3.10:	Observational Recording
Policy 2.21	Children's Transition to OSHC	Policy 4.1:	General Health and Safety
Policy 2.25	Statement of Intent for Children's Play	Policy 4.17	Children with Medical Conditions
Policy 3.1:	Educational Program Planning	Policy 6.1:	Space and Facilities Requirement
Policy 3.12:	Sustainability Practices	Policy 6.2:	Provision of Resources and Equipment

Policy 6.3:	Workplace Health and Safety	Policy 8.10:	Employee Orientation and Induction
Policy 6.4:	Shared Facilities	Policy 10.20:	Environmental Management
Policy 8.1:	Role and Expectations of Educators	Policy 10.27	Continuous Improvement
Policy 8.2:	Educational Leader		

3.2.2 Resources, materials and equipment are sufficient in number, organised in ways that ensure appropriate and effective implementation of the program and allow for multiple uses

Policy 1.1:	Philosophy Statement	Policy 3.15:	Cooking with Children
Policy 1.2:	Goals	Policy 6.2:	Provision of Resources and Equipment
Policy 2.11:	Including Children with Special/Additional Needs	Policy 8.1:	Role and Expectations of Educators
Policy 2.17	Children Accessing the Internet	Policy 8.2:	Educational Leader
Policy 2.25	Statement of Intent for Children's Play	Policy 8.10:	Employee Orientation and Induction
Policy 3.1:	Educational Program Planning	Policy 10.3:	Budgeting and Planning
Policy 3.2:	Program and Documentation Evaluation	Policy 10.12:	Information Technology
Policy 3.3:	Educator's Practices	Policy 10.13:	Purchasing
Policy 3.7:	Physical Activity	Policy 10.15:	Asset Management
Policy 3.9:	Creativity and Expressive Arts	Policy 10.17:	Strategic Planning
Policy 3.10:	Observational Recording	Policy 10.20:	Environmental Management
Policy 3.12:	Sustainability Practices	Policy 10.27	Continuous Improvement

3.3 The service takes an active role in caring for its environment and contributes to a sustainable future

3.3.1 Sustainable practices are embedded in service operations

Policy 1.1:	Philosophy Statement	Policy 3.12	Sustainability Practices
Policy 1.2:	Goals	Policy 5.1:	Food Handling and Storage
Policy 2.24	Children's Participation and Decision Making	Policy 6.2:	Provision of Resources and Equipment
Policy 3.1:	Educational Program Planning	Policy 8.1:	Role and Expectations of Educators
Policy 3.12:	Sustainability Practices	Policy 8.2:	Educational Leader
Policy 3.2:	Program and Documentation Evaluation	Policy 8.10:	Employee Orientation and Induction
Policy 3.3:	Educator's Practices	Policy 10.20:	Environmental Management
Policy 3.9:	Creativity and Expressive Arts	Policy 10.27:	Continuous Improvement
Policy 3.10:	Observational Recording		

3.3.2 Children are supported to become environmentally responsible and show respect for the environment

Policy 1.1:	Philosophy Statement	Policy 6.2:	Provision of Resources and Equipment
Policy 1.2:	Goals	Policy 8.1:	Role and Expectations of Educators
Policy 2.3:	Educator to Child Ratios	Policy 8.2:	Educational Leader
Policy 2.24:	Children's Participation and Decision Making	Policy 8.10:	Employee Orientation and Induction
Policy 3.1:	Educational Program Planning	Policy 10.17:	Strategic Planning
Policy 3.12:	Sustainability Practices	Policy 10.20:	Environmental Management
Policy 3.2:	Program and Documentation Evaluation	Policy 10.27:	Continuous Improvement
Policy 3.3:	Educators Practice		
Policy 3.9:	Creativity and Expressive Arts		

Quality Area 4 : Staffing Arrangements

4.1 Staffing arrangements enhance children's learning and development and ensure their safety and wellbeing

4.1.1 Educator-to-child ratios and qualification requirements are maintained at all times

Policy 1.1:	Philosophy Statement	Policy 4.9:	Toileting
Policy 1.2:	Goals	Policy 4.17	Children with Medical Conditions
Policy 2.3:	Educator to Child Ratios	Policy 8.1:	Role and Expectations of Educators
Policy 2.4:	Arrivals and departures of Children	Policy 8.3:	Recruitment and Employment of Educators
Policy 2.6:	Behaviour Support and Management	Policy 8.4:	Educator Professional Development and Learning
Policy 2.11:	Including Children with Special/Additional Needs	Policy 8.5:	Volunteers
Policy 2.12:	Managing Duty of Care - Non-Attending Children	Policy 8.10:	Educator Orientation and Induction
Policy 2.14:	Booking and Cancellation	Policy 8.11:	Employee Leave
Policy 2.20	Supervision of Children	Policy 8.12:	Employee Qualifications – Monitoring Progress
Policy 2.25	Statement of Intent for Children's Play	Policy 8.13:	Employee Health
Policy 3.1:	Educational Program Planning	Policy 8.18	Employee Retention Policy
Policy 3.3:	Educator's Practices	Policy 8.20	Workplace Sexual Harassment
Policy 3.4:	Homework	Policy 8.23:	Equal Opportunity and Anti-discrimination
Policy 3.5:	Excursions	Policy 9.2:	Enrolment
Policy 3.6:	Transport for excursions	Policy 9.3:	Communication with Families
Policy 3.7:	Physical Activity	Policy 9.10:	Visitor Policy
Policy 3.8:	Extra Curricular Activities	Policy 9.11:	Enrolment Management
Policy 3.9:	Creativity and Expressive Arts	Policy 10.1:	Quality Compliance
Policy 3.11:	Escorting Children	Policy 10.9:	Risk Management and Compliance
Policy 3.13:	Water Safety	Policy 10.27:	Continuous Improvement
Policy 3.15:	Cooking with Children	Policy 10.28:	Record Keeping and Retention
Policy 4.1:	General Health and Safety		

4.2 Educators, coordinators and staff members are respectful and ethical

4.2.1 Professional standards guide practice, interactions and relationships

Policy 1.1:	Philosophy Statement	Policy 4.4:	Preventative Health and Wellbeing
Policy 1.2:	Goals	Policy 4.6:	Medication
Policy 2.1:	Respect for Children	Policy 4.8:	Sun Safety
Policy 2.2	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm	Policy 4.9:	Children's Toileting
Policy 2.3:	Educator Ratios	Policy 4.10:	Anaphylaxis Management
Policy 2.4:	Arrivals and Departures of Children	Policy 4.11:	Emergency Health and Medical Procedure Management
Policy 2.5:	Reporting of Child Abuse	Policy 4.13:	First Aid Waste Management
Policy 2.6:	Behaviour Support and Management	Policy 4.15:	Asthma
Policy 2.7:	Exclusion for Behavioural Reasons	Policy 4.17	Children with Medical Conditions
Policy 2.8:	Anti-Bullying	Policy 4.18	First Aid Policy
Policy 2.9:	Inclusion/Anti-Bias	Policy 4.19	Childhood Immunisation
Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm	Policy 5.1:	Food Handling and Storage
Policy 2.11:	Including Children with Special/Additional Needs	Policy 5.2:	Food and Nutrition
Policy 2.13:	Use of Photographic and Video Images of Children	Policy 5.5:	Cleaning and Sanitising
Policy 2.16	Promoting Protective Behaviours	Policy 6.3:	Workplace Health and Safety
Policy 2.17	Children Accessing the Internet	Policy 7.2:	Drills and Evacuations
Policy 2.18	Cyber-bullying	Policy 7.3:	Harassment and Lock Down
Policy 2.19	Children's Media Viewing	Policy 8.1:	Role and Expectations of Educators
Policy 2.20	Supervision of Children	Policy 8.2:	Educational Leader
Policy 2.23	Interactions with Children	Policy 8.3:	Recruitment and Employment of Educators
Policy 2.25	Statement of Intent for Children's Play	Policy 8.4:	Educator Professional Development and Learning
Policy 3.2:	Program and Documentation Evaluation	Policy 8.5:	Volunteers
Policy 3.3:	Educator's Practices	Policy 8.6:	Employee and Volunteer Grievance
Policy 3.9:	Creativity and Expressive Arts	Policy 8.7:	Workplace Harassment and Bullying
Policy 3.10:	Observational Recording	Policy 8.8:	Performance Monitoring, Review and Management
Policy 3.15:	Cooking with Children	Policy 8.9:	Educator code of conduct
Policy 4.2:	Infectious Diseases	Policy 8.10:	Educator Orientation and Induction
Policy 4.3:	Hygiene	Policy 8.15:	Children of Employees
		Policy 8.16:	Employee Immunisation
		Policy 8.18	Employee Retention Policy
		Policy 8.19	Employee Counselling and Disciplinary Procedures
		Policy 8.20	Workplace Sexual Harassment

Policy 8.21	Educator Uniform and Personal Presentation	Policy 9.7:	Management of Intoxicated or Persons Under the Influence
Policy 8.22	Educator Interactions with Families – Professional Boundaries Policy	Policy 10.6:	Supervisor Certificate
Policy 8.23:	Equal Opportunity and Anti-discrimination	Policy 10.7:	Insuring Risks
Policy 8.25:	Employee Remuneration and Entitlements	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 8.26:	Higher Duties	Policy 10.9:	Risk Management and Compliance
Policy 8.27:	Employee Assistance Program	Policy 10.12:	Information Technology
Policy 9.1:	Access	Policy 10.18:	Court Orders and the Release of Children in Care
Policy 9.2:	Enrolment	Policy 10.26	OSHC Service Social Media Guidelines
Policy 9.3:	Communication with Families	Policy 10.27:	Continuous Improvement
Policy 9.5:	Complaints Handling	Policy 10.28:	Record Keeping and Retention
Policy 9.6:	Parent and Community Participation		

4.2.2 Educators, coordinators and staff members work collaboratively and affirm, challenge, support and learn from each other to further develop their skills and to improve practice and relationships

Policy 1.1:	Philosophy Statement	Policy 8.9:	Employee Code of Conduct
Policy 1.2:	Goals	Policy 8.8:	Performance Monitoring, Review and Management
Policy 2.9:	Inclusion and Anti-Bias	Policy 8.10:	Employee Orientation and Induction
Policy 3.2:	Program and Documentation Evaluation	Policy 8.18	Employee Retention Policy
Policy 3.3:	Educator’s Practices	Policy 8.20	Workplace Sexual Harassment
Policy 8.1:	Role and Expectations of Educators	Policy 8.23:	Equal Opportunity and Anti-discrimination
Policy 8.2:	Educational Leader	Policy 9.5:	Complaints Handling
Policy 8.4:	Educator Professional Development and Learning	Policy 10.27:	Continuous Improvement
Policy 8.6:	Employee and Volunteer Grievance		
Policy 8.7:	Workplace Harassment and Bullying		

4.2.3 Interactions convey mutual respect, equity and recognition of each other’s strengths and skills

Policy 1.1:	Philosophy Statement	Policy 8.6:	Employee Grievance
Policy 1.2:	Goals	Policy 8.7:	Workplace Harassment and Bullying
Policy 2.9:	Inclusion/Anti-Bias	Policy 8.8:	Performance Monitoring, Review and Management
Policy 3.3:	Educator’s Practices	Policy 8.9:	Employee Code of Conduct
Policy 8.1:	Role and Expectations of Educators		
Policy 8.2:	Educational Leader		

Policy 8.10: Employee Orientation and Induction

Policy 8.20 Workplace Sexual Harassment

Policy 8.23: Equal Opportunity and Anti-discrimination

Policy 9.5: Complaints Handling

Policy 10.27: Continuous Improvement

Quality Area 5 : Relationships with Children

5.1 Respectful and equitable relationships are developed and maintained with each child

5.1.1 Interactions with each child are warm, responsive and build trusting relationships

Policy1.1:	Philosophy Statement	Policy 2.25	Statement of Intent for Children's Play
Policy 1.2:	Goals		
Policy 2.1:	Respect for Children	Policy 3.3:	Educator's Practices
Policy 2.6:	Behaviour Support and Management	Policy 3.7:	Physical Activity
Policy 2.9:	Inclusion and Anti-Bias	Policy 3.14:	Valuing Diversity, Culture and Reconciliation
Policy 2.11:	Including Children with Special/Additional Needs	Policy 4.17	Children with Medical Conditions
Policy 2.15	Children's Property and Belongings	Policy 3.15:	Cooking with Children
Policy 2.16	Promoting Protective Behaviours	Policy 8.1:	Role and Expectations of Educators
Policy 2.20	Supervision of Children	Policy 8.10:	Employee Orientation and Induction
Policy 2.21	Children's Transition to OSHC	Policy 8.15:	Children of Employees
Policy 2.23	Interactions with Children	Policy 8.22	Educator Interactions with Families – Professional Boundaries Policy
Policy 2.24	Children's Participation and Decision Making	Policy 10.27:	Continuous Improvement

5.1.2 Every child is able to engage with Educators in meaningful, open interactions that support the acquisition of skills for life and learning

Policy1.1:	Philosophy Statement	Policy 3.1:	Educational Program Planning
Policy 1.2:	Goals	Policy 3.3:	Educators Practice
Policy 2.1:	Respect for Children	Policy 3.4:	Homework
Policy 2.3:	Educator Ratios	Policy 3.7:	Physical Activity
Policy 2.6:	Behaviour Support and Management	Policy 3.15:	Cooking with Children
Policy 2.9:	Inclusion and Anti-Bias	Policy 4.17	Children with Medical Conditions
Policy 2.11:	Including Children with Special/Additional Needs	Policy 5.6:	Menu Development
Policy 2.21	Children's Transition to OSHC	Policy 8.1:	Role and Expectations of Educators
Policy 2.23	Interactions with Children	Policy 8.10:	Employee Orientation and Induction
Policy 2.25	Statement of Intent for Children's Play	Policy 8.15:	Children of Employees

Policy 10.27: Continuous Improvement

5.1.3 Each child is supported to feel secure, confident and included

Policy 1.1:	Philosophy Statement	Policy 3.1:	Educational Program Planning
Policy 1.2:	Goals	Policy 3.2:	Program and Documentation Evaluation
Policy 2.1:	Respect for Children	Policy 3.3:	Educators Practice
Policy 2.3:	Educator Ratios	Policy 3.4:	Homework
Policy 2.5:	Reporting of Child Abuse	Policy 3.7:	Physical Activity
Policy 2.6:	Behaviour Support and Management	Policy 3.14:	Valuing Diversity, Culture and Reconciliation
Policy 2.8:	Anti-Bullying	Policy 3.15:	Cooking with Children
Policy 2.9:	Inclusion and Anti-Bias	Policy 4.17	Children with Medical Conditions
Policy 2.16	Promoting Protective Behaviours	Policy 5.6:	Menu Development
Policy 2.17	Children Accessing the Internet	Policy 8.1:	Role and Expectations of Educators
Policy 2.18	Cyber-bullying	Policy 8.10:	Employee Orientation and Induction
Policy 2.19	Children's Media Viewing	Policy 8.15:	Children of Employees
Policy 2.21	Children's Transition to OSHC	Policy 10.27:	Continuous Improvement
Policy 2.23	Interactions with Children		
Policy 2.25	Statement of Intent for Children's Play		

5.2 Each child is supported to build and maintain sensitive and responsive relationships with other children and adults**5.2.1 Every child is supported to work with, learn from and help others through collaborative learning opportunities**

Policy 1.1:	Philosophy Statement	Policy 2.24	Children's Participation and Decision Making
Policy 1.2:	Goals	Policy 2.25	Statement of Intent for Children's Play
Policy 2.1:	Respect for Children	Policy 3.1:	Educational Program Planning
Policy 2.6:	Behaviour Support and Management	Policy 3.2:	Program and Documentation Evaluation
Policy 2.8:	Anti-Bullying	Policy 3.3:	Educators Practice
Policy 2.9:	Inclusion and Anti-Bias	Policy 3.4:	Homework
Policy 2.11:	Including Children with Special/Additional Needs	Policy 3.7:	Physical Activity
Policy 2.19	Children's Media Viewing	Policy 3.15:	Cooking with Children
Policy 2.20	Supervision of Children	Policy 4.17	Children with Medical Conditions
Policy 2.21	Children's Transition to OSHC	Policy 5.6:	Menu Development
Policy 2.23	Interactions with Children	Policy 8.1:	Role and Expectations of Educators

Policy 8.2:	Educational Leader	Policy 10.12:	Information Technology
Policy 8.10:	Employee Orientation and Induction	Policy 10.27:	Continuous Improvement
Policy 8.15:	Children of Employees	Policy 10.28:	Record Keeping and Retention

5.2.2 Every child is supported to manage their own behavior, respond appropriately to the behavior of others and communicate effectively to resolve conflicts

Policy 1.1:	Philosophy Statement	Policy 2.20	Supervision of Children
Policy 1.2:	Goals	Policy 2.21	Children's Transition to OSHC
Policy 2.1:	Respect for Children	Policy 2.23	Interactions with Children
Policy 2.6:	Behaviour Support and Management	Policy 2.25	Statement of Intent for Children's Play
Policy 2.7:	Exclusion for Behavioural Reasons	Policy 3.3:	Educators Practice
Policy 2.8:	Anti-Bullying	Policy 3.7:	Physical Activity
Policy 2.9:	Inclusion and Anti-Bias	Policy 3.10:	Observational Recording
Policy 2.11:	Including Children with Special/Additional Needs	Policy 4.17	Children with Medical Conditions
Policy 2.16	Promoting Protective Behaviours	Policy 8.1:	Role and Expectations of Educators
Policy 2.17	Children Accessing the Internet	Policy 8.10:	Employee Orientation and Induction
Policy 2.18	Cyber-bullying	Policy 8.15:	Children of Employees
		Policy 10.27:	Continuous Improvement

5.2.3 The dignity and rights of every child are maintained at all times

Policy 1.1:	Philosophy Statement	Policy 2.16	Promoting Protective Behaviours
Policy 1.2:	Goals	Policy 2.17	Children Accessing the Internet
Policy 2.1:	Respect for Children	Policy 2.18	Cyber-bullying
Policy 2.5:	Reporting of Child Abuse	Policy 2.20	Supervision of Children
Policy 2.6:	Behaviour Support and Management	Policy 2.21	Children's Transition to OSHC
Policy 2.7:	Exclusion for Behavioural Reasons	Policy 2.23	Interactions with Children
Policy 2.8:	Anti-Bullying	Policy 2.24	Children's Participation and Decision Making
Policy 2.9:	Inclusion and Anti-Bias	Policy 2.25	Statement of Intent for Children's Play
Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm	Policy 3.1:	Educational Program Planning
Policy 2.11:	Including Children with Special/Additional Needs	Policy 3.3:	Educators Practice
Policy 2.13:	Use of Photographic and Video Images of Children	Policy 3.4:	Homework
		Policy 3.7:	Physical Activity
		Policy 3.10:	Observational Recording

Policy 3.14: Valuing Diversity, Culture and Reconciliation
Policy 4.17 Children with Medical Conditions
Policy 4.9: Children's Toileting
Policy 8.1: Role and Expectations of Educators
Policy 8.2: Educational Leader
Policy 8.10: Employee Orientation and Induction

Policy 8.15: Children of Employees
Policy 8.22 Educator Interactions with Families – Professional Boundaries Policy
Policy 10.27: Continuous Improvement

Quality Area 6 :**Collaborative Partnerships with Families and Communities****6.1 Respectful and supportive relationships with families are developed and maintained****6.1.1 There is an effective enrolment and orientation process for families**

Policy 1.1:	Philosophy Statement	Policy 4.15:	Asthma
Policy 1.2:	Goals	Policy 4.16:	Vehicle Restraint
Policy 2.4:	Arrivals and Departures of Children	Policy 4.17	Children with Medical Conditions
Policy 2.6:	Behaviour Support and Management	Policy 4.19	Childhood Immunisation
Policy 2.7:	Exclusion for Behavioural Reasons	Policy 5.1:	Food Handling and Storage
Policy 2.8:	Anti-Bullying	Policy 5.2:	Food and Nutrition
Policy 2.9:	Inclusion and Anti-Bias	Policy 5.6:	Menu Development
Policy 2.11:	Including Children with Special/Additional Needs	Policy 9.1:	Access
Policy 2.13:	Use of Photographic and Video Images of Children	Policy 9.2:	Enrolment
Policy 2.14:	Bookings and Cancellations	Policy 9.3:	Communication with Families
Policy 2.15	Children's Property and Belongings	Policy 9.5:	Complaints Handling
Policy 2.17	Children Accessing the Internet	Policy 9.6:	Parent and Community Participation
Policy 2.21	Children's Transition to OSHC	Policy 9.8:	Parent Conduct
Policy 3.2:	Program and Documentation Evaluation	Policy 9.11:	Enrolment Management
Policy 3.3:	Educators Practice	Policy 10.4:	Fees
Policy 3.8:	Extra - Curricular Activities	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 3.11:	Escorting Children	Policy 10.18:	Court Orders and the Release of Children in Care
Policy 4.1:	General Health and Safety	Policy 10.27:	Continuous Improvement
Policy 4.4:	Preventative Health and Wellbeing	Policy 10.28:	Record Keeping and Retention
Policy 4.6:	Medication		
Policy 4.8:	Sun Safety		
Policy 4.9:	Children's Toileting		
Policy 4.10:	Anaphylaxis Management		
Policy 4.11:	Emergency Health and Medical Procedure		

6.1.2 Families have opportunities to be involved in the service and contribute to service decisions

Policy 1.1:	Philosophy Statement	Policy 2.11:	Including Children with Special/Additional Needs
Policy 1.2:	Goals		

Policy 2.13:	Use of Photographic and Video Images of Children	Policy 8.2:	Educational Leader
Policy 2.16	Promoting Protective Behaviours	Policy 8.10:	Employee Orientation and Induction
Policy 2.19	Children's Media Viewing	Policy 9.2:	Enrolment
Policy 2.21	Children's Transition to OSHC	Policy 9.3:	Communication with Families
Policy 3.1:	Educational Program Planning	Policy 9.6:	Parent and Community Participation
Policy 3.2:	Program and Documentation Evaluation	Policy 9.11:	Enrolment Management
Policy 3.3:	Educators Practice	Policy 10.3:	Budgeting and Planning
Policy 3.5:	Excursions	Policy 10.4:	Fees
Policy 3.14:	Valuing Diversity, Culture and Reconciliation	Policy 10.11:	Management Code of Conduct
Policy 3.15:	Cooking with Children	Policy 10.12:	Information Technology
Policy 4.7:	Keeping of Animals	Policy 10.13:	Purchasing
Policy 4.17	Children with Medical Conditions	Policy 10.17:	Strategic Planning
Policy 5.2:	Food and Nutrition	Policy 10.19:	Policy Development, Sourcing and Review
		Policy 10.26	OSHC Service Social Media Guidelines
Policy 6.2:	Provision of Resources and Equipment	Policy 10.27:	Continuous Improvement

6.1.3 Current information about the service is available to families

Policy 1.1:	Philosophy Statement	Policy 4.15:	Asthma
Policy 1.2:	Goals	Policy 4.17	Children with Medical Conditions
Policy 2.3:	Educator Ratios	Policy 4.19	Childhood Immunisation
Policy 2.4:	Arrivals and Departures of Children	Policy 5.2:	Food and Nutrition
Policy 2.6:	Behaviour Support and Management	Policy 6.1:	Space and Facilities Requirement
Policy 2.8:	Anti-Bullying	Policy 8.2:	Educational Leader
Policy 2.11:	Including Children with Special/Additional Needs	Policy 9.1:	Access
Policy 2.12:	Managing Duty of Care - Non-Attending Children	Policy 9.2:	Enrolment
Policy 2.14:	Booking and Cancellation	Policy 9.3:	Communication with Families
Policy 2.18	Cyber-bullying	Policy 9.5:	Complaints Handling
Policy 2.21	Children's Transition to OSHC	Policy 9.11:	Enrolment Management
Policy 3.1:	Educational Program Planning	Policy 10.4:	Fees
Policy 3.2:	Program and Documentation Evaluation	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 4.2:	Infectious Diseases	Policy 10.10:	Managing Compliance within the Service
Policy 4.8:	Sun Safety	Policy 10.18:	Court Orders and the Release of Children in Care
Policy 4.14:	Infectious Diseases Response Strategy	Policy 10.26	OSHC Service Social Media Guidelines
		Policy 10.27:	Continuous Improvement

Policy 10.28: Record Keeping and Retention

Policy 10.31: Managing Non-compliance of Reportable Incidents

6.2 Families are supported in their parenting role and their values and beliefs about child rearing are respected

6.2.1 The expertise of families is recognised and they share in decision making about their child's learning and wellbeing

Policy 1.1:	Philosophy Statement	Policy 4.6:	Medication
Policy 1.2:	Goals	Policy 4.7:	Keeping of Animals
Policy 2.6:	Behaviour Support and Management	Policy 4.8:	Sun Safety
Policy 2.8:	Anti-Bullying	Policy 4.10:	Anaphylaxis Management
Policy 2.11:	Including Children with Special/Additional Needs	Policy 4.11:	Emergency Health and Medical Procedure Management
Policy 2.13:	Use of Photographic and Video Images of Children	Policy 4.15:	Asthma
Policy 2.16:	Promoting Protective Behaviours		
Policy 2.19:	Children's Media Viewing	Policy 5.2:	Food and Nutrition
Policy 2.21:	Children's Transition to OSHC	Policy 5.6:	Menu Development
Policy 2.22:	Departures of Children with Self-Care Arrangements	Policy 8.1:	Role and Expectations of Educators
Policy 3.1:	Educational Program Planning	Policy 8.2:	Educational Leader
Policy 3.2:	Program and Documentation Evaluation	Policy 8.10:	Employee Orientation and Induction
Policy 3.3:	Educator's Practices	Policy 9.2:	Enrolment
Policy 3.4:	Homework	Policy 9.3:	Communication with Families
Policy 3.7:	Physical Activity	Policy 9.6:	Parent and Community Participation
Policy 3.8:	Extra - Curricular Activities	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 3.11:	Escorting Children	Policy 10.12:	Information Technology
Policy 3.14:	Valuing Diversity, Culture and Reconciliation	Policy 10.27:	Continuous Improvement
Policy 3.15:	Cooking with Children		
Policy 4.5:	Illness and Injury		

6.2.2 Current information is available to families about community services and resources to support parenting and family wellbeing

Policy 1.1:	Philosophy Statement	Policy 2.9:	Inclusion and Anti-Bias
Policy 1.2:	Goals	Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm
Policy 2.6:	Behaviour Support and Management		
Policy 2.8:	Anti-Bullying	Policy 2.11:	Including Children with Special/Additional Needs

Policy 2.16	Promoting Protective Behaviours	Policy 9.6:	Parent and Community Participation
Policy 2.21	Children’s Transition to OSHC	Policy 10.18:	Court Orders and the Release of Children in Care
Policy 3.14:	Valuing Diversity, Culture and Reconciliation	Policy 10.27:	Continuous Improvement
Policy 4.1:	General Health and Safety	Policy 10.28:	Record Keeping and Retention
Policy 9.3:	Communication with Families		

6.3 The service collaborates with other organizations and service providers to enhance children’s learning and wellbeing

6.3.1 Links with relevant community and support agencies are established and maintained

Policy 1.1:	Philosophy Statement	Policy 3.14:	Valuing Diversity, Culture and Reconciliation
Policy 1.2:	Goals	Policy 8.2:	Educational Leader
Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm	Policy 9.1:	Access
Policy 2.11:	Including Children with Special/Additional Needs	Policy 9.6:	Parent and Community Participation
Policy 2.16	Promoting Protective Behaviours	Policy 9.10	Visitor Policy
Policy 2.21	Children’s Transition to OSHC	Policy 10.27:	Continuous Improvement
Policy 3.3:	Educator’s Practices	Policy 10.28:	Record Keeping and Retention

6.3.2 Continuity of learning and transitions for each child are supported by sharing relevant information and clarifying responsibilities

Policy 1.1:	Philosophy Statement	Policy 3.4:	Homework
Policy 1.2:	Goals	Policy 3.8:	Extra - Curricular Activities
Policy 2.4:	Arrivals and Departures of Children	Policy 3.10:	Observational Recording
Policy 2.6:	Behaviour Support and Management	Policy 4.6:	Medication
Policy 2.8:	Anti-Bullying	Policy 5.2:	Food and Nutrition
Policy 2.11:	Including Children with Special/Additional Needs	Policy 5.6:	Menu Development
Policy 2.12:	Managing Duty of Care - Non-Attending Children	Policy 8.1:	Role and Expectations of Educators
Policy 2.17	Children Accessing the Internet	Policy 8.2:	Educational Leader
Policy 2.18	Cyber-bullying	Policy 8.10:	Employee Orientation and Induction
Policy 2.21	Children’s Transition to OSHC	Policy 9.2:	Enrolment
Policy 3.1:	Educational Program Planning	Policy 9.3:	Communication with Families
Policy 3.2:	Program and Documentation Evaluation	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 3.3:	Educators Practice	Policy 10.27:	Continuous Improvement
		Policy 10.28:	Record Keeping and Retention

6.3.3 Access to inclusion and support assistance is facilitated

Policy 1.1:	Philosophy Statement	Policy 4.1:	General Health and Safety
Policy 1.2:	Goals	Policy 4.9:	Children's Toileting
Policy 2.3:	Educator Ratios	Policy 4.17:	Children with Medical Conditions
Policy 2.6:	Behaviour Support and Management	Policy 6.1:	Space and Facilities Requirement
Policy 2.9:	Inclusion and Anti-Bias	Policy 8.2:	Educational Leader
Policy 2.11:	Including Children with Special/Additional Needs	Policy 9.1:	Access
Policy 2.20:	Supervision of Children	Policy 9.2:	Enrolment
Policy 2.21:	Children's Transition to OSHC	Policy 9.3:	Communication with Families
Policy 3.1:	Educational Program Planning	Policy 9.6:	Parent and Community Participation
Policy 3.2:	Program and Documentation Evaluation	Policy 9.10:	Visitor Policy
Policy 3.7:	Physical Activity	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 3.8:	Extra - Curricular Activities	Policy 10.27:	Continuous Improvement
Policy 3.14:	Valuing Diversity, Culture and Reconciliation		

6.3.4 The service builds relationships and engages with the local community

Policy 1.1:	Philosophy Statement	Policy 3.3:	Educators Practice
Policy 1.2:	Goals	Policy 3.14:	Valuing Diversity, Culture and Reconciliation
Policy 2.11:	Including Children with Special/Additional Needs	Policy 8.1:	Role and Expectations of Educators
Policy 2.21:	Children's Transition to OSHC	Policy 8.2:	Educational Leader
Policy 3.1:	Educational Program Planning	Policy 9.4:	Communication with Community
Policy 3.2:	Program and Documentation Evaluation	Policy 9.6:	Parent and Community Participation
		Policy 9.10:	Visitor Policy
		Policy 10.27:	Continuous Improvement

Quality Area 7: Leadership and Service Management

7.1 Effective Leadership promotes a positive organisational culture and builds a professional learning community

7.1.1 Appropriate governance arrangements are in place to manage the service

Policy 1.1:	Philosophy Statement	Policy 8.1:	Role and Expectations of Educators
Policy 1.2:	Goals	Policy 8.2:	Educational Leader
Policy 2.1:	Respect for Children	Policy 8.3:	Recruitment and Employment of Educators
Policy 2.2:	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm	Policy 8.5:	Volunteers
Policy 2.3:	Educator Ratios	Policy 8.6:	Employee and Volunteer Grievance
Policy 2.4:	Arrivals and Departures of Children	Policy 8.7:	Workplace Harassment and Bullying
Policy 2.5:	Reporting of Child Abuse	Policy 8.8:	Employee Performance Monitoring, Review and Management
Policy 2.7:	Exclusion for Behavioural Reasons	Policy 8.10:	Employee Orientation and Induction
Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm	Policy 8.11:	Employee Leave
Policy 2.11:	Including Children with Special/Additional Needs	Policy 8.12:	Employee Qualifications – Monitoring Progress
Policy 3.5:	Excursions	Policy 8.19:	Employee Counselling and Disciplinary Procedures
Policy 4.4:	Preventative Health and Wellbeing	Policy 8.25:	Employee Remuneration and Entitlements
Policy 4.12:	Non Smoking	Policy 8.26:	Higher Duties
Policy 5.3:	Food Act Compliance	Policy 8.27:	Employee Assistance Program
Policy 5.4:	Food Audit	Policy 9.1:	Access
Policy 6.1:	Space and Facilities Requirement	Policy 9.5:	Complaints Handling
Policy 6.3:	Workplace Health and Safety	Policy 9.7:	Management of Intoxicated or Persons Under the Influence
Policy 6.4:	Shared Facilities	Policy 9.8:	Parent Conduct
Policy 6.6:	Management of Poisonous Plants and Fungi	Policy 9.11:	Enrolment Management
Policy 6.7:	Occupancy Agreement	Policy 10.1:	Quality Compliance
Policy 6.8:	Maintenance of Facilities	Policy 10.3:	Budgeting and Planning
Policy 7.1:	Emergency Equipment and Facilities	Policy 10.4:	Fees
Policy 7.2:	Drills and Evacuations	Policy 10.5:	Approval Requirements under Legislation
Policy 7.3:	Harassment and Lock Down	Policy 10.6:	Supervisor Certificate
Policy 7.4:	Fire Safety Compliance	Policy 10.7:	Insuring Risks
Policy 7.6:	Emergency Closure		

Policy 10.8:	Information Handling (Privacy and Confidentiality)	Policy 10.19:	Policy Development, Sourcing and Review
Policy 10.10:	Managing Compliance within the Service	Policy 10.26	OSHC Service Social Media Guidelines
Policy 10.13:	Purchasing	Policy 10.27:	Continuous Improvement
Policy 10.14:	Record Back-up and Off-site Information Handling	Policy 10.29:	Hardship and Administration of Special Child Care Benefit
Policy 10.18:	Court Orders and the Release of Children in Care	Policy 10.30:	Conflict of Interest
		Policy 10.31:	Managing Non-compliance of Reportable Incidents

7.1.2 The induction of Educators, coordinators and staff members, including relief Educators, is comprehensive

Policy 1.1:	Philosophy Statement	Policy 3.5:	Excursions
Policy 1.2:	Goals	Policy 3.7:	Physical Activity
Policy 2.1:	Respect for Children	Policy 3.9:	Creativity and Expressive Arts
Policy 2.2:	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm	Policy 3.10:	Observational Recording
Policy 2.3:	Educator Ratios	Policy 4.1:	General Health and Safety
Policy 2.4:	Arrivals and Departures of Children	Policy 4.3:	Hygiene
Policy 2.5:	Reporting of Child Abuse	Policy 4.5:	Illness and Injury
Policy 2.6:	Behaviour Support and Management	Policy 4.6:	Medication
Policy 2.7:	Exclusion for Behavioural Reasons	Policy 4.8:	Sun Safety
Policy 2.8:	Anti-Bullying	Policy 4.9:	Children's Toileting
Policy 2.9:	Inclusion and Anti-Bias	Policy 4.10:	Anaphylaxis Management
Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm	Policy 4.11:	Emergency Health and Medical Procedure Management
Policy 2.11:	Including Children with Special/Additional Needs	Policy 4.12:	Non Smoking
Policy 2.13:	Use of Photographic and Video Images of Children	Policy 4.13:	First Aid Waste Management
Policy 2.20	Supervision of Children	Policy 4.15:	Asthma
Policy 2.25	Statement of Intent for Children's Play	Policy 4.16:	Vehicle Restraint
Policy 3.1:	Educational Program Planning	Policy 4.18	First Aid Policy
Policy 3.2:	Program and Documentation Evaluation	Policy 5.1:	Food Handling and Storage
Policy 3.3:	Educators Practice	Policy 5.2:	Food and Nutrition
		Policy 5.5:	Cleaning and Sanitising
		Policy 5.6:	Menu Development
		Policy 6.3:	Workplace Health and Safety
		Policy 6.4:	Shared Facilities
		Policy 6.7:	Occupancy Agreement
		Policy 6.8:	Maintenance of Facilities
		Policy 7.1:	Emergency Equipment and Facilities

Policy 7.2:	Drills and Evacuations	Policy 8.21	Educator Uniform and Personal Presentation
Policy 7.3:	Harassment and Lock Down		
Policy 7.4:	Fire Safety Compliance	Policy 8.22	Educator Interactions with Families – Professional Boundaries Policy
Policy 7.6:	Emergency Closure		
Policy 8.1:	Role and Expectations of Educators	Policy 8.25:	Employee Remuneration and Entitlements
Policy 8.2:	Educational Leader	Policy 8.26:	Higher Duties
Policy 8.3:	Recruitment and Employment of Educators	Policy 8.27:	Employee Assistance Program
Policy 8.4:	Educator Professional Development and Learning	Policy 9.5:	Complaints Handling
Policy 8.5:	Volunteers	Policy 9.7:	Management of Intoxicated or Persons Under the Influence
Policy 8.6:	Employee and Volunteer Grievance	Policy 9.11:	Enrolment Management
Policy 8.7:	Workplace Harassment and Bullying	Policy 10.1:	Quality Compliance
Policy 8.8:	Employee Performance Monitoring, Review and Management	Policy 10.6:	Supervisor Certificate
Policy 8.9:	Employee Code of Conduct	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 8.10:	Employee Orientation and Induction	Policy 10.10:	Managing Compliance within the Service
Policy 8.11:	Employee Leave	Policy 10.12:	Information Technology
Policy 8.12:	Employee Qualifications – Monitoring Progress	Policy 10.16:	Intellectual Property and Copyright
Policy 8.13:	Employee Health	Policy 10.18:	Court Orders and the Release of Children in Care
Policy 8.15:	Children of Employees	Policy 10.26	OSHC Service Social Media Guidelines
Policy 8.16:	Employee Immunisation	Policy 10.27:	Continuous Improvement
Policy 8.18	Employee Retention Policy	Policy 10.28:	Record Keeping and Retention
Policy 8.19	Employee Counselling and Disciplinary Procedures	Policy 10.29:	Hardship and Administration of Special Child Care Benefit
Policy 8.20	Workplace Sexual Harassment	Policy 10.30:	Conflict of Interest
		Policy 10.31:	Managing Non-compliance of Reportable Incidents

7.1.3 Every effort is made to promote continuity of Educators and coordinators at the service

Policy 1.1:	Philosophy Statement	Policy 6.8:	Maintenance of Facilities
Policy 1.2:	Goals	Policy 7.6:	Emergency Closure
Policy 2.2:	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm	Policy 8.1:	Role and Expectations of Educators
		Policy 8.2:	Educational Leader
Policy 2.3:	Educator Ratios	Policy 8.3:	Recruitment and Employment of Educators
Policy 2.9:	Inclusion and Anti-Bias	Policy 8.4:	Educator Professional Development and Learning
Policy 6.7:	Occupancy Agreement	Policy 8.5:	Volunteers

Policy 8.6:	Employee and Volunteer Grievance	Policy 8.27:	Employee Assistance Program
Policy 8.7:	Workplace Harassment and Bullying	Policy 9.5:	Complaints Handling
Policy 8.8:	Employee Performance Monitoring, Review and Management	Policy 9.11:	Enrolment Management
Policy 8.9:	Employee Code of Conduct	Policy 10.1:	Quality Compliance
Policy 8.10:	Employee Orientation and Induction	Policy 10.3:	Budgeting and Planning
Policy 8.11:	Employee Leave	Policy 10.6:	Supervisor Certificate
Policy 8.12:	Employee Qualifications – Monitoring Progress	Policy 10.10:	Managing Compliance within the Service
Policy 8.13:	Employee Health	Policy 10.27:	Continuous Improvement
Policy 8.18	Employee Retention Policy	Policy 10.29:	Hardship and Administration of Special Child Care Benefit
Policy 8.20	Workplace Sexual Harassment	Policy 10.30:	Conflict of Interest
Policy 8.25:	Employee Remuneration and Entitlements	Policy 10.31:	Managing Non-compliance of Reportable Incidents
Policy 8.26:	Higher Duties		

7.1.4 Provision is made to ensure a suitably qualified and experienced educator or coordinator leads the development of the curriculum and ensures the establishment of clear goals and expectations for teaching and learning

Policy 1.1:	Philosophy Statement	Policy 8.8:	Employee Performance Monitoring, Review and Management
Policy 1.2:	Goals	Policy 8.9:	Employee Code of Conduct
Policy 2.3:	Educator Ratios	Policy 8.10:	Employee Orientation and Induction
Policy 2.6:	Behaviour Support and Management	Policy 8.12:	Employee Qualifications – Monitoring Progress
Policy 2.25	Statement of Intent for Children’s Play	Policy 8.13:	Employee Health
Policy 3.1:	Educational Program Planning	Policy 8.25:	Employee Remuneration and Entitlements
Policy 3.3:	Educators Practice	Policy 8.26:	Higher Duties
Policy 5.2:	Food and Nutrition	Policy 8.27:	Employee Assistance Program
Policy 6.7:	Occupancy Agreement	Policy 9.11:	Enrolment Management
Policy 6.8:	Maintenance of Facilities	Policy 10.1:	Quality Compliance
Policy 7.6:	Emergency Closure	Policy 10.5:	Approval Requirements under Legislation
Policy 8.1:	Role and Expectations of Educators	Policy 10.6:	Supervisor Certificate
Policy 8.2:	Educational Leader	Policy 10.9:	Risk Management and Compliance
Policy 8.3:	Recruitment and Employment of Educators	Policy 10.10:	Managing Compliance within the Service
Policy 8.4:	Educator Professional Development and Learning	Policy 10.16:	Intellectual Property and Copyright

Policy 10.27:	Continuous Improvement	Policy 10.30:	Conflict of Interest
Policy 10.28:	Record Keeping and Retention	Policy 10.31:	Managing Non-compliance of Reportable Incidents
Policy 10.29:	Hardship and Administration of Special Child Care Benefit		

7.1.5 Adults working with children and those engaged in the management of the service or residing on the premises are fit and proper

Policy 1.1:	Philosophy Statement	Policy 8.13:	Employee Health
Policy 1.2:	Goals	Policy 8.25:	Employee Remuneration and Entitlements
Policy 2.2:	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm	Policy 8.26:	Higher Duties
Policy 2.3:	Educator Ratios	Policy 8.27:	Employee Assistance Program
Policy 2.6:	Behaviour Support and Management	Policy 9.3:	Communication with Families
Policy 2.9:	Inclusion and Anti-Bias	Policy 9.5:	Complaints Handling
Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm	Policy 9.6:	Parent and Community Participation
Policy 6.7:	Occupancy Agreement	Policy 9.11:	Enrolment Management
Policy 6.8:	Maintenance of Facilities	Policy 10.1:	Quality Compliance
Policy 7.6:	Emergency Closure	Policy 10.2:	Role and Composition of OSHC Subcommittee
Policy 8.1:	Role and Expectations of Educators	Policy 10.6:	Supervisor Certificate
Policy 8.2:	Educational Leader	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 8.3:	Recruitment and Employment of Educators	Policy 10.9:	Risk Management and Compliance
Policy 8.5:	Volunteers	Policy 10.10:	Managing Compliance within the Service
Policy 8.6:	Employee and Volunteer Grievance	Policy 10.27:	Continuous Improvement
Policy 8.8:	Employee Performance Monitoring, Review and Management	Policy 10.29:	Hardship and Administration of Special Child Care Benefit
Policy 8.9:	Employee Code of Conduct	Policy 10.30:	Conflict of Interest
Policy 8.10:	Employee Orientation and Induction	Policy 10.31:	Managing Non-compliance of Reportable Incidents

7.2 There is a commitment to continuous improvement

7.2.1 A statement of philosophy is developed which guides all aspects of the service's operations

Policy 1.1:	Philosophy Statement	Policy 2.11:	Including Children with Special/Additional Needs
Policy 1.2:	Goals	Policy 2.21	Children's Transition to OSHC
Policy 2.1:	Respect for Children	Policy 2.25	Statement of Intent for Children's Play
Policy 2.9:	Inclusion and Anti-Bias		

Policy 3.1:	Educational Program Planning	Policy 8.9:	Employee Code of Conduct
Policy 3.2:	Program and Documentation Evaluation	Policy 9.1:	Access
Policy 3.3:	Educators Practice	Policy 9.2:	Enrolment
Policy 3.5:	Excursions	Policy 9.3:	Communication with Families
Policy 3.7:	Physical Activity	Policy 9.5:	Complaints Handling
Policy 3.9:	Creativity and Expressive Arts	Policy 9.6:	Parent and Community Participation
Policy 3.10:	Observational Recording	Policy 10.1:	Quality Compliance
Policy 4.17	Children with Medical Conditions	Policy 10.5:	Approval Requirements under Legislation
Policy 5.2:	Food and Nutrition	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 6.3:	Workplace Health and Safety	Policy 10.11:	Management Code of Conduct
Policy 6.7:	Occupancy Agreement	Policy 10.12:	Information Technology
Policy 6.8:	Maintenance of Facilities	Policy 10.19:	Policy Development, Sourcing and Review
Policy 7.6:	Emergency Closure	Policy 10.27:	Continuous Improvement
Policy 8.1:	Role and Expectations of Educators	Policy 10.28:	Record Keeping and Retention
Policy 8.2:	Educational Leader	Policy 10.29:	Hardship and Administration of Special Child Care Benefit
Policy 8.3:	Recruitment and Employment of Educators	Policy 10.30:	Conflict of Interest
Policy 8.4:	Educator Professional Development and Learning		

7.2.2 The performance of Educators, coordinators and staff members is evaluated and individual development plans are in place to support performance improvement

Policy 1.1:	Philosophy Statement	Policy 8.10:	Employee Orientation and Induction
Policy 1.2:	Goals	Policy 8.18	Employee Retention Policy
Policy 2.6:	Behaviour Support and Management	Policy 8.19	Employee Counselling and Disciplinary Procedures
Policy 3.3:	Educators Practice	Policy 8.20	Workplace Sexual Harassment
Policy 6.3:	Workplace Health and Safety	Policy 9.5:	Complaints Handling
Policy 6.7:	Occupancy Agreement	Policy 10.1:	Quality Compliance
Policy 6.8:	Maintenance of Facilities	Policy 10.10:	Managing Compliance within the Service
Policy 7.6:	Emergency Closure	Policy 10.27:	Continuous Improvement
Policy 8.1:	Role and Expectations of Educators	Policy 10.28:	Record Keeping and Retention
Policy 8.2:	Educational Leader	Policy 10.29:	Hardship and Administration of Special Child Care Benefit
Policy 8.4:	Educator Professional Development and Learning	Policy 10.30:	Conflict of Interest
Policy 8.6:	Employee and Volunteer Grievance	Policy 10.31:	Managing Non-compliance of Reportable Incidents
Policy 8.8:	Employee Performance Monitoring, Review and Management		
Policy 8.9:	Employee Code of Conduct		

7.2.3 An effective self-assessment and quality improvement process is in place

Policy 1.1:	Philosophy Statement	Policy 8.8:	Employee Performance Monitoring, Review and Management
Policy 1.2:	Goals	Policy 8.10:	Employee Orientation and Induction
Policy 2.1:	Respect for Children	Policy 9.2:	Enrolment
Policy 2.3:	Educator Ratios	Policy 9.3:	Communication with Families
Policy 2.9:	Inclusion and Anti-Bias	Policy 9.5:	Complaints Handling
Policy 2.11:	Including Children with Special/Additional Needs	Policy 9.6:	Parent and Community Participation
Policy 3.1:	Educational Program Planning	Policy 10.1:	Quality Compliance
Policy 3.2:	Program and Documentation Evaluation	Policy 10.3:	Budgeting and Planning
Policy 3.10:	Observational Recording	Policy 10.9:	Risk Management and Compliance
Policy 5.1:	Food Handling and Storage	Policy 10.10:	Managing Compliance within the Service
Policy 5.2:	Food and Nutrition	Policy 10.17:	Strategic Planning
Policy 5.4:	Food Audit	Policy 10.19:	Policy Development, Sourcing and Review
Policy 5.5:	Cleaning and Sanitising	Policy 10.27:	Continuous Improvement
Policy 6.1:	Space and Facilities Requirement	Policy 10.28:	Record Keeping and Retention
Policy 6.7:	Occupancy Agreement	Policy 10.29:	Hardship and Administration of Special Child Care Benefit
Policy 6.8:	Maintenance of Facilities	Policy 10.30:	Conflict of Interest
Policy 7.2:	Drills and Evacuations	Policy 10.31:	Managing Non-compliance of Reportable Incidents
Policy 7.6:	Emergency Closure		
Policy 8.1:	Role and Expectations of Educators		
Policy 8.2:	Educational Leader		
Policy 8.4:	Educator Professional Development and Learning		

7.3 Administrative systems enable the effective management of a quality service

1.3.1 Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements

Policy 1.1:	Philosophy Statement	Policy 2.7:	Exclusion for Behavioural Reasons
Policy 1.2:	Goals	Policy 2.8:	Anti-Bullying
Policy 2.3:	Educator Ratios	Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm
Policy 2.4:	Arrivals and Departures of Children	Policy 2.11:	Including Children with Special/Additional Needs
Policy 2.5:	Reporting of Child Abuse		
Policy 2.6:	Behaviour Support and Management		

Policy 2.13:	Use of Photographic and Video Images of Children	Policy 8.11:	Employee Leave
Policy 2.14:	Bookings and Cancellations	Policy 8.12:	Employee Qualifications – Monitoring Progress
Policy 2.25	Statement of Intent for Children’s Play	Policy 8.13:	Employee Health
Policy 3.2:	Program and Documentation Evaluation	Policy 8.15:	Children of Employees
Policy 3.5:	Excursions	Policy 8.16:	Employee Immunisation
Policy 3.8:	Extra - Curricular Activities	Policy 8.18	Employee Retention Policy
Policy 3.10:	Observational Recording	Policy 8.19	Employee Counselling and Disciplinary Procedures
Policy 3.11:	Escorting Children	Policy 8.20	Workplace Sexual Harassment
Policy 3.14:	Valuing Diversity, Culture and Reconciliation	Policy 8.22	Educator Interactions with Families – Professional Boundaries Policy
Policy 4.1:	General Health and Safety	Policy 8.25:	Employee Remuneration and Entitlements
Policy 4.2:	Infectious Diseases	Policy 8.26:	Higher Duties
Policy 4.5:	Illness and Injury	Policy 8.27:	Employee Assistance Program
Policy 4.6:	Medication	Policy 9.2:	Enrolment
Policy 4.9:	Children’s Toileting	Policy 9.3:	Communication with Families
Policy 4.10:	Anaphylaxis Management	Policy 9.5:	Complaints Handling
Policy 4.11:	Emergency Health and Medical Procedure Management	Policy 10.1:	Quality Compliance
Policy 4.15:	Asthma	Policy 10.2:	Role and Composition of OSHC Subcommittee
Policy 4.17	Children with Medical Conditions	Policy 10.3:	Budgeting and Planning
Policy 4.19	Childhood Immunisation	Policy 10.4:	Fees
Policy 5.2:	Food and Nutrition	Policy 10.5:	Approval Requirements under Legislation
Policy 6.3:	Workplace Health and Safety	Policy 10.6:	Supervisor Certificate
Policy 6.7:	Occupancy Agreement	Policy 10.7:	Insuring Risks
Policy 6.8:	Maintenance of Facilities	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 7.2:	Drills and Evacuations	Policy 10.9:	Risk Management and Compliance
Policy 7.3:	Harassment and Lock Down	Policy 10.10:	Managing Compliance within the Service
Policy 7.6:	Emergency Closure	Policy 10.14:	Record Back-up and Off-site Information Handling
Policy 8.1:	Role and Expectations of Educators	Policy 10.18:	Court Orders and the Release of Children in Care
Policy 8.2:	Educational Leader	Policy 10.26	OSHC Service Social Media Guidelines
Policy 8.3:	Recruitment and Employment of Educators	Policy 10.27:	Continuous Improvement
Policy 8.4:	Educator Professional Development and Learning	Policy 10.28:	Record Keeping and Retention
Policy 8.5:	Volunteers	Policy 10.29:	Hardship and Administration of Special Child Care Benefit
Policy 8.6:	Employee and Volunteer Grievance	Policy 10.30:	Conflict of Interest
Policy 8.7:	Workplace Harassment and Bullying		
Policy 8.8:	Employee Performance Monitoring, Review and Management		
Policy 8.10:	Employee Orientation and Induction		

Policy 10.31: Managing Non-compliance of Reportable Incidents

7.3.2 Administrative systems are established and maintained to ensure the effective operations of the service

Policy 1.1:	Philosophy Statement	Policy 4.14:	Infectious Diseases Response Strategy
Policy 1.2:	Goals	Policy 4.15:	Asthma
Policy 2.2:	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm	Policy 4.17:	Children with Medical Conditions
Policy 2.3:	Educator Ratios	Policy 4.19:	Childhood Immunisation
Policy 2.4:	Arrivals and Departures of Children	Policy 5.2:	Food and Nutrition
Policy 2.5:	Reporting of Child Abuse	Policy 5.4:	Food Audit
Policy 2.6:	Behaviour Support and Management	Policy 5.5:	Cleaning and Sanitising
Policy 2.7:	Exclusion for Behavioural Reasons	Policy 5.6:	Menu Development
Policy 2.8:	Anti-Bullying	Policy 6.3:	Workplace Health and Safety
Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm	Policy 6.7:	Occupancy Agreement
Policy 2.11:	Including Children with Special/Additional Needs	Policy 6.8:	Maintenance of Facilities
Policy 2.12:	Managing Duty of Care - Non-Attending Children	Policy 7.1:	Emergency Equipment and Facilities
Policy 2.13:	Use of Photographic and Video Images of Children	Policy 7.2:	Drills and Evacuations
Policy 2.14:	Bookings and Cancellations	Policy 7.3:	Harassment and Lock Down
Policy 2.22:	Departures of Children with Self-Care Arrangements	Policy 7.4:	Fire Safety Compliance
Policy 3.2:	Program and Documentation Evaluation	Policy 7.6:	Emergency Closure
Policy 3.3:	Educators Practice	Policy 8.2:	Educational Leader
Policy 3.5:	Excursions	Policy 8.3:	Recruitment and Employment of Educators
Policy 3.11:	Escorting Children	Policy 8.4:	Educator Professional Development and Learning
Policy 4.2:	Infectious Diseases	Policy 8.5:	Volunteers
Policy 4.5:	Illness and Injury	Policy 8.6:	Employee and Volunteer Grievance
Policy 4.6:	Medication	Policy 8.7:	Workplace Harassment and Bullying
Policy 4.8:	Sun Safety	Policy 8.8:	Employee Performance Monitoring, Review and Management
Policy 4.10:	Anaphylaxis Management	Policy 8.9:	Employee Code of Conduct
Policy 4.11:	Emergency Health and Medical Procedure Management	Policy 8.10:	Employee Orientation and Induction
		Policy 8.11:	Employee Leave
		Policy 8.12:	Employee Qualifications – Monitoring Progress
		Policy 8.13:	Employee Health
		Policy 8.15:	Children of Employees

Policy 8.16:	Employee Immunisation	Policy 10.6:	Supervisor Certificate
Policy 8.18	Employee Retention Policy	Policy 10.7:	Insuring Risks
Policy 8.19	Employee Counselling and Disciplinary Procedures	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 8.20	Workplace Sexual Harassment	Policy 10.9:	Risk Management and Compliance
Policy 8.22	Educator Interactions with Families – Professional Boundaries Policy	Policy 10.10:	Managing Compliance within the Service
Policy 8.25:	Employee Remuneration and Entitlements	Policy 10.11:	Management Code of Conduct
Policy 8.26:	Higher Duties	Policy 10.13:	Purchasing
Policy 8.27:	Employee Assistance Program	Policy 10.14:	Record Back-up and Off-site Information Handling
Policy 9.1:	Access	Policy 10.15:	Asset Management
Policy 9.2:	Enrolment	Policy 10.16:	Intellectual Property and Copyright
Policy 9.3:	Communication with Families	Policy 10.17:	Strategic Planning
Policy 9.5:	Complaints Handling	Policy 10.18:	Court Orders and the Release of Children in Care
Policy 9.6:	Parent and Community Participation	Policy 10.19:	Policy Development, Sourcing and Review
Policy 9.7:	Management of Intoxicated or Persons under the Influence	Policy 10.26	OSHC Service Social Media Guidelines
Policy 9.8:	Parent Conduct	Policy 10.27:	Continuous Improvement
Policy 9.10	Visitor Policy	Policy 10.28:	Record Keeping and Retention
Policy 10.1:	Quality Compliance	Policy 10.29:	Hardship and Administration of Special Child Care Benefit
Policy 10.2:	Role and Composition of OSHC Subcommittee	Policy 10.30:	Conflict of Interest
Policy 10.3:	Budgeting and Planning	Policy 10.31:	Managing Non-compliance of Reportable Incidents
Policy 10.4:	Fees		
Policy 10.5:	Approval Requirements under Legislation		

7.3.3 The Regulatory Authority is notified about any relevant changes to the operation of the service, of serious incidents and of any complaints which allege a breach of legislation

Policy 1.1:	Philosophy Statement	Policy 7.3:	Harassment and Lock Down
Policy 1.2:	Goals	Policy 7.6:	Emergency Closure
Policy 2.3:	Educator Ratios	Policy 8.2:	Educational Leader
Policy 2.5:	Reporting of Child Abuse	Policy 8.6:	Employee and Volunteer Grievance
Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm	Policy 8.9:	Employee Code of Conduct
Policy 4.5:	Illness and Injury	Policy 8.22	Educator Interactions with Families – Professional Boundaries Policy
Policy 6.7:	Occupancy Agreement	Policy 8.25:	Employee Remuneration and Entitlements
Policy 6.8:	Maintenance of Facilities	Policy 8.26:	Higher Duties
Policy 7.2:	Drills and Evacuations	Policy 8.27:	Employee Assistance Program

Policy 9.5:	Complaints Handling	Policy 10.9:	Risk Management and Compliance
Policy 10.1:	Quality Compliance	Policy 10.10:	Managing Compliance within the Service
Policy 10.2:	Role and Composition of OSHC Subcommittee	Policy 10.27:	Continuous Improvement
Policy 10.5:	Approval Requirements under Legislation	Policy 10.29:	Hardship and Administration of Special Child Care Benefit
Policy 10.6:	Supervisor Certificate	Policy 10.30:	Conflict of Interest
Policy 10.7:	Insuring Risks	Policy 10.31:	Managing Non-compliance of Reportable Incidents

7.3.4 Processes are place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner

Policy 1.1:	Philosophy Statement	Policy 8.16:	Employee Immunisation
Policy 1.2:	Goals	Policy 8.19:	Employee Counselling and Disciplinary Procedures
Policy 2.4:	Arrivals and Departures of Children	Policy 8.22:	Educator Interactions with Families – Professional Boundaries Policy
Policy 2.5:	Reporting of Child Abuse	Policy 9.1:	Access
Policy 2.6:	Behaviour Support and Management	Policy 9.2:	Enrolment
Policy 2.7:	Exclusion for Behavioural Reasons	Policy 9.3:	Communication with Families
Policy 2.8:	Anti-Bullying	Policy 9.5:	Complaints Handling
Policy 2.9:	Inclusion and Anti-Bias	Policy 9.6:	Parent and Community Participation
Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm	Policy 9.7:	Management of Intoxicated or Persons Under the Influence
Policy 2.11:	Including Children with Special/Additional Needs	Policy 9.8:	Parent Conduct
Policy 2.14:	Bookings and Cancellations	Policy 9.10:	Visitor Policy
Policy 3.3:	Educators Practice	Policy 10.1:	Quality Compliance
Policy 3.8:	Extra - Curricular Activities	Policy 10.2:	Role and Composition of OSHC Subcommittee
Policy 6.4:	Shared Facilities	Policy 10.4:	Fees
Policy 6.7:	Occupancy Agreement	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 6.8:	Maintenance of Facilities	Policy 10.10:	Managing Compliance within the Service
Policy 7.6:	Emergency Closure	Policy 10.11:	Management Code of Conduct
Policy 8.6:	Employee and Volunteer Grievance	Policy 10.16:	Intellectual Property and Copyright
Policy 8.7:	Workplace Harassment and Bullying	Policy 10.18:	Court Orders and the Release of Children in Care
Policy 8.8:	Employee Performance Monitoring, Review and Management	Policy 10.26:	OSHC Service Social Media Guidelines
Policy 8.9:	Employee Code of Conduct	Policy 10.27:	Continuous Improvement
Policy 8.11:	Employee Leave		
Policy 8.13:	Employee Health		
Policy 8.15:	Children of Employees		

Policy 10.28:	Record Keeping and Retention	Policy 10.30:	Conflict of Interest
Policy 10.29:	Hardship and Administration of Special Child Care Benefit	Policy 10.31:	Managing Non-compliance of Reportable Incidents

7.3.5 Service practices are based on effectively documented policies and procedures that are available at the service and reviewed regularly

Policy 1.1:	Philosophy Statement	Policy 3.3:	Educators Practice
Policy 1.2:	Goals	Policy 3.4:	Homework
Policy 2.1:	Respect for Children	Policy 3.5:	Excursions
Policy 2.2:	Statement of Commitment to the Safety and Wellbeing of Children and the Protection of Children from Harm	Policy 3.6:	Transport for Excursions
Policy 2.3:	Educator Ratios	Policy 3.7:	Physical Activity
Policy 2.4:	Arrivals and Departures of Children	Policy 3.8:	Extra - Curricular Activities
Policy 2.5:	Reporting of Child Abuse	Policy 3.9:	Creativity and Expressive Arts
Policy 2.6:	Behaviour Support and Management	Policy 3.10:	Observational Recording
Policy 2.7:	Exclusion for Behavioural Reasons	Policy 3.11:	Escorting Children
Policy 2.8:	Anti-Bullying	Policy 3.14:	Valuing Diversity, Culture and Reconciliation
Policy 2.9:	Inclusion and Anti-Bias	Policy 3.15:	Cooking with Children
Policy 2.10:	Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm	Policy 4.1:	General Health and Safety
Policy 2.11:	Including Children with Special/Additional Needs	Policy 4.2:	Infectious Diseases
Policy 2.12:	Managing Duty of Care - Non-Attending Children	Policy 4.3:	Hygiene
Policy 2.13:	Use of Photographic and Video Images of Children	Policy 4.4:	Preventative Health and Wellbeing
Policy 2.14:	Bookings and Cancellations	Policy 4.5:	Illness and Injury
Policy 2.16:	Promoting Protective Behaviours	Policy 4.6:	Medication
Policy 2.17:	Children Accessing the Internet	Policy 4.7:	Keeping of Animals
Policy 2.18:	Cyber-bullying	Policy 4.8:	Sun Safety
Policy 2.19:	Children's Media Viewing	Policy 4.9:	Children's Toileting
Policy 2.20:	Supervision of Children	Policy 4.10:	Anaphylaxis Management
Policy 2.21:	Children's Transition to OSHC	Policy 4.11:	Emergency Health and Medical Procedure Management
Policy 2.23:	Interactions with Children	Policy 4.12:	Non Smoking
Policy 2.25:	Statement of Intent for Children's Play	Policy 4.13:	First Aid Waste Management
Policy 3.2:	Program and Documentation Evaluation	Policy 4.14:	Infectious Diseases Response Strategy
		Policy 4.15:	Asthma
		Policy 4.16:	Vehicle Restraint
		Policy 4.18:	First Aid Policy
		Policy 4.19:	Childhood Immunisation
		Policy 5.1:	Food Handling and Storage
		Policy 5.2:	Food and Nutrition

Policy 5.4:	Food Audit	Policy 8.25:	Employee Remuneration and Entitlements
Policy 5.5:	Cleaning and Sanitising	Policy 8.26:	Higher Duties
Policy 5.6:	Menu Development	Policy 8.27:	Employee Assistance Program
Policy 6.2:	Provision of Resources and Equipment	Policy 9.1:	Access
Policy 6.3:	Workplace Health and Safety	Policy 9.2:	Enrolment
Policy 6.7:	Occupancy Agreement	Policy 9.3:	Communication with Families
Policy 6.8:	Maintenance of Facilities	Policy 9.5:	Complaints Handling
Policy 7.1:	Emergency Equipment and Facilities	Policy 9.6:	Parent and Community Participation
Policy 7.2:	Drills and Evacuations	Policy 9.7:	Management of Intoxicated or Persons Under the Influence
Policy 7.3:	Harassment and Lock Down	Policy 9.10	Visitor Policy
Policy 7.4:	Fire Safety Compliance	Policy 10.1:	Quality Compliance
Policy 7.6:	Emergency Closure	Policy 10.2:	Role and Composition of OSHC Subcommittee
Policy 8.1:	Role and Expectations of Educators	Policy 10.4:	Fees
Policy 8.2:	Educational Leader	Policy 10.6:	Supervisor Certificate
Policy 8.3:	Recruitment and Employment of Educators	Policy 10.7:	Insuring Risks
Policy 8.4:	Educator Professional Development and Learning	Policy 10.8:	Information Handling (Privacy and Confidentiality)
Policy 8.5:	Volunteers	Policy 10.9:	Risk Management and Compliance
Policy 8.6:	Employee and Volunteer Grievance	Policy 10.10:	Managing Compliance within the Service
Policy 8.7:	Workplace Harassment and Bullying	Policy 10.11:	Management Code of Conduct
Policy 8.8:	Employee Performance Monitoring, Review and Management	Policy 10.12:	Information Technology
Policy 8.9:	Employee Code of Conduct	Policy 10.13:	Purchasing
Policy 8.10:	Employee Orientation and Induction	Policy 10.14:	Record Back-up and Off-site Information Handling
Policy 8.11:	Employee Leave	Policy 10.17:	Strategic Planning
Policy 8.12:	Employee Qualifications – Monitoring Progress	Policy 10.18:	Court Orders and the Release of Children in Care
Policy 8.13:	Employee Health	Policy 10.26	OSHC Service Social Media Guidelines
Policy 8.15:	Children of Employees	Policy 10.27:	Continuous Improvement
Policy 8.16:	Employee Immunisation	Policy 10.28:	Record Keeping and Retention
Policy 8.18	Employee Retention Policy	Policy 10.29:	Hardship and Administration of Special Child Care Benefit
Policy 8.19	Employee Counselling and Disciplinary Procedures	Policy 10.30:	Conflict of Interest
Policy 8.20	Workplace Sexual Harassment	Policy 10.31:	Managing Non-compliance of Reportable Incidents
Policy 8.21	Educator Uniform and Personal Presentation		
Policy 8.22	Educator Interactions with Families – Professional Boundaries Policy		

Appendix B

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

Key Terms

Approved Provider – an individual person or group granted approval by the state Regulatory Authority to operate an education and care service

Approved Service – a service approved by the state Regulatory Authority to provide education and care to children

Assessment and Rating – process through which education and care services are assessed by the Regulatory Authority for compliance with national legislation and for the quality of practice against the National Quality Standard

Australian Children's Education and Care Quality Authority (ACECQA) – the national administrative body that oversees the implementation of the National Quality Framework throughout Australia

Authorised Officer (AO) – employed by the Regulatory Authority to assess and rate the quality of service practice against the National Quality Standard and the National Framework Legislation, and to manage notifications of complaints or serious incidents at services

Certified Supervisor (service) – as per current legislation, Approved Providers are deemed to be the certified supervisor and as such have authority to appoint suitability qualified and experienced persons to act as the Responsible Person/s at their approved service

Coordinator – member of staff at a service appointed to act as the person placed in the day to day charge of service. This person is often the Nominated Supervisor (but not necessarily)

Duty of Care – obligation under common law and the rules of negligence for education and care services to protect children, families, staff and all visitors to the service from harm. Refer to Chapter 3 of this Manual. Approved Providers, Nominated Supervisors, Educators and staff need to understand their responsibilities under duty of care

Early Childhood Education and Care (ECEC) – is the Regulatory Authority for education and care services in Queensland falling under the umbrella of the Department of Education and Training in Queensland

Education and Care Services National Law Act 2010 – establishes a national approach to the regulation and quality assessment of education and care services throughout Australia including Early Childhood, Family Day Care and Outside School Hours Care services

Education and Care Services National Regulations 2011 – sets requirements under the National Law Act 2010 that must be met by education and care services

Educational Leader – appointed by the Approved Provider to lead and facilitate delivery of a quality education and care program for the children at their service, to guide educator practice and understanding of the approved learning framework and to set program goals

Elements – identified quality practice that aligns to the Standards and Quality Areas of the National Quality Standard

My Time, Our Place: Framework for School Age Care in Australia – outlines the Principles and Practice that support and promote learning Outcomes for children over preschool age

National Quality Framework (NQF) – Developed to promote wellbeing, educational and developmental outcomes for children and to promote continuous improvement in the provision of an education and care service (refer Chapter 3)

National Quality Standard (NQS) – Sets the benchmark across 7 quality areas for services to assess the quality of their operational and program practice

Nominated Supervisor – a suitably qualified and experienced person appointed by an Approved Provider to be in the day to day charge of a service

Outside School Hours care (OSHC) – OSHC services provide care to children over preschool age operating from school /community sites

Quality Improvement Plan (QIP) – must be developed by each service as part of a collaborative process of self-assessment of the quality of practice against the NQS and the national legislation

Regulatory Authority – responsible for approvals, monitoring and quality assessment for education and care services in their state or territory. In Queensland this authority is the Department of Education and Training - Early Childhood Education and Care

Responsible Person /Person in Charge – a suitably qualified or experienced educator/s appointed by the Approved Provider to act as the Responsible person in Charge in the absence of the Nominated Supervisor

School Age Care (OSHC) – centre-based services approved to deliver education and care to children over preschool age and comprise outside school hours care (OSHC) and family day care (FDC)

Standards – set the benchmark for quality practice and are aligned to the 7 Quality Areas of the NQS

Appendix C

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

Resources

Australian Children's Education and Care Quality Authority (national administrator of the National Quality Framework providing information for providers and Educators)

<http://www.acecqa.gov.au/Educators-and-providers1>

Blue Card Services (issuing clearances to operate and work in education and care services)

<https://www.bluecard.qld.gov.au/applications/applications.html>

<https://www.bluecard.qld.gov.au/education-and-care-services-and-similar-employment/index.html>

Child Care Benefit (information for education and care services)

<https://www.education.gov.au/child-care-service-handbook>

Child Protection and Mandatory Reporting

<https://www.communities.qld.gov.au/childsafety/protecting-children/about-child-protection/mandatory-reporting>

Children's health and immunisation

https://www.nhmrc.gov.au/files/nhmrc/publications/attachments/ch55_staying_healthy_childcare_5th_edition_0.pdf

<http://www.australia.gov.au/information-and-services/health/childrens-health-and-immunisation>

<http://vaccinate.initiatives.qld.gov.au/schedule/>

Education and Care Services National Law Act 2010

<https://www.legislation.qld.gov.au/view/html/inforce/current/act-2013-ecsnlg> (current as of 1 October 2017)

Education and Care National Regulations (current as of 1 October 2017)

<http://www.legislation.nsw.gov.au/#/view/regulation/2011/653>

Health and infectious diseases information is available from the Commonwealth Government at

www.health.gov.au and from Queensland Health at www.health.qld.gov.au

National Association for Child Protection and Child Abuse (programs, resources and initiatives)

<http://napcan.org.au/our-programs/>

Other Queensland legislation is available from www.legislation.qld.gov.au

Parents and Citizens Associations Queensland

<http://education.qld.gov.au/corporate/pandc/> and <http://www.pandcsqld.com.au/>

Queensland Children's Activities Network (QCAN) Inc. (peak body for OSHC in Qld) www.qcan.org.au

Queensland Government - Early Childhood Education and Care (approvals, licensing and regulation of child care services in Queensland including assessment and rating of services)

<https://det.qld.gov.au/earlychildhood>

State Award for education and care services (private) and P & C managed services

http://www.qirc.qld.gov.au/resources/pdf/awards/c/c0600_ar10.pdf

http://qirc.qld.gov.au/qirc/resources/pdf/awards/p/parents_and_citizens_associations.pdf

Workplace Health and Safety law, codes and standards

<https://www.worksafe.qld.gov.au/>

<https://www.worksafe.qld.gov.au/laws-and-compliance/codes-of-practice>

Appendix D

Date of Development	Date Last Reviewed & Ratified	Next Review Planned by:
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Forms, Checklists and Flowcharts

- 2.4.1 OSHC Arrival and Accountability Procedure
- 3.5.1 Excursion Permission Form Template
- 3.5.2 Excursion Checklist Template
- 3.5.3 Excursion Evaluation Template
- 3.8.1 Extra Curricular Activities Escort Form Template
- 4.1.1 Indoor Areas Daily Risk Management Checklist Template
- 4.1.2 Outdoor Areas Daily Risk Management Checklist Template
- 4.5.1 Incident Management Flowchart
- 4.5.2 Incident/ Injury/ Trauma/ Illness Report
- 4.6.1 Medication Authority and Administering Form Template
- 4.10.1 Medical Risk Minimisation Plan Template
- 6.3.1 Playground Maintenance Checklist Template
- 6.3.2 Hazard Report Form Template
- 6.7.1 Licence to Use Department of Education and Training Premises for Outside School Hours Care
- 7.2.1 Bomb threat Checklist Template
- 7.2.2 Evacuation Drill Evaluation Template
- 8.9.1 Employee Code of Conduct Template
- 8.10.1 Employee Orientation and Induction Checklist Template
- 8.16.1 Employee Immunisation Record Template
- 8.25.1 Entitlement Claim Form Template
- 9.5.1 Complaints Record Form Template
- 9.5.2 Complaints Management Flow Chart
- 10.6.1 Determining the Nominated Supervisor Checklist, Delegation and Consent
- 10.19.1 Policy Review Schedule Template