



## Policy Area 7 – Governance & Leadership

<b>Policy Number</b>	<b>Policy Name</b>	<b>Version</b>	<b>Review Due</b>
P-7.1	Governance and Management of the Service	4	Dec 2025
P-7.2	Roles of Management	2	Aug 2021
P-7.3	Policy Development and Review	3	Aug 2023
P-7.4	Dealing with Complaints	2	Oct 2025
P-7.5	Financial Management	2	Aug 2021
P-7.6	Legislation	2	Aug 2021
P-7.7	Quality Improvement Plan	2	Aug 2021
P-7.8	Corporate Card Policy	2	Aug 2021
P-7.9	Confidentiality of Records	2	Aug 2021
P-7.10	Grievance Procedures	2	Aug 2021
P-7.11	Disciplinary Action	2	Aug 2021
P-7.12	Educational Leader	2	Aug 2021
P-7.13	Hours of Operation	3	Aug 2021
P-7.14	Acceptance and Refusal of Authorisations	4	Jul 2026
P-7.15	Payment of Fees and Provision of a Statement of Fees	6	Nov 2025
P-7.16	Cessation of Care	2	July 2024
P-7.17	Photograph, Social Media and Use of Devices	1	Dec 2024
P-7.18	Privacy and Confidentiality Policy	NEW	Aug 2021
P-7.19	COVID-19 Management Policy	1	Mar 2024
P-7.20	COVID-19 Enrolment & Fees Policy	1	Mar 2026



## P-7.1 Governance and Management of the Service & Children

### POLICY STATEMENT

We aim to provide a quality centre where appropriate governance arrangements, policies and procedures are in place for the effective administration and management of the service. Governance arrangements will reflect the appropriate legal status and authority to hold a provider approval and service approval. Effective administration and records management systems and documented policies and procedures will exist to ensure a service environment where the primary focus can be on delivering quality education and care for children and establishing productive partnerships with families.

The Governance Policy provides the overall direction, effectiveness, supervision and accountability of a service. Management is responsible for guiding the direction of the service, ensuring that its goals and objectives are met in line with the philosophy, and all legal and regulatory requirements governing the operation of the service.

Our service aims to ensure all legal and financial requirements are implemented and recognised through appropriate governance practices, providing quality education and care, meeting the principles, practices and elements of the 'My Time, Our Place' Framework and the National Quality Standard.

### BACKGROUND

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to the governance of the service.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### LEGISLATIVE REQUIREMENTS

#### Education and Care Services National Regulations and Law

Sec 13	Matters to be taken into account in assessing whether fit and proper person
Sec 14	Regulatory Authority may seek further information
Sec 21	Reassessment of fitness and propriety
Sec 51	Conditions on service approval
Sec 162	Offence to operate education and care service unless responsible person is present
Sec 172	Offence to fail to display prescribed information
Sec 173	Offence to fail to notify certain circumstances to Regulatory Authority
Sec 174	Offence to fail to notify certain information to Regulatory Authority
Sec 175	Offence relating to requirement to keep enrolment and other documents
Sec 188	Offence to engage person to whom prohibition notice applies
Reg 29	Condition on service approval-insurance
Reg 31	Condition on service approval-quality improvement plan
Reg 55	Quality improvement plan
Reg 56	Review and revision of quality improvement plans
Reg 73	Educational program
Reg 74	Record of child assessments or evaluations for delivery of educational program
Reg 84	Awareness of child protection law
Reg 85	Incident, injury, trauma and illness policies and procedures
Reg 117B	Minimum requirements for person in day-to-day charge
Reg 157	Access for parents
Reg 158	Children's attendance record to kept by approved provider
Reg 161	Authorisations to be kept in enrolment record
Reg 162	Health information to be kept in enrolment record
Reg 167	Record of service's compliance
Reg 168	Education and care services must have policies and procedures
Reg 170	Policies and procedures to be followed
Reg 171	Policies and procedures to be kept available
Reg 172	Notification of change to policies and procedures

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P-7.1	Dec 2022	4	3	Management Committee	Dec 2025



## P-7.1 Governance and Management of the Service & Children

Reg 173	Prescribed information to be displayed
Reg 176	Evidence of prescribed insurance
Reg 177	Prescribed enrolment and other documents to be kept by approved provider
Reg 180	Confidentiality of records kept by approved provider
Reg 181	Confidentiality of records kept by approved provider
Reg 181-184	Confidentiality and storage of records
Reg 185	Law and regulations to be available

### ASSOCIATED DOCUMENTS

National Quality Standard	7.1 Governance 7.12 Management Systems 7.1.3 Roles & Responsibilities 7.2 Leadership 7.2.1 Continuous Improvement 7.2.2 Educational leadership 7.2.3 Development of professionals
Incorporation requirements ACECQA Governance & Management Guidelines: <a href="https://www.acecqa.gov.au/sites/default/files/2021-08/GovernanceAndManagementGuidelines.pdf">https://www.acecqa.gov.au/sites/default/files/2021-08/GovernanceAndManagementGuidelines.pdf</a>	
<b>Related Policies:</b> Acceptance and Refusal Authorisation Policy Administration of First Aid Policy CCS Governance Policy Code of Conduct Policy Child Protection Policy	Control of Infectious Diseases Policy Dealing with Complaints Policy Delivery and Collection of Children Policy Enrolment Policy Interactions with Children Policy

### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
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### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

## 1. IMPLEMENTATION

- 1.1. Under the Education and Care Services National Regulations, the approved provider must ensure that policies and procedures are in place in relation to the governance and management of the service (regulation 168) and that they take reasonable steps to ensure those policies and procedures are followed (regulation 170). ACECQA 2021
- 1.2. Governance is the process that directs and controls our Service, ensuring accountability and supporting decision making. The Approved Provider and Nominated Supervisor of the Service accept the legal responsibilities associated with establishing, administering, and maintaining the Service. Management may include Persons with management or control of the service (PMC) as defined by ACECQA. Persons with management or control may participate in executive or financial decision-making or have authority or responsibility for, or significant influence over, the planning, direction or control of the activities or the delivery of the education and care service (ACECQA 2023).

## 2. PROCEDURE

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.1	Dec 2022	4	3	Management Committee	Dec 2025



## P-7.1 Governance and Management of the Service & Children

- 2.1. The Management Committee is the Approved Provider of the service and holds the legal responsibility for operating DEBASCA Incorporated.
  - 2.2. The Nominated Supervisor (Centre Director) is the Approved Providers delegated authority.
  - 2.3. The Approved Provider appoints the Nominated Supervisor (Centre Director) to be responsible for the day-to-day activities of the service. This Nominated Supervisor must have accredited child protection training.
  - 2.4. The Nominated Supervisor accepts the appointment understanding the legal responsibilities of the position.
  - 2.5. When the Nominated Supervisor is not in attendance a Responsible Person in Charge will take charge for the day-to-day operations.
  - 2.6. The Approved Provider employs suitably trained and experienced Coordinators/Assistant Directors to monitor and support the educators. They will be nominated to be the Responsible Person in Charge in the Nominated Supervisor's absence.
  - 2.7. The Approved Provider appoints an Educational Leader who will be responsible for the development of the curriculum.
  - 2.8. Staff comply with all relevant policies of DEBASCA.
  - 2.9. The Approved Provider, through delegation to the Nominated Supervisor, ensures that relevant policies are developed to ensure the service operates within the regulatory requirements.
  - 2.10. The Nominated Supervisor recruits suitable educators to provide education and care to children in the service.
  - 2.11. The Nominated Supervisor regularly provides support to the educators and monitors compliance with the regulations.
  - 2.12. Failure to comply with regulations may result in termination of employment by the Approved Provider and/or Nominated Supervisor.
  - 2.13. All records and will be kept in accordance with the Confidentiality of Records policy.
3. **PRESCRIBED INFORMATION – The following prescribed information will be displayed:**
- 3.1. Provider approval, including:
    - 3.1.1. The Approved Provider name
    - 3.1.2. The provider approval's number
    - 3.1.3. Any conditions relating to the provider approval
  - 3.2. Service approval, including:
    - 3.2.1. The name of the approved service
    - 3.2.2. The service approval number
    - 3.2.3. Any conditions relating to the service approval
  - 3.3. Nominated supervisor, including:
    - 3.3.1. The name of the nominated supervisor
    - 3.3.2. If the nominated supervisor belongs to a class under regulation 49
  - 3.4. Service rating, including the:
    - 3.4.1. Current ratings for each quality area under the National Quality Framework
    - 3.4.2. Overall rating of the service
  - 3.5. Service or temporary waivers, including:
    - 3.5.1. The elements of the National Quality Standard and/or National Regulations that have been waived
    - 3.5.2. The duration of the waiver
    - 3.5.3. Whether the waiver is a service or a temporary waiver
  - 3.6. Service operation, including the:
    - 3.6.1. Opening days and hours
    - 3.6.2. Name and phone number of the responsible person in charge at any given time
    - 3.6.3. Name and phone number of the person who can be contacted for a complaint
    - 3.6.4. Name of the educational leader
    - 3.6.5. Contact details of the Regulatory Authority
  - 3.7. Health and safety, including a notice:
    - 3.7.1. Stating that a child at risk of anaphylaxis is enrolled at the service, if applicable
    - 3.7.2. Of an occurrence of an infectious disease at the service, if applicable.

#### 4. SERVICE PHILOSOPHY

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.1	Dec 2022	4	3	Management Committee	Dec 2025



## P-7.1 Governance and Management of the Service & Children

- 4.1. The development and review of the philosophy and policies will be a continuous process on an annual basis or when required.
  - 4.2. The philosophy and associated statement of purpose will reinforce all other documentation and the practices of the Service. The philosophy will reflect the principles of the approved national framework *My Time, Our Place: Framework for School Age Care in Australia*.
  - 4.3. There will be a collaborative and consultative process to support the development and maintenance of the philosophy that will include children, parents and educators.
  - 4.4. All documents will be dated and include nominated review dates.
5. **CONFIDENTIALITY**
- 5.1. All members of the Management Committee along with the Nominated Supervisor, Responsible Person, educators, and staff who gain access to confidential information, whether in the course of their work or otherwise, shall not disclose information to anyone unless the disclosure of such information is required by law and will respect the confidentiality of all documents and meetings that occur.
  - 5.2. This also includes:
    - 5.2.1. using information acquired for their personal or financial benefit, or for the benefit of any other person
    - 5.2.2. permitting any unauthorised person to inspect or have access to any confidential documents or other information
    - 5.2.3. any information received or transmitted via mobile telephone (including text/SMS) or any other electronic device (e.g. email) shall be treated with the same confidentiality as any other written form of communication and must be stored confidentially.
  - 5.3. This obligation, placed on a member of the Management Committee, Nominated Supervisor, Responsible Person, educator, and staff shall continue even after the individual has completed their term and is no longer on the Management Committee or employed by the service.
  - 5.4. The obligation to maintain confidentiality also applies to any person who is invited to any meetings of the Management Committee.
6. **ETHICAL DECISION-MAKING**
- 6.1. Our service will make decisions which are consistent with our policies and procedures and that work in conjunction with the Education and Care Services National Law and National Regulations, our approved learning framework (MTOP), and the ethical standards within the ECA Code of Ethics.
7. **CONTINUOUS IMPROVEMENT/REFLECTION**
- 7.1. Our *Governance Policy* will be reviewed regularly in consultation with children, families, staff, educators and management.

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P-7.1	Dec 2022	4	3	Management Committee	Dec 2025



## P-7.1 Governance and Management of the Service & Children

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	1	Reformatted Policy Number A-13 to P-7.1	Oct 2016
	2	Updated to revised NQS	Aug 2018
	3	Clause 3 – removed certified supervisor Clause 5 – removed certified supervisor and replaced with Responsible Person Clause 6 – added suitably trained and experienced Fixed terminology and made it consistent using Nominated Supervisor or Centre Director (omitted Service Director)	Dec 2019
	4	Rewording Policy Statement Added Background Added Legislative Requirements Added ACECQA Governance & Management Guidelines to Associated Documents Added Implementation Added 4 – Service Philosophy Added 5 – Confidentiality Added 6 – Ethical Decision Making Added 7 – Continuous Improvement/Reflection	Dec 2022

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.1	Dec 2022	4	3	Management Committee	Dec 2025



## P-7.2 Roles of Management

### POLICY STATEMENT

We aim to provide a quality centre and will ensure that we operate according to the legal requirements of a managing body. The Management Committee will ensure that decisions are made in a proper way, according to DEBASCA's philosophy and in the best interests of the service.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

FaHCSIA Department of Families, Housing, Community Services and Indigenous Affairs Incorporation requirements

National Quality Standard	7.1, 7.2
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### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
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WH&S	Workplace Health and Safety
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### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

### PROCEDURE

- 1 The management committee will ensure that the service is managed according to the funding bodies' requirements and that all relevant guidelines, acts, regulations and the constitution are adhered to.
- 2 DEBASCA's management structure will be recorded with the duties clearly described.
- 3 Members of the committee will consist of parent users and interested community members.
- 4 Office bearers will be elected each year at the Annual General Meeting.
- 5 All committee members will know the requirements regarding:
  - 5.1 Management structure, roles and duties
  - 5.2 Constitution
  - 5.3 Centre's philosophy and goals
  - 5.4 Policies and Procedures
  - 5.5 Funding and Operational Agreements
  - 5.6 National Standards
  - 5.7 OSHCQA
  - 5.8 Meetings
  - 5.9 Financial requirements
  - 5.10 Employment Responsibilities
- 6 Management committee members will have access to information regarding their roles and responsibilities.
- 7 Existing members are encouraged to give support to new members.
- 8 Membership of the management committee will be open to all parents using the service.
- 9 Parents will be actively encouraged to participate.
- 10 Decisions about the overall operation of DEBASCA will be made at the management committee level.

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P-7.2	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.2 Roles of Management

- 11** Parents and staff will be kept informed about the committee's membership, meetings and decisions and have opportunities to have input into the management of the service.
- 12** The Director will attend meetings of management and present a written progress report regarding the running of DEBASCA and will provide information to the committee to assist in making decisions.
- 13 Role of the Management Committee**
- 13.1 The committee is responsible for the ongoing management of DEBASCA. This primarily involves legal, financial, employment and WH&S responsibilities.
  - 13.2 The responsibility for the day-to-day operations of the centre is delegated to the Director and Administrator.
  - 13.3 The committee meets in accordance with the constitution.
  - 13.4 General ongoing duties of the committee include:
  - 13.5 Nominated management members may gain access to the services records but only in accordance with confidentiality guidelines and when necessary to fulfill their management responsibilities. Confidentiality will be maintained at all levels at all times.
- 14 Specific Roles of the Officers**
- 14.1 President:**
    - 14.1.1 Facilitate the smooth running of the Management Committee
    - 14.1.2 Set the meeting agenda, which will cover all necessary business
    - 14.1.3 See that the meeting is properly convened in accordance with the rules of the organization
    - 14.1.4 Determine if a quorum is present at meetings
    - 14.1.5 Chair the meeting, help to make the meeting enjoyable, efficient and quick
    - 14.1.6 Ensure the agenda is adhered to and that all members have a chance to contribute to the discussion
    - 14.1.7 Help the meetings come to agreement
    - 14.1.8 When decisions are made, clearly state what the decisions were, who will implement these and ensure this is recorded in the minutes
    - 14.1.9 Summarise at the end of every meeting so that committee members have a clear understanding of the tasks to be performed and decisions made
    - 14.1.10 Close the meeting only after the business at hand has been properly conducted
    - 14.1.11 Act as a spokesperson for the committee when necessary
  - 14.2 Vice President:**  
Performs the above duties in the chairperson's absence and to assist the chairperson in performing their tasks.
  - 14.3 Secretary:**
    - 14.3.1 Keeps the records of all business to do with the committee, including membership records, correspondence and minutes.
    - 14.3.2 Call meetings giving notice as required under the constitution
    - 14.3.3 Read and table for the meeting all relevant incoming and outgoing correspondence
    - 14.3.4 Deal with this correspondence as decided by the committee
    - 14.3.5 Ensure that all correspondence relevant to the staff is forwarded to them as soon as possible
    - 14.3.6 Before each meeting, organise the venue and type and distribute the agenda
    - 14.3.7 Take the minutes for the meeting
    - 14.3.8 After each meeting, copy and distribute the minutes to the members of the committee and the Director
    - 14.3.9 Ensure the minutes are kept and updated and accepted at the next meeting

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P-7.2	Aug 2018	2	1	Management Committee	Aug 2021





## P-7.2 Roles of Management

### 14.4 Treasurer:

- 14.4.1 Responsible to oversee the financial management of the centre
- 14.4.2 Ensure that true and proper financial records are kept
- 14.4.3 Help in the planning of a budget for financial expenditure.
- 14.4.4 Present a written report and Income and Expenditure Statement to the Committee meetings
- 14.4.5 Ensure an annual audit is carried out
- 14.4.6 Ensure that all government, Constitutional and funding agreement requirements are carried out

### 14.5 Liaison Officer:

- 14.5.1 To act as the liaison person between the staff, parents, school, the community and the committee.
- 14.5.2 To be a contact person on the committee for staff if required, for example, if need to inform them of their absence, issues or problems that they wish to seek the committee's advice on.
- 14.5.3 To encourage interaction between staff, parents and the committee.
- 14.5.4 To be on the sub-committee to employ the Director or Assistant Director for the centre.
- 14.5.5 To participate in grievance procedures where necessary.
- 14.5.6 To liaise with the Director on the suitability and use of volunteers, work experience or practicum placements.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	1	Reformatted policy number A-12 to P-7.2	Oct 2016
	2	Updated to revised NQS	Aug 2018

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.2	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.3 Policy Development and Review

### POLICY STATEMENT

We aim to provide effective management and a quality service through the ongoing development and review of policies, which are required to run the service efficiently. Management will ensure that all individuals are aware of relevant policies and have free access to the policy manual.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

National Regulations	31 Condition on service approval - quality improvement plan 55-56 Quality improvement plans 168 Education and care service must have policies and procedures 170 Policies and procedures to be followed 171 Policies and procedures to be kept available 172 Notification of change to policies or procedures affecting ability of family to utilise service
National Quality Standard	4.2; 7.1, 7.2

### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

## PROCEDURE

- The DEBASCA Management Committee together with DEBASCA staff will ensure the development of all required policies under the National Quality Framework and National Regulations.
- Other policies will be developed as deemed necessary by the DEBASCA Management Committee and Director.
- This will be based on the following criteria:
  - An issue or problem arises that is not addressed in a current policy.
  - A current policy is not meeting the current need.
  - Daily operations of DEBASCA are unclear to staff, parents or management.
  - Staff, parents or management are unsure of what to do in certain situations.
  - There have been changes due to outside influences.
- All policies must reflect the current philosophy of DEBASCA.
- Policies will be recorded in a loose-leaf folder marked "DEBASCA Policy Manual" along with DEBASCA's philosophy, date of endorsement and date of review. This booklet is to be kept in the centre and made available to those who wish to view it.
- Management will ensure that any new management committee members, staff and families entering the service are made aware of the Policy Manual and any specific policies relevant to them.

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P-7.3	Aug 2020	3	2	Management Committee	Aug 2023



## P-7.3 Policy Development and Review

- 7 Any persons involved in DEBASCA are to feel welcome to make suggestions and discuss any concerns they may have regarding current policies. Parents and staff will be informed of this policy on enrolment/employment and through DEBASCA's information booklet.
- 8 Staff and parents and any other relevant persons will be encouraged to have input into the development, review or changes to any policies and where appropriate be involved in the development of these policies.
- 9 All policies will be reviewed every three years and more frequently if the need arises.
- 10 The review of policies will be based on the following criteria.
  - 10.1 Is the policy operating effectively?
  - 10.2 Does it include appropriate responses to individual incidents?
  - 10.3 Does it meet the needs of all involved in the centre?
  - 10.4 Does it meet the aims and objectives as outlined?
  - 10.5 Is it consistent with current philosophy?
  - 10.6 Is it consistent with current legislation, acts and standards?
- 11 All changes are to be recorded in the Policy Manual with the date of endorsement and review by the committee. As an ongoing practice, specific policies may be mentioned again through notice boards, letters or personal contact to highlight any relevant issues. This may be required if there is a recurrent problem arising or to highlight any specific current issues in the running of the centre.
- 12 Parents of children at the service will be notified at least 14 days before making any change to a policy or procedure required under regulations 168 and 169 if the change:
  - 12.1 May have a significant impact on the service's provision of education and care to any child enrolled at the service
  - 12.2 May have a significant impact on the family's ability to use the service, or
  - 12.3 Will affect the fees charged or the way in which fees are collected.
- 13 The approved provider does not have to comply with the notice period if the provider considers it would pose a risk to the safety, health or wellbeing of any child at the service to do so. In that case the approved provider must notify parents as soon as practicable after making the change.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	1	Reformatted policy number A-9 to P-7.3	Oct 2016
	2	Updated to revised NQS Added clause 12 and 13	Aug 2018
	3	Clause 9 - Updated to every 3 years	Aug 2020

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.3	Aug 2020	3	2	Management Committee	Aug 2023



## P-7.4 Dealing with Complaints

### POLICY STATEMENT

We believe that families, children and staff have an important role in DEBASCA and we value their comments. We aim to ensure that all stakeholders feel free to communicate any concerns they have in relation to the centre, staff, management committee, programs or policies without fearing negative consequences. In order to do this, stakeholders are to be made fully aware of the centres policies and procedures. Our priority is to do everything possible to improve the quality of our service.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

Education and Care Services National Law Act 2010	Regulation 168 (2) (o)
National Law	Section 174 (2)
National Quality Standard	7.1, 7.2

### DEFINITIONS

ACECQA	Australian Children's Education and Care Quality Authority
DEBASCA	Denistone East Before and After School Care Association

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

## PROCEDURE

- 1 We will support a stakeholder's right to complain and will help them to make their complaints clear and try to resolve them.
- 2 A complaint can be informal or formal, serious or non serious. It can be anything that a stakeholder thinks is unfair, or which makes them unhappy with the service.
- 3 All confidential conversations will take place in a quiet place away from children, other parents or staff not involved.
- 4 If any parents or staff member has a complaint or comment about the service, they will be encouraged to talk to the Director, or the Staff Liaison Officer, who will arrange a time to discuss their concern(s) and come to a resolution to address the issue. If a child has a complaint or comment about the service, they will be encouraged to talk to a staff member they are comfortable with who will arrange a time to discuss their concern(s) and come to a resolution to address the issue.
- 5 Detailed below is the written procedure for complaints.
- 6 **Written Complaints Procedure for Parents**
  - 6.1 Complete the Complaints Form available at the centre and/or email the service with the complaint. The Complaints Form will remain available for families at all times.
  - 6.2 Hand the form into the Director or leave it in the complaints box if you wish to remain anonymous
  - 6.3 The Director will contact the parent member to arrange a time to discuss the issue and find a resolution. If anonymous, the Director will endeavour to find a resolution to the issue, and inform staff and management

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P-7.4	Oct 2022	4	3	Management Committee	Oct 2025



## P-7.4 Dealing with Complaints

where necessary.

- 6.4 If the complaint is not handled to the parent/staff members satisfaction at this level they should discuss the issue with the President of the DEBASCA Management Committee, either in writing or verbally. Correspondence can be emailed to [PMC@debasca.org.au](mailto:PMC@debasca.org.au).
- 6.5 The President will discuss the issue with the Director and develop a strategy for resolving the problem. The President will then follow up with the parent as necessary.
- 6.6 The parent complaint is to be recorded and dated indicating the issue of concern. The Director should also record how the issue was resolved and any follow up. Other staff and families will also be informed of any relevant issues that they need to be aware of.

### 7 Evaluation

Evaluation of the complaint and any issues arising from it should be undertaken in a timely manner. This should be done to prevent any further issues from occurring. Review of practice and policy should be undertaken to see if anything can be changed in order to help continually improve the service.

### 8 Notification to ACECQA

#### 8.1 By the Service:

The Director/Nominated Supervisor/Responsible Person will need to notify ACECQA by completing a “NL01” form: “Notifications of Complaints, Incidents and additional children in an emergency” within the required time period.

This will be completed and mailed in for:

- 8.1.1 Any complaints alleging that the safety, health or wellbeing of a child was or is being compromised.
- 8.1.2 Any complaints alleging that the Law has been breached.
- 8.1.3 Any incident that requires/required the Approved Provider to close, or reduce the number of children attending the service for a period.
- 8.1.4 Any circumstance that poses a significant risk to the health, safety or wellbeing of a child attending the service.

The notification along with all of the required documentation will be posted or faxed to the Regulatory Authority in New South Wales to:

NSW Early Childhood Education and Care Directorate  
Locked Bag 5107  
PARRAMATTA NSW 2124  
Fax: (02) 8633 1810

#### 8.2 By the Families:

Parents are also able to contact ACECQA by phone on 1300 422 327, or email to [enquiries@acecqa.gov.au](mailto:enquiries@acecqa.gov.au). This information is also displayed for parents outside the DEBASCA office.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	1	Reformatted policy number A-11 to P-7.4	Oct 2016
	2	Updated to revised NQS	Aug 2018
	3	Minor re-wording 6.1	Aug 2020
	4	Added email address to 6.4	Oct 2022

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.4	Oct 2022	4	3	Management Committee	Oct 2025



## P-7.5 Financial Management

### POLICY STATEMENT

We aim to provide a quality service that meets the needs of families, children and staff by providing required resources. The management committee is responsible for all financial aspects of the service and will ensure that all funding, government legislation and acts are followed and that clear records of all the financial transactions are recorded and properly stored for the required time.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

Funding and operational agreements

Incorporation Act

Income Tax Assessment Act

Goods and Services Tax

Superannuation Act

Staff Awards

National Quality Standard	7.1.1 7.3.2
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### DEFINITIONS

AGM	Annual General Meeting
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DEBASCA	Denistone East Before and After School Care Association
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### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

### PROCEDURE

- 1 The Administrator will draw up an annual budget in consultation with the Treasurer and the Director to be approved by the Management Committee.
- 2 The Treasurer will review the budget with the Director clearly identifying relevant issues such as allocated petty cash and monies made available for new equipment and other resources.
- 3 Fund raising may be encouraged and supported by the committee but will not be a part of the income required in the budget.
- 4 The Treasurer/Administrator will report monthly on the progress of the financial state at the committee meetings. This information will be available to members of the association.
- 5 New Management committee members will be provided with a summary of the service's financial position on their election to Management.
- 6 The Administrator will be responsible for ensuring that required financial transactions are recorded properly and stored in a secure place.
- 7 The Administrator will ensure the payment of staff on an agreed basis, according to the appropriate Award entitlements and that all tax and superannuation deductions are made.

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.5	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.5 Financial Management

- 8 The Administrator and/or Director will be responsible for the day-to-day financial management of the centre such as collection and banking of fees, allocation of petty cash and payment of bills.
- 9 The Treasurer is responsible to ensure the audit takes place and that the balance sheet, income and expenditure statement and financial report are completed.
- 10 The Treasurer is responsible for ensuring that the financial report is submitted to the funding bodies within the time frame outlined in funding agreements.
- 11 The Audited Balance sheet and Income and Expenditure statement will be presented to the Association's members at the AGM.
- 12 All financial records will be kept for a period of 7 years and will be made available for inspection by the relevant government Department officers.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	1	Reformatted policy number A-14 to P-7.5	Oct 2016
	2	Updated to revised NQS	Aug 2018

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.5	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.6 Legislation

### POLICY STATEMENT

We aim to provide a quality service that complies with all relevant legislation and guidelines for the OSHC industry.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

Association Incorporation Act 1984

Child Protection (Prohibited Employment) Act 1998

Children Young Persons (Care and Protection) Act 1998

Industrial Relations Act 1996

NSW Food Act 2003

Occupational Health & Safety Act 2000

Occupational Health & Safety Regulations 2001

Workers Compensation Act 1987

Workplace Injury Management and Workers Compensation Act 1998

Privacy and Personal Information Protection Act (NSW) 1998

Education and Care Service National Law Act 2010

National Quality Standard 7.1, 7.2

### DEFINITIONS

DEBASCA Denistone East Before and After School Care Association

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

## PROCEDURE

- 1 Management will keep up to date on any changes to legislation and ensure relevant parties are notified when necessary.
- 2 Relevant acts will be kept in the office for staff and management to access.
- 3 Where necessary, training will be provided to staff on relevant changes to legislation.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	1	Reformatted policy number A-15 to P-7.6	Oct 2016
	2	Updated to revised NSQ	Aug 2018

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.6	Aug 2018	2	1	Management Committee	Aug 2021





## P-7.7 Quality Improvement Plan

### POLICY STATEMENT

DEBASCA is committed to ongoing improvement. According to National Regulations, services are required to have a Quality Improvement Plan (QIP). The aim of a QIP is to help providers self-assess their performance in delivering quality education and care and to plan future improvements. The QIP also helps the regulatory authorities with their assessment of the service.

A QIP helps providers document the strengths of their services and to recognise areas for improvement. DEBASCA is committed to regularly reviewing and revising their QIP as part of ongoing improvement of the service.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

National Regulations	Regulations 55-56
Guide to Developing a Quality Improvement Plan	
National Quality Standard	7.1, 7.2

### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
QIP	Quality Improvement Plan
National Regulations	Education and Care Services National Regulations 2011

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

### PROCEDURE

- The Approved Provider will make sure a QIP is developed for each of its approved services. As DEBASCA is one approved service, one QIP will be developed and maintained.
- Educators, children, families and the community will be involved in the self-assessment of the service.
- The QIP will include:
  - A self assessment of the quality of practices of the service against the National Regulations and National Quality Standard
  - Identify areas the provider considers may require improvement
  - Contain a statement about the philosophy of the service
- When preparing the QIP, the following considerations will be made:
  - Does our statement of philosophy reflect a commitment to improvement?
  - Are our resources targeted to support our plans?
  - Are we collecting and using the right information to help out planning cycle?
  - How do we handle complaints?
  - How do we review our policies and procedures?
- The QIP will be on the premises and available at all times.
- The QIP will be made available on request to parents of children enrolled at the service, or who are seeking to enroll a child.

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.7	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.7 Quality Improvement Plan

- 7 The Approved Provider will review and revise the QIP:
  - 7.1 At least annually and
  - 7.2 At any time when directed by the regulatory authority
- 8 The QIP will include strategies to address those quality areas noted during the self-assessment or assessment process as not meeting the National Quality Standard or any regulatory requirement.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Newly created policy	Jan 2015
	1	Reformatted policy number A-16 to P-7.7	Oct 2016
	2	Updated to revised NQS	Aug 2018

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.7	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.8 Corporate Card Policy

### POLICY STATEMENT

DEBASCA may provide a Corporate Card to a team member based on their job requirements. This policy details DEBASCA's approach to providing a Corporate Card.

### SCOPE

This policy applies to all DEBASCA staff issued with a DEBASCA Corporate Card.

### ASSOCIATED DOCUMENTS

Corporate Card Agreement Form

P-7.1 Governance and Management of the Service Policy

P-7.5 Financial Management Policy

Corporate Card Expense Report

Corporate Card Agreement Form

### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
DEBASCA Corporate Card	A charge card linked to the DEBASCA bank account.
Cardholder	Staff member who has a DEBASCA charge card.
Expense report	Itemised record of the transactions made on the corporate charge card, detailing what each payment is for and category allocation of the expense.

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

## PROCEDURE

- 1 Agreement to terms and conditions of Corporate Card Policy
  - 1.1 Staff members are required to read the Corporate Card Policy and agree to the terms and conditions via the Corporate Card Agreement Form prior to receiving a Corporate Card.
- 2 Eligibility
  - 2.1 A Corporate Card is provided on the basis of position requirements and will be reviewed periodically to determine whether a Corporate Card is still necessary in performing the role.
- 3 The provision of a Corporate Card is to assist the organisation in reducing the need for writing cheques and awaiting signatories, reduce the use of personal funds for business purposes, and to reduce the requirement for petty cash. The Corporate Card should help improve the turn-around time in the fulfillment of orders, provide greater flexibility and reduce paperwork.
- 4 The Corporate Card is to be used for legitimate **business and other business related expenses only**. Corporate Cards **cannot** be used for **personal expenditure** under any circumstances. Any misuse could lead to serious consequences for the staff member's employment and could also result in criminal proceedings.
- 5 Examples of business and other business related expenses include (but is not limited to):
  - 5.1 craft and equipment resources

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## P-7.8 Corporate Card Policy

- 5.2 food and beverage for the service
  - 5.3 payment for vacation care excursions
  - 5.4 professional memberships
  - 5.5 training courses
  - 5.6 travel expenses for attending training
  - 5.7 any other supplies for the service
- 6 If a staff member has a Corporate Card it is preferred that they use this to pay for expenses rather than petty cash or their own personal funds.
- 7 A cardholder may be required to make legitimate purchases on behalf of other staff members if the other staff member does not have a Corporate Card to make business purchases.
- 8 Cardholder Responsibilities
- 8.1 Account Reconciliation:
    - 8.1.1 Cardholders are responsible for reconciling their Corporate Card account and ensuring that the items have been accurately billed.
    - 8.1.2 Cardholders will receive a statement each month to reconcile charges against.
    - 8.1.3 Once the statement has been issued, the cardholder must complete an expense report attaching appropriate invoice documentation for the purchases made.
    - 8.1.4 This expense report is to be submitted to the Director within 14 days of the bank account statement being issued.
  - 8.2 Review & Reconciliation of Expenses – Additional responsibilities include the review, reconciliation and allocation of monthly charges to enable payment by the due date, as well as the provision of required supporting documentation and receipts/tax invoices for all expenses.
  - 8.3 Breaches – All requirements and procedures outlined in this policy must be adhered to and any breaches of these will be managed in line with the escalation actions described in this document. Any breaches could lead to serious consequences for the staff member's employment and could also result in criminal proceedings. Outlined below are three (3) breach types with examples and the escalation actions:
    - 8.3.1 Expense Reports – not attaching valid tax invoices/receipt to your expense reports form; not providing valid reasons for expenses; using non preferred suppliers
      - 8.3.1.1 Escalation process – if a breach to the DEBASCA Corporate Card Policy has been identified:
        - 8.3.1.1.1 An email will be sent to the cardholder and a response is required within 5 working days.
        - 8.3.1.1.2 If no response is received within 5 working days, the card is **suspended** by the Accounts Administrator and notification given to the Director and Committee Treasurer.
        - 8.3.1.1.3 Pending a full investigation, the Corporate Card is immediately **revoked** if it is found that no documentation or valid reason for the expense can be provided, and the amount in question will be deducted from the cardholders next pay. There may be serious consequences for the staff member's employment.
        - 8.3.1.1.4 If the amount is too large to be deducted from the staff members' pay, this could result in criminal proceedings.
        - 8.3.1.1.5 The cardholder will be liable for any debt recovery and/or legal fees incurred through the debt recovery process.
    - 8.3.2 Personal Transaction – incurring a personal transaction on your DEBASCA Corporate Card.
      - 8.3.2.1 Escalation process –

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## P-7.8 Corporate Card Policy

- 8.3.2.1.1 An email will be sent to the cardholder for response required within 5 working days.
- 8.3.2.1.2 If no response is received within 5 working days, the card is **suspended** by the Accounts Administrator and notification given to the Director and Committee Treasurer.
- 8.3.2.1.3 Pending a full investigation, the Corporate Card is immediately **revoked** if it is found personal transactions have been made on the Corporate Card, and the amount in question will be deducted from the cardholders next pay. There may be serious consequences for the staff member's employment.
- 8.3.2.1.4 If the amount is too large to be deducted from the staff member's pay, this could result in criminal proceedings.
- 8.3.2.1.5 The cardholder will be liable for any debt recovery and/or legal fees incurred through the debt recovery process.

### 9 Director's Responsibilities

#### 9.1 Reviewing and Approving Charges

- 9.1.1 The Director is responsible for reviewing card transactions and ensuring that an accurate description is recorded to each individual transaction and that it is indeed a work related expense

#### 9.2 Separation of Employment

- 9.2.1 When a staff member leaves DEBASCA the Director has a responsibility to collect the card and complete the Corporate Card section of 'DEBASCA Staff Exit Checklist'.
- 9.2.2 The card should be cancelled immediately. The Director should inform the Accounting Administrator to arrange this immediately.
- 9.2.3 Any non-business related expenses will be the sole liability of the individual, and if the cardholder fails to return the card and uses it after leaving the company, they may be subject to debt recovery and/or criminal proceedings.

### 10 Accounting Administrator's Responsibilities

- 10.1 The Accounting Administrator is responsible for reviewing all individual card transactions for staff members and ensuring correct allocation for expenses. All relevant support documentation must be attached to the expense report and processed into the accounting software.
- 10.2 Once reconciled in the accounting software, the reconciliation documentation is provided to the Treasurer for review.
- 10.3 Reporting & Audits: audits are performed to ensure the cardholder is in compliance with the policies and procedures. The DEBASCA Accounts Administrator will review all expenses and report any breaches to the Treasurer. Breaches of this policy are visible and will be actioned.

### 11 DEBASCA Corporate Card Reviews and Treasurer Responsibilities

- 11.1 Cardholder accounts are subject to regular reviews to ensure compliance with DEBASCA's overall policies and procedures. If review reveals a breach, the cardholder will be notified for explanation, resolution and training if required. The Director and Treasurer will be advised and subsequent action including suspension of Corporate Card is applicable.

#### 11.2 Example Policy Breaches:

- 11.2.1 Not submitting receipts with the expense report of personal expense reimbursement
- 11.2.2 Personal expenses on a Corporate Card
- 11.2.3 Excessive or inappropriate use of the Corporate Card
- 11.2.4 Any non-business related expenses

- 11.3 Expense reconciliation reporting will be provided to the Treasurer on a monthly basis. It is the

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## P-7.8 Corporate Card Policy

Treasurer's responsibility to review this report and ensure compliance with all relevant DEBASCA policies.

### 12 Loss or Damage of Card

12.1 The cardholder is responsible for reporting the card as lost or stolen as soon as they become aware. The cardholder must immediately cancel the card with the Commonwealth Bank. The cardholder is also required to advise the Accounts Administrator who will arrange the issuing of a new card with a different number.

**CBA Customer Service:** 13 2221 (24 hours a day)

### 13 Corporate Card Limits

13.1 An **agreed credit limit level** will be assigned when issuing a Corporate Card to a staff member. This amount will be decided by the Treasurer and Centre Director and subject to approval by the Management Committee.

### 14 Corporate Card Spending Approval

14.1 The table below indicates the approval needed for spending using the Corporate Card, or claiming out of pocket expenses. This is based on the reporting line to the Management Committee.

Persons	Amount	Approval Required by
Senior staff members (cardholders)	Up to \$100	N/A
	\$100-\$600	Director <i>This is for non-regular expenses. Regular and pre-costed expenses such as vacation care and weekly grocery shopping are an exception.</i>
Senior staff members and Director (cardholders)	\$600-\$2000	Committee Treasurer <i>For essential expenses such as building maintenance</i>
Director	Greater than \$2000	Management Committee

### 15 Explanation of Required Receipts and Tax Invoices

15.1 The receipt/tax invoice must state where the item was purchased and where possible, the suppliers ABN number

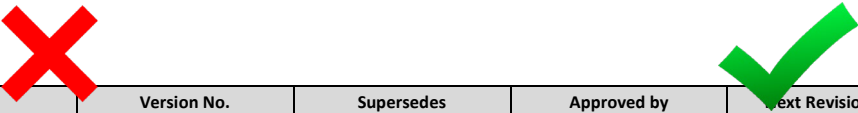
15.2 The receipt/tax invoice should be dated

15.3 Where possible, the tax invoice should have the recipient name (e.g.: DEBASCA)

15.4 Where possible, the tax invoice should have the quantity or volume purchased

15.5 The tax invoice must have the GST amount, or list 'no GST' if GST does not apply

15.6 The tax invoice should have a description of the items purchased



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## P-7.8 Corporate Card Policy

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Merchant 273
Address line 1
Address line 2

Tyro EFTPOS

Card: XXXXXXXXX2576(s)
Visa

Purchase      AUD      $102.11
-----
Total         AUD      $102.11

APPROVED W/ SIGNATURE      11

Visa Cardholder

Terminal ID: 8
Transaction Ref: 160647
Authorisation No: 467956
26 May 2011 at 03:39 PM

*****
  
```

**TAX INVOICE**

Supplier name: Tall Timber Pty Ltd  
 Supplier ABN: ABN: 123 456 789  
 Issue date: Date: 1 August 2000

To: Furniture Designs Pty  
 561 Baker Road  
 Johnstown

Qty	Description of supply	Amount	Total
11	200mm pre-cut pine	\$1000	\$1000
	GST	\$100	\$100
<b>TOTAL including GST</b>			<b>\$1100</b>

Must state 'Tax Invoice'

Recipient name and address

Amount excluding GST

GST amount

Description of supply

States that it includes GST

Amount payable including GST

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	-	Sep 2015
	1	Reformatted policy number A-17 to P-7.8	Oct 2016
	2	Updated to revised NQS	Aug 2018

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.8	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.9 Confidentiality of Records

### POLICY STATEMENT

We aim to ensure that all appropriate and required records are kept for the specified period of time. We will protect the privacy and confidentiality of all clients, staff and management of the service by ensuring that records and information are kept in a secure place and only disclosed to people who have a legal right to know.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

Education and Care Services National Law Act 2010	Regulations 55, 74, 87, 92, 125, 126, 145, 146, 147, 149, 150, 151, 158, 160, 161, 162, 167, 173, 177, 180, 181, 183, 184
National Quality Standard	Standard 7.1, 7.2
Child Care Subsidy	
Children and Young Persons (Care and Protection) Act 1998	
Children Legislation Amendment (Wood Inquiry Recommendations) Act 2009	
Privacy Act	

### DEFINITIONS

CCS	Child Care Subsidy
DEBASCA	Denistone East Before and After School Care Association

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

### PROCEDURE

- 1 The service will ensure that information kept in record under the National Regulations is not divulged or communicated, directly or indirectly, to another person other than:
  - 1.1 To the extent necessary for the education and care or medical treatment of the child (or staff member) to whom the information relates; or
  - 1.2 A parent of the child to whom the information relates, except in the case of information kept in a staff record; or
  - 1.3 The Regulatory Authority or an authorised officer; or
  - 1.4 As expressly authorised, permitted or required to be given by or under any Act or law; or
  - 1.5 With the written consent of the person who provided the information.
- 2 The service will ensure that records and documents are stored:
  - 2.1 In a safe and secure place; and
  - 2.2 For the following relevant periods:
    - 2.2.1 If the record relates to an incident, illness, injury or trauma suffered by a child while in the care of the service, until the child is aged 25 years;
    - 2.2.2 If the record related to an incident, illness, injury or trauma suffered by a child that may have been in the care of the service, until the child is aged 25 years;
    - 2.2.3 If the record relates to the death of a child while being cared for by the service or that may have occurred as a result of an incident while being cared, until the end of 7 years after the death;
    - 2.2.4 In the case of any other record relating to a child enrolled at the service, until the end of 3 years after the last date on which the child was educated and cared for by the service;
    - 2.2.5 If the record relates to the approved provider, until the end of 3 years after the last date on which the approved provider operated the service;

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## P-7.9 Confidentiality of Records

- 2.2.6 If the record relates to the nominated supervisor or staff member of the service, until the end of 3 years after the last date on which the nominated supervisor or staff member provided care on behalf of the service;
- 2.2.7 In case of any other record, until the end of 3 years after the date on which the record was made.
- 3 The service will ensure that if a service approval is transferred under the Law, the service will transfer the documents relating to children currently enrolled with the service to the receiving approved provider on the date that the transfer takes effect. The service will seek the consent of the parent of the child before transferring the documents.
- 4 **Prescribed documents to be kept by the service**  
The following documents are prescribed to be kept in relation to the operation of the service:
- 4.1 The documentation of child assessments or evaluations for delivery of the educational program as set out in regulation 74
  - 4.2 An incident, injury, trauma and illness record as set out in regulation 87
  - 4.3 Record of death of a child while being educated and cared for by the service
  - 4.4 A medication record as set out in regulation 92
  - 4.5 A staff record as set out in regulation 145
  - 4.6 A record of volunteers and students as set out in regulation 149
  - 4.7 The records of the responsible person at the service as set out in regulation 150
  - 4.8 A record of educators working directly with children as set out in regulation 151
  - 4.9 A children's attendance record as set out in regulation 158
  - 4.10 Child enrolment records as set out in regulation 160
  - 4.11 A record of the service's compliance with the Law as set out in regulation 167
  - 4.12 A record of certified supervisors placed in day to day charge of the service under section 162 of the Law
  - 4.13 Evidence of public liability insurance at the service
  - 4.14 A copy of the Law and Regulations accessible at all times for use by the nominated supervisor, staff members, volunteers, parents of children enrolled at the service and any person seeking to make use of the service
  - 4.15 Quality Improvement Plan
- 5 **In Relation to Fees:**
- 5.1 CCS records will be kept for a period of 3 years.
  - 5.2 Receipt documentation will be kept for a period of 7 years.
  - 5.3 Outstanding fee information (on computer with back up) indicating fees due, and any outstanding fees, along with procedures undertaken to retrieve outstanding fees.
  - 5.4 Accounting documents. All records relating to fees accounting and bank statements are to be kept for a period of 7 years.
  - 5.5 All documents relating to fee payment(s) and CCS will only be made available to the parent or approved persons enrolling the child, staff and authorised members of the Management Committee or Commonwealth Government officers.
- 6 **Accuracy of Records**  
The approved provider of the service must take reasonable steps to ensure the prescribed documents are accurate.
- 7 **Disposal of Records**  
Once records are no longer required to be kept, they will be destroyed securely using a shredding device or commercial provider.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	1	Reformatted policy number A-8 to P-7.9	Oct 2016
	2	Updated to revised NQS; updated to CCS	Aug 2018

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.9	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.10 Grievance Procedures

### POLICY STATEMENT

We aim to maintain a positive working environment for staff and for the committee. We will do this through addressing all work related problems, complaints or concerns as quickly and effectively as possible. The procedure encourages ownership of issues and participation in the resolution process. The highest standards of confidentiality will be practiced at all times.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

Relevant industrial agreements

Privacy conventions

National Regulations	168-172
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National Quality Standard	7.1, 7.2
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### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
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### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

## PROCEDURE

### 1 General Grievance Procedure

- 1.1 On commencement, all staff and management committee members will be given the guidelines for grievance procedure.
- 1.2 To facilitate communication between staff and management, the management committee will annually appoint one of its members as the Staff Liaison officer.
- 1.3 Staff and committee members will annually be offered the opportunity to participate in some form of conflict resolution training.
- 1.4 Regular meetings of staff and/or committee members provide regular opportunities to raise and discuss general issues or concerns about DEBASCA. All discussions will be conducted in a confidential manner and involve only relevant persons. Only when all parties agree there is a benefit should the discussion broaden to involve children and/or parents as appropriate.
- 1.5 Either party may withdraw their grievance at any time. However, where the grievance identifies other issues of concern, management may decide to investigate those other issues.

### 2 Informal Grievance Procedure

- 2.1 All persons involved in the grievance should attempt to resolve the issue through informal discussion and use of problem solving techniques.
- 2.2 Persons directly involved in a legitimate grievance process will be expected to continue to conduct themselves in and around DEBASCA in a professional manner.

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.10	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.10 Grievance Procedures

- 2.3 Malicious or vexatious claims will not be tolerated and will be the subject of disciplinary action where appropriate (refer to Discipline Policy).
- 2.4 Any problem, complaint or concern arising between staff or between committee members should be dealt with by the persons concerned as close to the event as possible in order to avoid an escalation of the issue.

### 3 Formal Grievance Procedure

- 3.1 Where the resolution of a grievance has not been satisfactorily achieved through the informal procedure, then a more formal approach should be taken.
- 3.2 If the grievance is between staff and informal grievance procedures have not been successful, the Director, or the Staff Liaison member of the Management Committee should now be briefed about the grievance and its current status.
- 3.3 If the grievance is between staff and a parent or committee member, and informal grievance procedures have not been successful, the Director and Senior Management Committee members should now be briefed. A decision will then be made as to whether the whole committee should be informed.
- 3.4 The Director or Management Committee will firstly investigate the grievance(s) as appropriate.
- 3.5 The investigation will involve:
  - 3.5.1 Interviews with both parties and/or witnesses.
  - 3.5.2 Assessment of relevant documentation e.g. job descriptions, policies etc.
  - 3.5.3 Preparation of a clear description of the issue.
  - 3.5.4 Arranging a formal meeting between parties.
  - 3.5.5 A meeting will be conducted by a neutral third person. This person will manage the conduct of the meeting, be impartial by having no input to the content of the meeting and will prepare a written record of the outcome(s) of the meeting.
  - 3.5.6 Where DEBASCA cannot identify a suitably impartial person, the management committee will agree to invite a qualified mediator to assist.
- 3.6 The meeting will:
  - 3.6.1 Identify the issue(s) of concern and persons who are involved.
  - 3.6.2 Arrange all parties to be involved and to put forward their views.
  - 3.6.3 Identify alternative solutions.
  - 3.6.4 Attempt to reach a mutually satisfactory resolution of the issue(s).
- 3.7 At formal grievance resolution meetings all parties are entitled to invite a support person to attend. This person does not provide input to the meeting, but may offer support and advice to their party during the meeting.
- 3.8 A confidential written record of the outcome of the meeting will be given to all participants who are to acknowledge their agreement by signing the record. A signed copy will be kept with staff files.
- 3.9 The neutral party will inform the management committee of the meeting's outcome(s).
- 3.10 Management will ensure that outcomes are included in job descriptions or centre policies as appropriate.
- 3.11 If one party remains dissatisfied with the meeting's outcome(s) then this should be put in writing to the management committee asking that the process be reviewed or stating that they intend to pursue the grievance further through other suitable avenues.
- 3.12 Where the issue of grievance is between management and staff and concerns standard of work performance or work practice, then the Discipline Policy will be followed.

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.10	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.10 Grievance Procedures

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CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	1	Reformatted policy number C-13 to P-7.10	Oct 2016
	2	Updated to revised NQS	Aug 2018

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.10	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.11 Disciplinary Action

### POLICY STATEMENT

We aim to provide a quality service as shown through the professional behaviour and standards of our staff. We will encourage staff to maintain good working relationships and have a commitment to maintaining a quality standard of work. Should staff fall below identified standards then we will address this in a swift and considerate manner.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

National Quality Standard	4.2; 7.1, 7.2
Relevant industrial agreements	
Fair Work Australia	
AFEI	

### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
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### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

## PROCEDURE

- 1 It is important that the staff are fully aware of their expectations as an employee of DEBASCA and that clear guidelines are given regarding staff duties, code of conduct and professionalism.
- 2 Management will ensure that all staff are given clear job descriptions and orientation into the position with opportunity to clarify any issues.
- 3 Staff are responsible to address any concerns and clarify any issues in the job description or expectations that they are unsure of.
- 4 Staff are encouraged to maintain good working relationships and have a commitment to maintaining a quality standard of work.
- 5 Staff will be given clear notification should their standard of work or conduct fall below what is expected and outlined in their job description.
- 6 Staff have the right to appeal against any allegation and the right to speak on their behalf or to have a union representative appear on their behalf.
- 7 The steps outlined below are to be followed in dealing with poor work performance or conduct. There may not be the need to go through all the steps when the issue is resolved, however, staff should be aware of the whole process.
- 8 **Should staff fall below clearly identified standards then the Director or Management committee will:**
  - 8.1 Step 1: Verbal Warning
    - 8.1.1 Give a verbal warning as soon as possible indicating the specific problem regarding the performance of their work or conduct. The issues must clearly relate to the job description.
    - 8.1.2 Indicate what should happen to improve the situation and how the staff member can improve their performance.

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## P-7.11 Disciplinary Action

- 8.1.3 Identify any support needed to assist the staff member to make the changes and take steps to implement these.
- 8.1.4 Indicate how the improvements will be measured, and when a review will take place. (1-4 weeks depending on the circumstances).
- 8.1.5 Give an opportunity for the staff member to respond to the concerns and seek union representation if required.
- 8.1.6 If this resolves the issue then there is no need to go any further.

### 8.2 Step 2: Written Notice

- 8.2.1 Where the problem continues to occur, the staff member will be given written notice of the complaints against them.
- 8.2.2 At this stage, a formal documented interview with management committee representatives will take place. The employee should attend and has the right to reply and discuss any complaints against them, or to be represented by a union member or other representative of their choice.
- 8.2.3 The staff member will be given at least 48 hours notice of the meeting.
- 8.2.4 Minutes will be taken of the meeting and copy put on the staff members file and given to the staff member. The staff member may attach a written reply to the minutes.
- 8.2.5 The aim of the meeting is to negotiate how the situation may be improved.
- 8.2.6 The staff member will again be given specific indication of where their performance standards are not being met, indicate where changes are required and ways of achieving these, and told the date of their next performance review.
- 8.2.7 The staff member will be granted another probationary period.
- 8.2.8 The staff member will be informed at this stage that termination will be considered if no changes occur.
- 8.2.9 If this resolves the issue then there is no need to go any further.

### 8.3 Step 3: Final Written Notice

- 8.3.1 If the problem still persists another meeting of the management committee should be called and the staff member given notice to attend.
- 8.3.2 The matter should be discussed as per the first meeting and further action considered.
- 8.3.3 At this stage the staff member will be given a "final written warning".
- 8.3.4 Again the staff member has the right of reply and can discuss the situation. They also have the right to have a union representative or person of their choice attend the meeting.
- 8.3.5 If this resolves the issue then there is no need to go any further.

### 8.4 Step 4: Termination of Employment

- 8.4.1 If the problem still continues after the verbal warning and two written notices, another special meeting of the management committee will be called and a decision made as to the employment of the staff member.
- 8.4.2 If the management believe that the staff member's performance is unlikely to improve then the staff member will be dismissed.
- 8.4.3 A written notice will be given indicating date of dismissal (1 week from notice) and reasons for dismissal.
- 8.4.4 The staff member may be paid out in lieu of such notice.

## 9 Procedure for Dealing with Serious Unacceptable Behaviour

### 9.1 Where a staff member in the workplace:

- 9.1.1 Intentionally endangers life
- 9.1.2 Is found stealing
- 9.1.3 Reports to work under the influence of drugs or alcohol
- 9.1.4 Inflicts or threatens physical or sexual abuse or harassment

### 9.2 The Director or Management Committee will suspend the employee without loss of pay pending an investigation.

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## P-7.11 Disciplinary Action

- 9.3 The investigation is to be completed within 72 hours and an interview date determined.
- 9.4 If the employee is a union member the union representative will be informed.
- 9.5 The interview is to be attended by the Director, a nominated representative of Management, the person reporting the unacceptable behaviour and the union representative if desired. The employee is to be advised formally of the findings of the investigation and the action being taken.
- 9.6 When immediate termination is required, a dismissal notice is prepared at the interview.
- 9.7 When continued employment is recommended a warning letter will be issued.
- 9.8 All the relevant records will be recorded on the employees file.
- 9.9 If the employee is vindicated of the accusation, all relevant formal documentation is to be removed from their file.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	1	Reformatted policy number C-14 to P-7.11	Oct 2016
	2	Updated to revised NQS	Aug 2018

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.11	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.12 Educational Leader

### POLICY STATEMENT

As an approved service we will have a suitable, qualified and experienced educational leader who will oversee the enrichment of other educators in the development and implementation of educational programs in the service.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

National Education and Care Services Regulations	Chapter 4, Part 4.4 Division 1 (educational leader)
NQF Newsletter	March 2013
Children's Services Central Newsletter	Autumn 2013
NQS Professional Learning Program	
ACECQA	2011, p. 85
National Quality Standard	4.1, 4.2; 7.1, 7.2

### DEFINITIONS

ACECQA	Australian Children's Education and Care Quality Authority
DEBASCA	Denistone East Before and After School Care Association
NQF	National Quality Framework
NQS	National Quality Standards

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

### PROCEDURE

- 1 It is important that the educational leader guide and mentor other educators in the planning, reflection and implementation of their practices within the service.
- 2 The approved provider/parent committee will, in writing designate who will be our educational leader.
- 3 The educational leader will, ideally be someone with qualifications and a knowledge of theories of learning and development.
- 4 The educational leader will be someone who has an interest in reading widely, self-development and sharing information with other educators.
- 5 The educational leader will have knowledge of current curriculum approaches and the strengths and weaknesses of each approach.
- 6 The educational leader will attend regular professional development training in order to keep up with and improve their skills in implementing NQF & NQS.
- 7 The educational leader will have knowledge of individual children and learning styles so that approaches can be differentiated to meet individual needs of children from a range of backgrounds and abilities.
- 8 The personal qualities of the educational leader will comprise of a willingness to listen, coach, mentor and reflect

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## P-7.12 Educational Leader

alongside other educators. This will enable all educators to effectively develop and implement the education program within the service.

- 9 The educational leader will strive to create an inspirational vision for children's learning, clearly motivate and connect with educators to work towards a shared goal for children in their learning.
- 10 Ultimately the role of the educational leader is to motivate other educators to achieve the very best learning outcomes for children.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	1	Reformatted policy number C-15 to P-7.13	Oct 2016
	2	Updated to revised NQS	Aug 2018

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.12	Aug 2018	2	1	Management Committee	Aug 2021



## P-7.13 Hours of Operation

### POLICY STATEMENT

We aim to meet the needs of the parents and carers in our local community who work, study or have other commitments, by operating for days and hours that allow them to reasonably get to and from work or place of study.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

National Quality Standard	6.1, 6.2; 7.1. 7.2
National Regulations	230 (Hours of Operation)
My Time, Our Place	Framework for School Age Care
Funding agreement	
P-2.28 Delivery and Collection of Children policy	

### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
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### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

### PROCEDURE

- DEBASCA will operate during NSW government school terms Monday to Friday, between the hours of:
  - 7.00am to 9.00am for before school care (Monday – Thursday)
  - 3.00pm to 6.00pm for after school care (Monday – Friday)
- Operation hours are determined by the DEBASCA Management Committee.
- DEBASCA will operate during NSW government school holidays Monday to Friday, between the hours of:
  - 7.00am to 6.00pm, or as determined by the DEBASCA Management Committee.
- DEBASCA will also open from 7.00am to 6.00pm on designated government school pupil free days, dependent on staff availability and adequate enrolment numbers.
- DEBASCA will be closed on designated public holidays and the period between the end of the school year/Christmas, and either the second or third week of January. This will be determined in advance by the Management Committee.
- All parents will be notified of days of closure through email notification or centre newsletter.
- All hours of operation will be posted on the door and given to parents in the Parent Handbook on the child's initial enrolment.
- No children are to be left unattended at DEBASCA outside these hours.
- Please refer to P-2.28 Delivery and Collection of Children policy for further information regarding these procedures.
- Opening hours will be reviewed annually to ensure that they meet the needs of the current parents, DEPS and the local community

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P-7.13	Aug 2018	3	2	Management Committee	Aug 2021



## P-7.13 Hours of Operation

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	v.1	Added National Regulations, My Time Our Place and A-6 policy to Associated Documents Amended section 5, 6 and 9	May 2015
	v.2	Reformatted policy number A-1 to P-7.14	Oct 2016
	v.3	Updated to revised NQS	Aug 2018

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.13	Aug 2018	3	2	Management Committee	Aug 2021



## P-7.14 Acceptance and Refusal of Authorisations

### POLICY STATEMENT

Under the Education and Care Services National Law and National Regulations, early childhood services are required to obtain written authorisation from parents/guardians for some circumstances, to ensure that the health, safety, wellbeing, and best interests of the child are met and upheld. An authorisation is given where a person who has legal responsibility for a child gives permission to another person to do something or to make a decision on that person's behalf. Authorisations are usually authenticated by a signature- either in written form or as an electronic signature. All authorisations and refusals are to be kept in the child's enrolment record.

We aim to protect the safety and wellbeing of children in our care, and acknowledge parent rights. We will ensure that parents have the right to give or refuse authorisations for their child for specified actions and directives; and to participate in various activities and experiences. We also reserve the right to refuse participation in a particular activity if we do not have what constitutes correct authorisation. This policy reinforces the importance of ensuring that staff at DEBASCA follow procedures so that all authorisations are documented in accordance with regulations.

### BACKGROUND

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place in relation to the acceptance and refusal of authorisations.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### LEGISLATIVE REQUIREMENTS

#### Education and Care Services National Regulations and Law

Reg 92	Medication record
Reg 93	Administration of medication
Reg 94	Exception to authorisation requirement- anaphylaxis or asthma emergency
Reg 96	Self-administration of medication
Reg 99	Children leaving the education and care service
Reg 102	Authorisation for excursions
Reg 102D	Authorisation for service to transport children
Reg 157	Access for parents
Reg 160	Child enrolment records to be kept by approved provider
Reg 161	Authorisation to be kept in enrolment record
Reg 168	Education and care services must have policies and procedures
Reg 170	Policies and procedures must be followed
Reg 171	Policies and procedures to be kept available
Reg 172	Notification of change to policies and procedures

### ASSOCIATED DOCUMENTS

National Quality Standard	2.2 Safety 2.2.1 Supervision 2.2.2 Incident & emergency management 2.2.3 Child protection
ACECQA Information Fact Sheets: <a href="https://www.acecqa.gov.au/sites/default/files/2021-08/AcceptanceRefusalAuthorisationsGuidelines.pdf">https://www.acecqa.gov.au/sites/default/files/2021-08/AcceptanceRefusalAuthorisationsGuidelines.pdf</a>	
<b>Related Policies:</b> Administration of Medication Policy Anaphylaxis Management Policy Asthma Management Policy Child Protection Policy Child Safe Environment Policy Cyber Safety Policy	Enrolment Policy Excursion Policy Governance Policy Incident, Injury, Trauma and Illness Policy Medical Conditions Policy Nutrition and Dietary Requirements Policy Orientation of Families Policy

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P-7.14	Jul 2023	4	3	Management Committee	Jul 2026



## P-7.14 Acceptance and Refusal of Authorisations

Delivery of Children to, and collection from Education and Care Service Premises Policy Emergency and Evacuation Procedures Policy	Safe Transportation Policy Sun Safety Policy Water Safety Policy
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### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
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### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.
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### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.
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## 1. IMPLEMENTATION

- 1.1. Our service will ensure we comply with the current *Education and Care Services National Regulations*, and have policies and procedures in place in relation to the acceptance and refusal of authorisations which require parent or guardian written authorisation to be provided in matters including:
  - 1.1.1. Administration of medication to children
  - 1.1.2. Self-administration of medication
  - 1.1.3. Administration of medical treatment, dental treatment, and general first aid treatment.
  - 1.1.4. Emergency Ambulance transportation
  - 1.1.5. Transportation- including regular outings and regular transportation
  - 1.1.6. Excursions
  - 1.1.7. Incursion attendance
  - 1.1.8. Taking of photographs by people other than educators
  - 1.1.9. Water based activities
  - 1.1.10. Enrolment of children, including providing details of persons nominated to authorise consent for medical treatment, to collect children from the service, or trips outside the service premises
  - 1.1.11. Children leaving the premises in the care of someone other than a parent or guardian
  - 1.1.12. Children having access to the internet and/or an email account

## 2. PROCEDURE

- 2.1. The service will seek written authorisations from the parent/guardian for actions such as administration of medication (including, if applicable, self-administration), consent to medical treatment of the child (including from a registered medical practitioner, hospital or ambulance service), transportation of the child by an ambulance service, collection of children, child leaving the service to attend an extra-curricular activity away from the service, excursions and providing access to personal records. This policy outlines what constitutes a correct authorisation and what does not, and may therefore result in refusal.

## 3. The Approved Provider/Nominated Supervisor will:

- 3.1. Ensure documentation relating to authorisation contains:
  - 3.1.1. The name of the child enrolled in the service
  - 3.1.2. The date
  - 3.1.3. Signature of the child's parent/guardian or nominated person who is on the enrolment form
  - 3.1.4. The approximate time the child will return to the service, if the child is leave the service to attend an extra-curricular activity
  - 3.1.5. The original form/letter/register provided by the service
- 3.2. Keep these authorisations in a secure location at the service
- 3.3. Obtain written authorisation if a person other than the parents/guardian or other nominated person must collect the child.
- 3.4. In certain circumstances, accept verbal authorisation. This would be relevant in situations where there has been an

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## P-7.14 Acceptance and Refusal of Authorisations

emergency and no one from the child's authorised list is able to collect the child. An email or text message is suitable as written authorisation.

- 3.5. Deem an authorisation as void, where an authorisation is not fully completed and signed by the parent/guardian. In such cases the parent/guardian is to be informed and advised to complete the form/letter as per policy requirements.
  - 3.6. Exercise the right to refuse if authorisations do not comply.
  - 3.7. Waive compliance where a child requires emergency medical treatment for conditions such as asthma and anaphylaxis. The service can administer medication without authorisation in these circumstances, provided they contact the parent or nominated person as soon as practicable after medication has been administered.
  - 3.8. Ensure that at the time of enrolment, parents/guardians have completed and signed the authorisations outlined in the enrolment form and supplied all relevant documentation supporting the authorisation.
- 4. Families will:**
- 4.1. read and comply with the policies and procedures of the OSHC Service
  - 4.2. complete and sign the authorised nominee section of their child's enrolment form before their child commences at the Service
  - 4.3. ensure that changes to nominated authorised persons are provided to the OSHC Service in a timely manner
  - 4.4. advise nominated authorised persons that they will require photo identification (such as a driver's licence) in order to collect their child from the OSHC Service
  - 4.5. sign and date permission forms for regular transportation and regular outings
  - 4.6. sign and date permission forms for excursions
  - 4.7. sign the attendance record as their child arrives and departs from the Service
  - 4.8. provide written authorisation on the *Administration of Medication Form* when their child requires medication to be administered by educators/staff, including signing and dating it for inclusion in the child's medication records
  - 4.9. provide a Medical Management Plan or Action Plan from their child's health practitioner regarding circumstances by which the child could self-administer their medication (e.g.: Asthma inhaler)
  - 4.10. be familiar with circumstances where authorisations may be refused/not applicable.
- 5. Continuous Improvement/Reflection**
- 5.1. This policy will be reviewed regularly in conjunction with children, families, staff, educators and management.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	Reformatted DEBASCA policies	Nov 2013
	1	Reformatted policy number A-4 to P-7.15	Oct 2016
	2	Updated to revised NQS	Aug 2018
	3	Updated to include details around extra-curricular activities	Aug 2020
	4	Policy Statement re-worded Added Background Added Legislative requirements and updated Regulations Added ACECQA information sheet to Associated Documents Added Related Policies Added Implementation Re-numbered Procedure Added clauses 4 and 5 Removed 2.9 from previous version as it is listed in Implementation.	Jul 2023

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P-7.14	Jul 2023	4	3	Management Committee	Jul 2026



## P-7.15 Payment of Fees and Provision of a Statement of Fees

### POLICY STATEMENT

We aim to have fees that are both reasonable and consider the required income to provide a quality service. Fee levels will be set by DEBASCA Management Committee fiscally on completion of the budget and according to the Centre's required income.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

Education and Care Services National Law Act 2010	Regulation 168 (2) (n)
National Quality Standard	Standard 7.1 Governance
DSS Child Care Service Handbook 2012-2013	Sections 8-15
Policy A3	Enrolment and Orientation
Privacy Act 1988	

### DEFINITIONS

CCS	Child Care Subsidy
CCSS	Child Care Subsidy System
DEBASCA	Denistone East Before and After School Care Association
DSS	Department of Social Services
FAO	Family Assistance Office
ESI	Electronic Sign In

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

## PROCEDURE

### 1 Setting Fees

- 1.1 Fees are to be set annually in July by the DEBASCA Management Committee, based on the annual budget and projections of expected expenditure required to run the service efficiently.
- 1.2 Fees may be reviewed in the interim based on attendance and the Centre's ability to meet running costs. Parents will be given at least 2 weeks' notice of changes to fees.
- 1.3 Fortnightly invoices (Statement of Fees) will be issued to each family electronically, through our payment partner, HubHello on the Monday of each odd week.
- 1.4 It is the parents'/guardians' responsibility to ensure that there are sufficient funds for fee transfer on the Wednesday of each odd week of the school term. Any fees incurred by DEBASCA due to insufficient funds will be charged to the account holder.

### 2 Fee Payment

- 2.1 Fees are to be paid in advance of your child's fortnightly attendance. Fees are processed on the Wednesday of the odd week of the school term. Vacation Care fees are payable by the advertised due date.
- 2.2 An invoice for the upcoming fortnight will be sent out electronically to all families once CCS and parent balance payment for the fortnight has been settled, including BASC Voucher credit.
- 2.3 If the term is made up of uneven weeks, the final three (3) weeks will be charged as final payment for the term.
- 2.4 Fees are payable by Direct Debit.

### 3 Penalties for Non-Payment

- 3.1 If the transaction for direct debit is declined and/or there are not sufficient funds for payment available, the parent/guardian will be issued an **Unpaid Fees Notice** and a payment due date, and the bank rejection fee on

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## P-7.15 Payment of Fees and Provision of a Statement of Fees

charge to their account. The parent/guardian must notify the Centre once the fees and levy have been deposited by **direct deposit** to the Centre's bank account.

- 3.2 If an Unpaid Fees Notice has been issued to a family more than twice a calendar year, an administration fee will be levied for each subsequent Unpaid Fees Notice at the Director's discretion.
- 3.3 If the parent/guardian fails to settle the unpaid fees by the payment due date, a **Second Notice** will be issued and a late fee applied to the account.
- 3.4 If the fees remain unpaid, a **Third Notice & Letter of Suspension** will be issued, and a second late fee applied to the account. The parent/guardian will be advised that their booking has been suspended and will only be reinstated once payment is settled and if applicable, new Direct Debit details submitted to the Centre. The parent/guardian should make alternative care arrangements for their child during suspension.
- 3.5 If the account is left unpaid after suspension, the Director will pass on the account to the Management Committee for further steps, which may include notification to credit agencies or referral to debt recovery agencies.
- 3.6 Parents/Guardians are encouraged to discuss any difficulties that they may have in paying fees with the Director.

### 4 Costs of Debt Recovery

- 4.1 The parent/guardian is liable for any recovery costs including administration fees, debt recovery fees, solicitor fees and disbursements incurred by the service, as a result of the parent/guardian's failure to pay the fees and charges for the service provided within the strict terms of payment specified upon enrolment.
- 4.2 The parent/guardian may also be charged an additional fee for interest at the statutory rate recoverable in the appropriate Court at the time prevailing. However, the costs incurred through Court action against the parent/guardian will be limited to the fees recoverable under the State Legislation for legal cost recovery.

### 5 Fee Calculation

- 5.1 Fees will be calculated on current booking and CCS percentage for approved families.
- 5.2 All records will be kept confidential and stored according to the Privacy Act. Parents/Guardians may access particulars of their fees by contacting the Centre office during business hours.

### 6 Parent Entitlements for CCS

- 6.1 It is the responsibility of the parent/guardian to register for CCS. Information and forms can be accessed from the Family Assistance Office (through Centrelink) or families can call direct on 136 150.
- 6.2 With regards to the Government's CCSS, families will receive a CCS fee reduction only if they have registered with Centrelink, are eligible for CCS, have a formal enrolment at the Centre and the Centre has received confirmation from the Government pertaining to the percentage of CCS they are eligible for. If parents are not eligible for CCS, full fees must be paid.
- 6.3 In accordance with DSS requirements, any child who does not attend their last booked day of care will not be entitled to CCS for those days of care.

### 7 Allowable Absences

- 7.1 Each family registered with the FAO is eligible for a minimum of 42 allowable absences each financial year. Due to COVID-19, the government have made provisions in 2021/2022 and 2022/2023 for a child to be eligible for 52 allowable absences. When a child is absent due to illness and a doctor's certificate is provided by the end of that week, this absence does not come off the child's allowable absences.
- 7.2 Once a child has exceeded the allowable allowances, parents are required to pay full fees for any sessions they are absent thereafter.
- 7.3 All documentation pertaining to CCS will be kept for the specified time in line with DSS requirements and the Education and Care Services Act. These documents will be made available to the Commonwealth Departmental Officers on request.

### 8 Late Collection Fees

- 8.1 Any parent who collects their child after 6pm will be charged a late fee as set by the DEBASCA Management Committee. A late pick-up sheet is an additional requirement to the ESI roll at 6pm and late parents/authorised persons are required to sign out on this sheet. There will be no waiver to this fee.
- 8.2 Parents must advise DEBASCA if they are running late in collecting their child. Regardless of notification, the late fee will still be charged.

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- 8.3 If a parent continues to collect their child after 6pm, the Director will issue a warning letter and suitable pick-up arrangements should be made so that the child can be collected on time. If this is not adhered to, the child's place at the Centre may be cancelled.

### 9 Non-Notification Fee

- 9.1 If a child is not to be present at any session, whether it is a casual or permanent booking, parents must let the Centre know to avoid unnecessary confusion and concern. This is also in line with DSS requirements for CCS. The roll is checked each session to make sure all children are accounted for and present.
- 9.2 A non-notification fee is charged if the parent/guardian has not contacted the Centre about a child's absence, and the Centre has then had to contact the parent/guardian.

### 10 Late Booking Fees for Vacation Care

- 10.1 Late bookings fees for vacation care apply, with details available on the vacation care portal of the website.

### 11 Fees Payable on Industrial Action Days (Strike Days)

- 11.1 If the service remains in operation (that is, open for before school care and after school care), normal session fees for permanent bookings apply.
- 11.2 Any cancellation of casual bookings must be made with normal notice period-

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## P-7.15 Payment of Fees and Provision of a Statement of Fees

CHANGE HISTORY	Version	Amendment Details	Date Amended
	NEW	Reformatted DEBASCA policies	Nov 2013
	1	Added Policy A3 to Associated Documents and Hubworks to Definitions.	Nov 2013
	2	Changed DEEWR to DSS Added 6.4	Oct 2015
	3	Reformatted policy number A-5 to P-7.16	Oct 2016
	4	Removed Hubworks, clarified penalties and processes for non-payment, added late booking fees for vacation care, changed Policy Area 7 descriptor according to the latest National Quality Standard	Apr 2018
	5	Included admin fees to be levied at the Director's discretion in 3.2 & 10.1. Reworded 3.5.	Jun 2018
	6	Minor re-wording of policy statement Minor re-wording 1.1-1.4 Edit 2.1 and 2.2 to reflect current practice Edit 5.1 to reflect practice Edit 7.1-7.2 to include and reflect COVID-19 CCS provisions Re-wording of 8.1 to reflect current practice Remove clause 10 Added clause 11	Nov 2022

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## P-7.16 Cessation of Care

### POLICY STATEMENT

To enable DEBASCA to fill positions and maintain utilisation, families are required to provide written notice when withdrawing their child from our service and ceasing care.  
We aim to ensure families gain a clear understanding of our requirements when withdrawing their child and ceasing care.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

Education and Care Services National Regulations	168	Education and care services must have policies and procedures
Child Care Service Handbook 2017-2018		Cessation of Care
National Quality Standard	7.1 Governance	

### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
Cessation of Care Notice	Written notification of the intention to permanently cease enrolment of a child from the Service

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

## PROCEDURE

### 1 A Nominated Supervisor / Responsible Person will:

- 1.1 Ensure families are made aware through the Family Handbook about the Service requirements (below) should they wish to withdraw their child from the Service and cease care.

### 2 Service requirements:

- 2.1 Families are required to provide management with **2 weeks written notice** (Withdrawal Notice) when withdrawing their child from the Service.
- 2.2 The notice must state the date they are writing the withdrawal notice and the child's last day of attendance.
- 2.3 Withdrawal Notice can be emailed or handed to management.
- 2.4 This Withdrawal Notice will be placed into the child's file and archived once they have left the Service.
- 2.5 Management will add an end date into the Service software program to ensure compliance with Centrelink.
- 2.6 Families must ensure the account is paid prior to final attendance.
- 2.7 If payment has not been received the debt recovery process is to start immediately.
- 2.8 **CCS will not be paid for absence/s on the last day or any consecutive days prior to the last day.** If the child does not attend during their 2 weeks of notice, CCS will not be paid after their last day of physical attendance and full fees will be applicable. (This is a policy of the Family Assistance Office in relation to Child Care Subsidy.)
- 2.9 CCS will not be paid if the child's last day is an absence day. If the child does not attend during their 2 weeks of notice, CCS will not be paid after their last day of attendance and full fees will be applicable. (This is a policy of the Family Assistance Office in relation to Child Care Subsidy.)

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## P-7.16 Cessation of Care

2.10 Should a family fail to give due notice for withdrawing a child, a \$30 administration fee will be levied at the Director's discretion should a waiver of the notice period is granted.

### 3. Continuing Enrolment for the New Year

- 3.1 Prior to the end of each year, families will be required to re-enrol their child/children for the following year.
- 3.2 Families permanently ceasing their child's enrolment from the service must give a Withdrawal Notice.
- 3.3 All families with children going to high school the following year must give a Withdrawal Notice unless 3.4 applies.
- 3.4 Families with children going to high school the following year will be required to complete the re-enrolment form if they require our services in the new year until the school year starts. Thereafter, a Withdrawal Notice must be submitted.
- 3.5 Families eligible for government assistance are responsible for ensuring that all information requested by Centrelink is provided to them.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	New policy P-7.17	May 2018
	v.1	Added 2.9 re: \$30 admin fee, changed wording for 2.8	May 2018
	v.2	Renamed Policy from <b>Withdrawal of a Child</b> to <b>Cessation of Care</b> Minor rewording of policy statement Minor rewording of 1.1	July 2021

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P-7.16	July 2021	2	1	Management Committee	July 2024



## P-7.17 Photograph, Social Media and Use of Devices

### POLICY STATEMENT

We recognise the benefits and challenges, of using photographs, social media and devices in the childcare setting. This policy has been developed to provide employees, families, volunteers and students with standards of use as they engage in conversations or interactions using photographs, devices and social media for official, professional and personal use (outside of the service). This policy provides processes to ensure that our Service remains open and welcoming for children, families, and staff, and recognises the importance of approaching social media/device usage with caution, through careful and systematic management.

Children have the right to be protected from the misuse of photographic and video images whilst at DEBASCA. We aim to take reasonable steps to ensure that our service, children, educators or families are not compromised on any form of social networking or related website, and that the use of devices and image recording equipment is carefully managed. In the same way that organisation policies include dress policies, security, and behaviour policies for the safety of staff and children, so too does an organisation require social media policies.

This policy relates to accessing and using social networking platforms and applications on any device such as desktop computers, mobile telephones and tablets. It applies to all forms of social media including (but not limited to): • Social networking sites e.g. Facebook, Twitter, and LinkedIn. • Image sharing sites e.g. Instagram, Snapchat • Video hosting sites e.g. YouTube and Vimeo. • Community blogs e.g. Tumblr and Medium. • Discussion sites e.g. Reddit and Quora.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

National Law	Education and Care Services National Law Act 2010 Child Protection Act 1998
Education and Care Services National Regulations	181–184 Confidentiality and storage of records 727 Confidentiality of records kept by approved provider 84 Awareness of child protection law
National Quality Standard	2.2 Safety 4.2 Professionalism 5.1 Relationships between educators and children 6.1 Supportive relationships with families 7.1 Governance 7.1.1 A statement of philosophy guides all aspects of the service's operations. 7.1.2 Management Systems are in place to manage risk and enable the effective management and operation of a quality service. 7.1.3 Roles and responsibilities are clearly defined and understood and support effective decision making and operation of the service. 7.2 Effective leadership builds and promotes a positive organisational culture and professional learning community.
DEBASCA Policy Manual	1.3 Television, Films, Music, Electronia Devices, Electronica Games & the Internet 4.14 Mobile phones
Other sources	Australian Government Office of the eSafety commission <a href="http://www.esafety.gov.au/early-years">www.esafety.gov.au/early-years</a> eSafety Early Years Online safety for under 5's <a href="https://www.esafety.gov.au/sites/default/files/2020-02/Early-years-booklet.pdf">https://www.esafety.gov.au/sites/default/files/2020-02/Early-years-booklet.pdf</a> eSafety Early Years Checklist <a href="https://www.esafety.gov.au/educators/esafety-early-years-program-for-educators/checklist">https://www.esafety.gov.au/educators/esafety-early-years-program-for-educators/checklist</a> Dictionary by Merriam-Webster: <a href="https://www.merriam-webster.com/">https://www.merriam-webster.com/</a> Early Childhood Australia Code of Ethics. (2016). Privacy Act 1988. Privacy and Personal Information Protection Act 1998.

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## P-7.17 Photograph, Social Media and Use of Devices

DEFINITIONS	
DEBASCA	Denistone East Before and After School Care Association
Social networking sites	<p>Web-based services that allow individuals to (1) construct a public or semi-public profile within a bounded system, (2) articulate a list of other users with whom they share a connection, and (3) view and traverse their list of connections and those made by others within the system. The nature and nomenclature of these connections may vary from site to site.</p> <p>Social media is defined as “forms of electronic communication (such as websites for social networking and microblogging) through which users create online communities to share information, ideas, personal messages, and other content (such as videos)” (Merriam-Webster dictionary).</p>

RESPONSIBILITIES
Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

TRAINING REQUIREMENTS
Personnel having responsibilities under this procedure will be appropriately trained.

### Examples of problematic use

1. A staff member took ‘selfies’ while at work during their break. The photos were automatically viewable on Instagram. Clearly visible in the background were children attending the service. Some of the children’s parents had signed declarations that they did not wish images of their children to be accessible to persons inside or outside of the service.
2. A staff member is on excursion at a scenic spot, takes a photo of the scenery and posts on Instagram “My office for the day” and their location has been uploaded on social media.

### PROCEDURE

#### 1 A Nominated Supervisor / Responsible Person will:

- 1.1 Provide opportunity at enrolment for guardians of children attending the service to OPT OUT in giving permission for photos/videos to be taken of their child and displayed.
- 1.2 The child shall have the final say as to whether they wish any particular image to be used.
- 1.3 Be the only person who can add or amend information on the service’s social media sites without seeking prior approval.
- 1.4 Be the only person who can provide permission to other staff to add or amend information on the service’s social media sites.
- 1.5 Be the only person to make the decision to, when necessary, approve the use of devices by staff and students on placement.
- 1.6 Ensure that individuals visiting the service are not permitted to take photographs of the children without permission.

#### 2 All staff will:

- 2.1 Not carry or use any personal devices during sessions with the children, unless approved otherwise by the Responsible Person.
- 2.2 Not access social networking sites while at work unless with the express permission of a supervisor.
- 2.3 Not post any information about the Service, children or families on personal social media accounts, nor should any photos taken at the service or on an excursion be put on a personal social networking website. If a staff member puts photos of a child or children enrolled at the service on a social networking website, families will immediately be contacted. If possible, the social networking website will be contacted to delete the photos. The staff member will face an inquiry into their actions and possibly face termination of employment.
- 2.4 Not add DEBASCA children as a contact to their personal social media sites. Staff should not add DEBASCA

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parents to personal social media sites also, unless there is a pre-existing relationship. This should be disclosed to Management at the time of employment.

- 2.5 Not post offensive or derogatory comments or information that could bring the staff members' professional standing, or that of the Service into disrepute.
- 2.6 Be aware that social networking websites are not a private means of communication but can be accessed by the public. Staff are not to share private information about the service, families or other staff on social networking websites. By doing so, this may contravene the Service policies and Code of Conduct, and may be considered a breach of the Commonwealth's Privacy Act 1988 and Privacy and Personal Information Protection Act 1998. A staff member found doing so will face an inquiry into the situation by Management and any involved party. Depending on the severity of the situation, the staff member may face termination of employment.
- 2.7 Not engage in any harassment and/or bullying. Should a staff member engage in harassment of any kind on a social networking site, such as, but not limited to, sexual or verbal harassment, staff will face an inquiry into their actions and depending on the severity of the situation, may face termination of employment.
- 2.8 Should a parent/guardian vilify or harass a staff member and/or any other families via a social networking website, Management will conduct an inquiry into their actions and depending on the severity of the situation, may face exclusion from the service.

- 3 This policy will comply with state and national laws regarding social networking websites. Should a staff member and/or member of the service break the law on a social networking website, such as, but not limited to, defamation, the service will contact the police and other relevant authorities.

### 4 Service Social Media Use – e.g.: DEBASCA Family Facebook Group

- 4.1 The intent for service social media use, e.g.: DEBASCA Family Facebook group or Instagram account will be to:
  - 4.1.1 keep families in touch with what's happening at the Service, including upcoming and special events
  - 4.1.2 connect with other parents and share thoughts about programs, policies, and procedures
  - 4.1.3 provide research-based information on common child rearing issues and an opportunity for families to share thoughts/feedback/discussion
  - 4.1.4 provide appropriate educational information to families e.g.: information about health and wellbeing
  - 4.1.5 NOTE: The Service Facebook account must not be used for personal comments or discussions.

### 5 DEBASCA Family Facebook Group

- 5.1 DEBASCA Family Facebook group will be a privately run group, managed by senior staff and Management
- 5.2 The group will be closed and private. Members will only be added via request and approved by group moderators. Membership will only be given to parents/guardian of children at the service.
- 5.3 At no times should an educator or Management Committee member post any photos that show children's faces or identify them in any way.
- 5.4 We aim to have a safe, respectful, and private space with our families where we can further promote and encourage a stronger sense of community interaction. Any comments that breach this will be deleted and the family member may be removed and blocked from the group if any further action is needed
- 5.5 We will engage the Management Committee to help monitor and moderate the group
- 5.6 At no point shall an employee of DEBASCA or the Management Committee enter a heated discussion online with any stakeholder. Topics of religion and politics should be avoided, unless it is in celebration of all the diverse cultures that make up our community.
- 5.7 Staff should refrain from commenting on the DEBASCA Family Facebook page from their personal accounts if they are replying to a post, or answering a specific question. Senior staff will organise an appropriate way to facilitate replies, e.g.: using a DEBASCA Facebook account for admin/moderators.
- 5.8 The Facebook group will be managed according to the guidelines and rules of Facebook. Our Service will remain up to date with any changes to Facebook ensuring privacy settings remain up to date.
- 5.9 Admin/moderators will add specific group rules and guidelines to the group that families and all stakeholders must abide by before joining.

#### 5.10A Nominated Supervisor / Responsible Person will:

- 5.10.1 ensure personal information about families, children and staff is not posted online
- 5.10.2 ensure the highest level of privacy settings are established and maintained on the account
- 5.10.3 ensure all passwords are kept confidential

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- 5.10.4 log out of Facebook when not in use and prior to leaving the Service
- 5.10.5 regularly scan online content related to the Service to ensure appropriateness.
- 5.10.6 adhere to our *Grievance Policy* and procedures to investigate any occurrences where a person working at the Service may:
  - 5.10.6.1** post photos or information of the Service or children
  - 5.10.6.2** defame, harass, or bully any other person who works at the Service or is connected to the Service.
- 5.10.7 ensure that any staff or educator found guilty of any Facebook misconduct (on both the Service Facebook page and any private page) is aware that this may result in termination of employment.
- 5.10.8 Families will be removed from the Facebook Group once they have left the service.

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	New policy P-7.18	Sep 2018
	1	Added wording to Policy Statement Additional Regulations to Regulations references Additional Elements to National Quality Standards references Remove 1.5 Minor amendment to 2.4 Added 2.5 Minor amendment to 2.6 Minor amendment to 2.8 Added sections 4 and 5	Dec 2021

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P-7.17	Dec 2021	1	New	Management Committee	Dec 2024





## P-7.18 Privacy and Confidentiality Policy

### POLICY STATEMENT

The right to confidentiality and privacy of the child and the family is outlined in the National Education and Care Regulations. We will respect the privacy of children and their parents and educators, while ensuring that they access to high quality before and after school care and education in our Service.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

Education and Care Services National Regulations	168 Education and care services must have policies and procedures 181 Confidentiality of records kept by approved provider 181-184 Confidentiality and storage of records
Privacy Act 1988	Notifiable Data Breaches Scheme Australian Privacy Principles (APPs) Office of the Australian Information Commission – Australian Privacy Principles <a href="https://www.oaic.gov.au/agencies-and-organisations/app-guidelines/">https://www.oaic.gov.au/agencies-and-organisations/app-guidelines/</a> <a href="https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles">https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles</a>
National Quality Standard (NQS)	7.1 Governance 7.2 Leadership

### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
NDBS	Notifiable Data Breaches Scheme
APP	Australian Privacy Principles

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

## BACKGROUND

DEBASCA is required to comply with Australian privacy law which includes the Privacy Act 1988 (the Act) which was amended in February 2017, with the changes due to take effect on February 22<sup>nd</sup> 2018. The new law introduces a Notifiable Data Breaches (NDB) scheme that requires Early Childhood Services, Family Day Care Services and Out of School Hours Care Services to provide notice to the Office of the Australian Information Commissioner (formerly known as the Privacy Commissioner) and affected individuals of any data breaches that are “likely” to result in “serious harm.”

Businesses that suspect an eligible data breach may have occurred, must undertake a reasonable and expeditious assessment to determine if the data breach is likely to result in serious harm to any individual affected. A failure to notify that is found to constitute a serious interference with privacy under the Privacy Act may result in a fine of up to \$360,000 for individuals or \$1.8 million for organisations.

In order to comply with the Privacy Act, services are required to follow the Australian Privacy Principles (APPs), which are contained in Schedule 1 of the Privacy Act 1988 (Privacy Act).

In particular, the principles cover how personal information can be used and disclosed (including overseas), keeping personal information secure, and the open and transparent management of personal information including having a privacy policy.

The principles cover:

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P-7.18	Aug 2018	NEW	NA	Management Committee	Aug 2021



## P-7.18 Privacy and Confidentiality Policy

- the open and transparent management of personal information including having a privacy policy
- an individual having the option of transacting anonymously or using a pseudonym where practicable
- the collection of solicited personal information and receipt of unsolicited personal information including giving notice about collection
- how personal information can be used and disclosed (including overseas)
- maintaining the quality of personal information
- keeping personal information secure
- right for individuals to access and correct their personal information

The APPs place more stringent obligations on APP entities when they handle 'sensitive information'. Sensitive information is a type of personal information and includes information about an individual's:

- health (including predictive genetic information)
- racial or ethnic origin
- political opinions
- membership of a political association, professional or trade association or trade union
- religious beliefs or affiliations
- philosophical beliefs
- sexual orientation or practices
- criminal record
- biometric information that is to be used for certain purposes
- biometric templates.

### Australian Privacy Principles (APPs)

#### APP 1 – Open and transparent management of personal information

Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

#### APP 2 – Anonymity and Pseudonymity

Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply

#### APP 3 – Collection of solicited personal information

Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

#### APP 4 – Dealing with unsolicited personal information

Outlines how APP entities must deal with unsolicited personal information.

#### APP 5 – Notification of the collection of personal information

Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

#### APP 6 – Use or disclosure of personal information

Outlines the circumstances in which an APP entity may use or disclose personal information that it holds

#### APP 7 – Direct marketing

An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

#### APP 8 – Cross-order disclosure of personal information

Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas

#### APP 9 – Adoption, use or disclosure of government related identifiers

Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier, or use or disclose a government related identifier of an individual.

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P-7.18	Aug 2018	NEW	NA	Management Committee	Aug 2021



## P-7.18 Privacy and Confidentiality Policy

### APP 10 – Quality of personal information

An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

### APP 11 – Security of personal information

An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

### APP 12 – Access to personal information

Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

### APP 13 – Correction of personal information

Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals

## PROCEDURE

### 1 Management will:

- 1.1 Provide Staff and Educators with relevant changes
- 1.2 Make sure all relevant staff understand the requirements under Australia's privacy law
- 1.3 Keep up to date with the Australian Privacy Principles (this may include delegating a staff member to oversee all privacy-related activities to ensure compliance).
- 1.4 Ensure personal information is protected in accordance with our obligations under the Privacy Act 1988 and Privacy amendments (Enhancing Privacy Protection) Act 2012
- 1.5 Ensure all records and documents are maintained and stored in accordance with Education and Care Service National Regulations
- 1.6 Ensure the service acts in accordance with the requirements of the Privacy Principles and Privacy Act 1988 by developing, reviewing and implementing procedures and practices that identify
  - the name and contact details of the service;
  - what information the service collects and the source of information
  - why the information is collected;
  - who will have access to the information
  - Collection, storage, use, disclosure and disposal of personal information collected by the service
  - any law that requires the particular information to be collected;
  - adequate and appropriate storage for personal information collected by the service
  - protection of personal information from unauthorised access
- 1.7 Ensure the appropriate use of images of children
- 1.8 Ensure all employees, students volunteers and families are provided with a copy of this policy
- 1.9 Deal with privacy complaints promptly and in a consistent manner, following the Service's Grievance Procedures. Where the aggrieved person is dissatisfied after going through the grievance process
- 1.10 Ensure families only have access to the files and records of their own children
- 1.11 Ensure information given to Educators will be treated with respect and in a professional manner
- 1.12 Children and staff files are stored in a locked and secure cabinet
- 1.13 Ensure Information relating to staff employment will remain confidential to the people directly involved with making personnel decisions.
- 1.14 Information shared with us by the family will be treated as confidential unless told otherwise.

### 2 Nominated Supervisors will:

- 2.1 Adhere to centre policies and procedures, supporting management

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P-7.18	Aug 2018	NEW	NA	Management Committee	Aug 2021



## P-7.18 Privacy and Confidentiality Policy

- 2.2 Ensure educators, staff, volunteers and families are aware of the privacy and confidentiality policy
- 2.3 Ensure the service obtains consent from parents and/or guardian of children who will be photographed or videoed by the service
- 2.4 Ensure families only have access to the files and records of their own children
- 2.5 Information given to Educators will be treated with respect and in a professional manner
- 2.6 Ensure only necessary information regarding the children's day to day health and wellbeing is given to non-primary contact educators – for example food allergies
- 2.7 Will not discuss individual children with people other than the family of that child, except for the purposes of curriculum planning or group management. Communication in other settings must be approved by the family beforehand.
- 2.8 Information shared with us by the family will be treated as confidential unless told otherwise.

### 3 Responsible Persons and Staff will:

- 3.1 Read and adhere to the privacy and confidentiality policy at all times
- 3.2 Ensure recording information and photographs of children are kept secure and may be requires at any time by the child's parents or guardian
- 3.3 Ensure families only have access to the files and records of their own children
- 3.4 Treat private and confidential information with respect in a professional manner
- 3.5 Will not discuss individual children with people other than the family of that child, except for the purposes of curriculum planning or group management. Communication in other settings must be approved by the family beforehand.
- 3.6 Information shared with us by the family will be treated as confidential unless told otherwise.
- 3.7 Maintain individual and Service information and store documentation according to this policy at all times.
- 3.8 Not to share information about the individual or service, management information, or other staff as per legislative authority.

### Personal information our service may request in regards to children:

- Parent contact details
- Emergency contact details and persons authorised to collect individual children
- Children's health requirements
- Immunisation records
- Developmental records and summaries
- External agency information
- Custodial arrangements
- Incident reports
- Medication reports
- Child care benefit and child care rebate information
- Medical records
- Permission forms

### Personal information our service may request in regards to staff

- Personal details
- Tax information
- Working contract
- Emergency contact details
- Medical details
- Immunisation details
- Working with children check
- Qualifications
- Medical history
- Resume
- Superannuation details
- Child Protection qualifications
- First Aid, Asthma and Anaphylaxis certificates

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P-7.18	Aug 2018	NEW	NA	Management Committee	Aug 2021



## P-7.18 Privacy and Confidentiality Policy

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	New policy P-7.19 To comply with changes to the Australian Privacy Act 1988, including the replacement of the National Privacy principles with the Australian Privacy Principles. In line with revised National Quality Standard.	Aug 2018

Ref. No.	Issued	Version No.	Supersedes	Approved by	Next Revision Due
P-7.18	Aug 2018	NEW	NA	Management Committee	Aug 2021



## P-7.19 COVID-19 Management Policy

### POLICY STATEMENT

#### BACKGROUND

COVID-19 is a new strain of coronavirus that was originally identified in Wuhan, Hubei Province, China in December 2019. The World Health Organization (WHO), has declared the COVID-19 outbreak as a 'pandemic' – a Public Health Emergency of International Concern (effective 11 March 2020). This is mainly due to the speed and scale of transmission of the virus in countries around the world, including Australia.

COVID-19 is transmitted from someone who is infected with the virus to others in close contact through contaminated droplets spread by coughing or sneezing or by contact with contaminated hands or surfaces. According to Department of Health, the time of exposure to the virus and when symptoms first occur is anywhere from 2-14 days.

Symptoms can range from a mild illness, similar to a cold or flu, to pneumonia-like symptoms.

People with COVID-19 may experience:

- fever
- flu-like symptoms such as coughing, sore throat and fatigue
- shortness of breath

The Australian Government is continually updating the current status of COVID-19 including health recommendations, travel restrictions, and a vast collection of resources and information to help people make informed decisions. As information is changing rapidly, our service is monitoring health alerts and implementing measures advised by the Department of Health to minimise the transmission of COVID-19.

The service has a range of comprehensive policies in place to guide best practice in relation to health and safety, dealing with infectious diseases and maintaining a child safe environment. Our duty of care and responsibilities to children, parents, families and all staff to provide a safe environment is of utmost importance.

The evolving nature of COVID-19 and the unprecedented steps required to protect our community as recommended by the Australian Government, has resulted in the development of a specific policy to guide our service in maintaining best practice during this pandemic.

This policy will change as required to ensure that protective measures against COVID-19 as advised by the Government, are implemented by the service.

DEBASCA will comply with government restrictions as applicable.

### SCOPE

This policy applies to all DEBASCA stakeholders, children, families, staff, management, and visitors of the service.

### ASSOCIATED DOCUMENTS

Education and Care Services National Regulations	77 Health, hygiene and food practices
	85 Incident, injury, trauma and illness policies and procedures
	86 Notification to parents of incident, injury, trauma and illness
	87 Incident, injury, trauma and illness record
	88 Infectious diseases
	90 Medical conditions policy
	93 Administration of medication
	162 Health information to be kept in enrolment record
	168 Education and care service must have policies and procedures

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National Quality Standard (NQS)	2.1.1 Wellbeing 7.1 Governance 7.2 Leadership
DEBASCA Policies	Control of Infectious Diseases Policy Hygiene Policy – Handwashing Immunisation Policy Incident, Illness, Accident & Trauma Policy Interactions with Children, Families and Staff Policy Medical Conditions Policy Payment of Fees Policy Physical Environment Policy Privacy & Confidentiality Policy Communication Policy Illness Policy Work Health and Safety Policy
NSW Department of Education	<a href="https://education.nsw.gov.au/early-childhood-education/coronavirus">https://education.nsw.gov.au/early-childhood-education/coronavirus</a>
Australian Health Protection Principal Committee (AHPPC) coronavirus (COVID-19) statement on 3 April 2020	<a href="https://www.health.gov.au/news/australian-health-protection-principal-committee-ahppc-coronavirus-covid-19-statement-on-3-april-2020">https://www.health.gov.au/news/australian-health-protection-principal-committee-ahppc-coronavirus-covid-19-statement-on-3-april-2020</a>
Environmental cleaning and disinfection principles for COVID-19	<a href="https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf">https://www.health.gov.au/sites/default/files/documents/2020/03/environmental-cleaning-and-disinfection-principles-for-covid-19.pdf</a>
SafeWork Australia	<a href="https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/early-childhood-education/about-covid-19?tab=tab-toc-employer">https://www.safeworkaustralia.gov.au/covid-19-information-workplaces/industry-information/early-childhood-education/about-covid-19?tab=tab-toc-employer</a>
NSW Government	Restrictions & Rules for Greater Sydney to protect community from COVID-19.
NSW Health	<a href="https://www.health.nsw.gov.au/Infectious/covid-19/Pages/screening-procedure-nsw-health-facilities.aspx">https://www.health.nsw.gov.au/Infectious/covid-19/Pages/screening-procedure-nsw-health-facilities.aspx</a>

### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
Pandemic	Public Health Emergency of International Concern. It is the worldwide spread of a new disease

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

### PURPOSE

The service will minimise our staff and children's exposure to COVID-19 by adhering to recommended guidelines from the Australian Government- Department of Health, NSW Government and local Public Health Units to slow the spread of the virus. We will implement practices that help to reduce the transmission of the virus including

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the exclusion of any person (child, educator, staff, parent, visitor or volunteer) that is suspected or has tested positive to having COVID-19. Our Service will implement effective hygiene practices as per our existing policies and procedures and increase the frequency of cleaning and disinfecting high touch areas as per SafeWork Australia recommendations.

The service will provide up-to-date information and advice to parents, families and educators sourced from the Australian Government, Department of Health and state Ministry of Health about COVID-19 as it becomes available. Recommendations and health measures mandated by the Federal Government Department of Health will be strictly adhered to at all times.

As recommend by the NSW government, our service has a COVID-19 Safety Plan in place and a copy is available on our premises at all times. We are a COVID Safe business and are registered with NSW government.

### IMPLEMENTATION

The service is committed to minimise the spread of the COVID-19 virus by implementing recommendations provided by the Australian Government- Department of Health and Safe Work Australia.

The service implements procedures as stated in the *Staying Healthy: Preventing Infectious Diseases in Early Childhood Education and Care Services (Fifth Edition)* developed by the Australian Government National Health and Medical Research Council as part of our day-to-day operation of the Service.

We are guided by explicit decisions regarding exclusion periods and notification of any infectious disease by the Australian Government- Department of Health and local Public Health Units in our jurisdiction under the Public Health Act. COVID-19 is a notifiable condition in all states and territories of Australia.

In the event of any child, educator, staff member or visitor attending the service who is suspected or confirmed to have the infection, the Approved Provider will contact their Public Health Unit and the Regulatory Authority.

The Public Health Unit may contact the Approved Provider in the event of any child, educator, staff member or visitor who has attended our Service, and has tested positive to COVID-19. Contact tracing will be conducted by the PHU and further advice provided.

National Coronavirus (COVID-19) Health Information Line
<b>1800 020 080</b> Call 131 450 for translating and interpreting service
Health Direct <b>1800 022 222</b>
<a href="#"><u>Public Health Unit- Local state and territory health departments</u></a>

### PROCEDURE

#### Minimising the transmission of COVID-19 – Risk Management

1. Under the NSW Public Health Act, Early Childhood Education and Care Services are exempt for mandatory electronic check in for customers/parents. ECEC services are required to collect information on all parents and visitors to the service as part of their compliance with National Regulations and to assist with contract tracing if necessary by Public Health Units.
2. The service has effective and systematic risk management processes in place to identify any possible risks and hazards to our learning environment and practices related to COVID-19. Where possible, we have

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eliminated or minimised these risks as is reasonably practicable.

3. Control measures are reviewed in consultation with staff members. Due to the constant changes in managing the service during the pandemic, our approach to risk management is ongoing and fluid.
4. Under the NSW Public Health Act, Early Childhood Education and Care Services are exempt for mandatory electronic check in for customers/parents. ECEC services are required to collect information on all parents and visitors to the service as part of their compliance with National Regulations and to assist with contact tracing if necessary by Public Health Units.
5. Effective 6 April 2020 the [Australian Health Protection Principal Committee](#) made recommendations to the general public to help manage the spread of COVID-19. These measures include implementing good hygiene, self-isolation and social distancing.
6. Amendments to this statement have been updated regularly and include recommendations for risk mitigation measures such as:
  - a. exclusion of unwell staff, children and visitors
  - b. reducing mixing of children by separating cohorts
  - c. enhanced personal hygiene for children, staff and parents
  - d. full adherence to the NHMRC childcare cleaning guidelines and cleaning and disinfecting high touch surfaces at least twice daily, washing and laundering play items and toys
  - e. discouraging excursions to local parks, public playgrounds and
  - f. recommending influenza vaccination for children, staff and parents.
7. Parents of children with a current Asthma Action Plan are advised to update this if needed in consultation with their child's health care professional. Updated plans should be provided to management for distribution to relevant staff members. (Asthma Australia).
8. Staff with compromised immune systems are also requested to seek medical advice whilst working in early education and care during the pandemic. . The AHPPC reiterates the need to practise physical distancing, practise good cough and hygiene and consider downloading the COVIDSafe app.

### [\(AHPPC Statement 6 July 2020\)](#)

9. Relevant staff have completed Australian Government [COVID-19 infection control training](#).

### Immunisation

10. Whilst we wait for the vaccination for COVID-19, we strongly recommend that all staff, children and families receive the seasonal influenza vaccination.
11. To support our educators in their health and wellbeing, the service will cover the out of pocket cost of the influenza vaccine (for those educator's ineligible for free vaccination).

### Temperature Check

12. Children will have their temperature checked upon arrival to the service in the morning for before school care. Parents must wait until their child's temperature has been checked and cleared.
13. Children will have their temperature checked in the afternoon if they are appearing unwell and/or disclose they are unwell.
14. Temperature checks will be conducted with a non-contact forehead thermometer, then double checked with an ear thermometer.
15. Any child or staff with a temperature reading of above 37.5 degrees Celsius (forehead temperature) or 38 degrees Celsius (in-ear thermometer) will be excluded from the service and advised to seek medical advice. The child/staff may return to care once medical clearance has been obtained.
16. The process of temperature screening will remain under review as the pandemic continues, and as the community enters different stages of restrictions.
17. Staff will conduct temperature screening as efficiently and discreetly as possible. At all times, confidentiality will be maintained.
18. When children & staff appear unwell, their temperature will be taken. If their temperature is high,

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parents will be contacted, and they will be sent home and requested to get a COVID test, and to only return once cleared result and have recovered from their illness.

### Hygiene practices

19. The service will display signs and posters to remind employees and visitors of the risks of COVID-19 and the measures that are necessary to stop its spread including hand washing and hand rub procedures and information about COVID-19. Such as: Coronavirus (COVID-19)- Help stop the spread- resource for early childhood education and care providers and services
20. These measures will also be communicated to families through email, newsletters and other communication methods, where applicable.
21. Alcohol-based hand sanitiser will be kept available for adults to use. Children will be encouraged to wash their hands with soap or use sanitiser under supervision.
22. The service will always have in supply disposable paper towels and tissues, as well as bins for disposing used items, available in several locations. Signage will be displayed encouraging proper disposal.
23. Information provided to families may include:
  - a. symptoms of COVID-19
  - b. transmission of the virus
  - c. self-isolation and exclusion
  - d. prevention strategies- including hand hygiene and self-isolation
  - e. contact details for health assistance
  - f. updated information about temporary changes to Payment of Fees policy
  - g. CCS & ACCS information
  - h. Public Health Orders (if required)
  - i. Wearing of face covering (if required)

The Approved Provider, Nominated Supervisor, Educators, Staff, families, & visitors will comply with the following:

### Exclusion/ Self-isolation/ Self-quarantine

24. Our Service has an obligation to ensure the health and safety of employees, children and visitors in our workplace, so far as reasonably practicable. We may therefore collect information from visitors about their potential exposure to COVID-19 in order to identify, assess and control risks of infection in line with Department of Health guidelines. Information collected will only be viewed by senior staff members and will be stored securely. To comply with privacy laws, personal information will only be disclosed on a 'need to know' basis to the Public Health Unit to prevent and manage COVID-19 if required. (ACTU Privacy at work)
25. Any person visiting our Service needs to check in with our QR code. Trades staff & incursion providers need to also sign our service Visitor Log. Parents signing children in & out do not need to use the QR code.
26. Effective 28 March 2020, **any person** entering Australia from any destination will be required to undertake 14-day quarantine at designated facilities (Australian Government)
27. Travellers from New Zealand are able to enter Australia quarantine-free under certain criteria (14.12.20)
28. Parents to agree to have their child's temperature taken by a staff member prior to entry to the Service (this is NOT mandatory in any state/territory)
29. Parents agree to have their child excluded if their child's temperature is equal to or above 37.5°C and recommended to get tested for Covid-19.
30. Any person who has been in close contact with someone who has a positive diagnosis must self-isolate for 14 days and follow the instructions of your state/territory Health department and authorised contact tracers. (see: [Quarantine for coronavirus \(COVID-19\)](#))
31. Household members of a person who has a confirmed case (including children) of COVID-19 must also be isolated from the childcare Service and general public and follow instructions by Public Health.
32. The Public Health Unit will provide further information on a case-by-case basis as to the length and place of isolation (see: [COVID-19 self-isolation](#)).

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33. In the event of a staff member, parent, child or visitor being diagnosed with COVID-19 the Public Health Unit will conduct contact tracing and provide further advice to our Service as required.
34. Any person (employee, enrolled child, parent, caregiver, visitor or contractor) who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath, should be tested either by visiting a free COVID-19 respiratory clinic to arrange a test for COVID-19 and not attend our Service **under any circumstance until they receive a negative test result.**

### Implement Effective Hygiene Measures

35. The national campaign *Help Stop The Spread and Stay Healthy*, launched by the Australian Government has emphasised that effective handwashing is a vital strategy to help reduce the spread of the COVID-19 virus. Handwashing with soap and water for at least 20 seconds whenever you cough, sneeze or blow your nose, prepare food or eat, touch your face or use the toilet is recommended.
36. The service will adhere to National Regulation requirements and Government guidelines to ensure all educators, children, families and visitors to the service implement best practice, to help slow the spread of coronavirus during the pandemic.
37. The service will ensure:
  - a. all employees, parents, children and visitors must wash their hands with soap and water or use the alcohol-based hand sanitiser provided upon arrival to the Service.
  - b. after washing, hands must be thoroughly dried using disposal paper and disposed of in the bin provided.
  - c. a workplace attendance register is maintained for all staff, parents, visitors at all times (including contact phone numbers).
  - d. disposable tissues must be used to wipe noses, eyes or mouths and disposed of in the bin provided immediately after use.
  - e. hands must be washed following the use of tissues.
  - f. hands must be washed thoroughly using soap and water before and after using the toilet.
  - g. cough and sneeze etiquette must be used- cover your cough and sneeze with your hand or elbow.
  - h. educators and staff must adhere to our *Handwashing Policy* at all times.
  - i. children are supervised when washing hands, where possible.
38. Educators and staff must adhere to effective food preparation and food handling procedures.
39. Educators will wash their hands or use alcohol based sanitiser, before wearing gloves and wash their hands after wearing gloves.
40. Educators and staff must adhere to our *Health and Safety Policy* for cleaning and disinfecting surfaces and equipment (such as toys, puzzles, outdoor toys, bedding, playdough etc) as per *Staying healthy: Preventing infectious diseases in early childhood education and care services* recommendations.
41. Staff will maintain a cleaning register of all surfaces and equipment conducted.
42. Equipment, resources and surfaces including high-touch surfaces- taps, door handles, light switches, and toys will be cleaned and disinfected more frequently as per Environmental Cleaning and Disinfection Principles for COVID-19.
43. Washroom facilities for employees have adequate supplies of soap, toilet paper and alcohol-based sanitiser.

NOTE: According to the World Health Organization, COVID-19 may survive on surfaces for a few hours or up to several days. (March 14 2020)

### Social/Physical distancing in childcare

44. Social or physical distancing is important because COVID-19 is most likely spread from person-to-person through close contact with a person while they are infectious, close contact with a person with a confirmed infection who coughs or sneezes or from touching objects or surfaces (such as door handles or tables) contaminated from a cough or sneeze from a person with a confirmed infection and then touching

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- your nose or mouth. (source: Australian Government Department of Health. Coronavirus disease)
45. Social or physical distancing in early childhood education and care is not feasible for educators to perform their job, however we will implement measures to minimise the risk of exposure as reasonably practicable. Guidelines have been developed according to Safe Work Australia- Early childhood education and care workers: Minimising the risk of exposure to COVID-19.
  46. Early Childhood Education and Care services are not subject to restrictions on how many people (adults or children) can be on the premises at one time. Our Service will encourage educators to apply physical distancing measures where possible and not gather in groups or encourage groups of parents to congregate. (SafeWork NSW, AHPPC)
  47. To reduce the spread of COVID-19 parents are reminded of the following:
    - a. if your child is sick, do not send them to the service
    - b. sanitise your hands at regular intervals throughout the day
    - c. avoid physical contact with other people who may be sick- such as older people and people with existing health conditions
    - d. clean and disinfect high touch surfaces regularly (door handles, car seats, mobile phone, toys)
    - e. promote strictest hygiene measures when preparing food at home
  48. To minimise the risk of exposure to COVID-19 the service will:
    - a. undertake a risk assessment to identify potential risks and mitigate with consideration risks to children and staff
    - b. revisit the risk assessment whenever new risks or potential risks are identified and adjust our management plan
    - c. restrict the number of visitors to the service (including students, delivery of goods)
    - d. restrict the number of parents/carers visiting the service and/or coming into the service – check in with NSW QR code, then able to enter playground & bag area. Inside our service by appointment.
    - e. Sign at the front entry indicating a 1.5 metre social distancing for parents/families to use.
    - f. Where possible, outdoor play will be promoted within the service to provide children with additional personal space.
    - g. Large groups will be monitored to provide flexible learning to ensure groups are smaller in both the indoor and outdoor environment.
    - h. Ensure good ventilation within the service.
    - i. staff should serve children food and avoid children to self-serve from a shared plate.
    - j. Contact parents of children who have chronic medical conditions or immunosuppression as they may be at an increased risk of disease and require additional support/care.
    - k. Conduct COVID-safe risk assessments for any group outings to public places (excursions to local shops, schools, libraries).
    - l. Conduct COVID-safe risk assessments for any large group celebrations and abide by your state/territory restrictions for groups size, square metre allowance and other measures.
    - m. Communicate with parents and families the risk mitigation strategies to be adhered to during any group celebrations.

### Suspected cases of COVID-19 at our Service

49. As per our *Illness Policy* we reserve the right to refuse a child into care if they:
  - a. have a contagious illness or infectious disease
  - b. have been in close contact with someone who has a positive confirmed case of COVID-19
  - c. are unwell and unable to participate in normal activities or require additional attention
  - d. have had a temperature/fever, or vomiting in the last 24 hours
  - e. have had diarrhoea in the last 48 hours
  - f. have been given medication for a temperature prior to arriving at the Service. Children should not attend the service if they have been administered fever reducing medication in the 12 hours prior

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to presenting at the service. If they have been administered paracetamol/other fever reducing medication, the child must be kept at home.

- g. have started a course of anti-biotics in the last 24 hours

50. If your child becomes ill whilst at the service, educators/staff will respond to their individual symptoms of illness and provide comfort and care.

51. Educators will take your child's temperature. If the temperature is above 37.5°C you will be contacted immediately and required to collect your child within 30 minutes (as soon as possible). If you are unable to collect your child, an emergency contact person will be contacted, and they must collect your child within 30 minutes. [ NSW Health recommends anyone with a temperature above 37.5°C or reports any symptoms, should be tested for COVID-19 and self-isolate until they receive their results December 2020]

Coronavirus Disease 2019 (COVID-19) CDNA National Guidelines for Public Health Units

<https://www1.health.gov.au/internet/main/publishing.nsf/Content/cdna-song-novel-coronavirus.htm>

52. Educators will attempt to lower your child's temperature by:

- a. removing excessive clothing (shoes, socks, jumpers)
- b. encourage your child to take small sips of water
- c. move your child to a quiet area where they can rest whilst being supervised
- d. administer children's Panadol if parent/guardian gives permission
- e. cool the child with ice packs under arm pits if necessary

53. Educators will wear disposable gloves and a face mask to avoid possible contamination.

54. All items touched by the child, will be cleaned & disinfected to avoid possible cross contamination.

55. Educators will keep accurate records of the child's temperature, time taken, time parent/s were contacted, staff member's name and time of collection.

56. All information will be recorded in our *Incident, Illness, Accident and Trauma* Record. Parents will be required to sign this record upon collection of their child.

57. Parents are reminded to ensure their contact details are current and emergency contact details are updated if required.

58. The service also reserves the right to prevent employees, parents, family members or visitors to enter our premises if the Approved Provider or Nominated Supervisor suspects instances of COVID-19.

### Notification

59. The Approved Provider or Nominated Supervisor is mandated by law to notify the Public Health Unit or Health Information hotline on 1800 020 080 of any confirmed or suspected cases of COVID-19. In addition, the Approved Provider must also notify the Regulatory Authority in their state or territory within 24 hours.

60. Management reserves the right to request employees to self-isolate if they suspect they have come into contact with someone who has a confirmed COVID-19 infection.

61. At all times, privacy laws must be adhered to and information about individuals must not be shared without permission.

62. Service also to notify SafeWork NSW on ph:13 10 50.

### Talking to children about COVID-19

63. As per our *Relationships & Interactions with Children Policy*, our service is committed to maintaining positive interactions and relationships with children and their families. Information provided to children about COVID-19 will be age appropriate and sensitive to their emotional wellbeing. Educators will both acknowledge children's concerns and be open to discussions about COVID-19.

64. Educators will inform children about the virus and emphasise preventative measures such as handwashing, use of tissues, cough and sneeze techniques and limiting touching other children's faces.

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65. Posters to demonstrate correct handwashing methods will be referred to and educators will model techniques.
66. Children's emotional wellbeing will be closely monitored by all educators and staff and any concerns communicated with parents and families. Children's questions will be respected and supported.
67. Staff will be supported in professional learning to help children deal with trauma related to COVID-19 through resources, webinars and online modules. (Emerging Minds, beYou)
68. In the event of the service being closed as a precaution to limit the spread of the virus, information will be provided to parents/families to help explain the situation to young children.

### Communicating with families

69. Our Service will establish continue regular communication channels with families and share information about COVID-19 as required.
70. Due to the fluid nature of COVID-19 and the necessity of self-isolation for some staff members, our Service will endeavour to inform parents and families of any staff changes on a daily basis.
71. Staff who have approved leave will be replaced with casual staff and families will be informed as per our usual practices to ensure continuity of care where possible.
72. As restrictions continue to be lifted across all states and territories, our risk mitigation measures may also be eased. Any changes to our current organisational plans will be communicated clearly with families.

### Caring for our community

73. We understand that the outbreak of COVID-19 and the constant amount of information received through the media may be very stressful to young children and parents. The anxiety about this virus may be overwhelming and cause fear and anxiety to some people, especially children.
74. Our service is committed to continue to provide quality education and care to all children and support families responsibly during this unprecedented challenge with the COVID-19 outbreak.
75. Knowing how to look after yourself and others is especially important during this crisis.
76. We will promote a safe and supportive environment by:
  - a. reassuring children they are safe
  - b. acknowledging and listening to children's questions
  - c. promoting and implementing hygiene routines for handwashing and cough and sneezing
  - d. keeping regular and familiar routines within our service
  - e. ensuring children eat well throughout the day
  - f. engaging children in play, games and other physical activities
  - g. being alert to children's level of anxiety and provide quiet and relaxing activities
  - h. ensuring children are provided with rest and sleep when needed
  - i. providing information to families and support services as required
77. Australian Government Department Health – Head to Health website provides support for children & families during Covid-19. Website: [headtohealth.gov.au/covid-19-support/covid-19-support](https://headtohealth.gov.au/covid-19-support/covid-19-support).

CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	New policy P-7.19	May 2020
	1	Reviewed & updated. Referred to Child Care Centre Desktop resources.	March 2021

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## P-7.20 COVID-19 Enrolment & Fees Policy

### POLICY STATEMENT

This policy is valid from 6<sup>th</sup> April 2020 to such time as the Government declares an end to the **Early Childhood and Education and Care Relief Package (ECECRP)**. It aims to provide procedures which guide best practice in ensuring families, children and staff at the service are best supported during the COVID-19 pandemic and the changes it brings. Due to rapidly changing developments within this period of Pandemic, this policy is subject to change in line with Government changes and directives.

### SCOPE

This policy applies to all DEBASCA stakeholders.

### ASSOCIATED DOCUMENTS

Education and Care Services National Regulations	Reg 86 Notification to parents of incident Reg 88 Infectious diseases Reg 168 Policies and procedures
National Quality Standard (NQS)	2.1.1 2.1.2 2.2 7.1.2
DEBASCA Policies and Plans	P7.19 COVID-19 Management Policy DEBASCA COVID-19 Risk Assessment P7.15 Payment of Fees Policy
NSW Department of Health	<a href="https://www.nsw.gov.au/covid-19">https://www.nsw.gov.au/covid-19</a>
Department of Education (DOE)	<a href="https://www.education.gov.au/covid-19/childcare">https://www.education.gov.au/covid-19/childcare</a>

### DEFINITIONS

DEBASCA	Denistone East Before and After School Care Association
ECECRP	Early Childhood Education and Care Relief Package
Pandemic	A pandemic is the worldwide spread of a new disease
CCS	Child Care Subsidy

### RESPONSIBILITIES

Responsibility for implementation of this policy lies with the Director or other authorised representative approved by the Director and the Management Committee.

### TRAINING REQUIREMENTS

Personnel having responsibilities under this procedure will be appropriately trained.

## PROCEDURE

### The Early Childhood Education and Care Relief Package (ECECRP) provisions

1. The Early Childhood Education and Care Relief Package (ECECRP) is a payment to support childcare services (including Centre Based Day Care, Family Day Care, Outside School Hours Care and In-Home Care) to remain open. Due to the impact of COVID-19, the early childhood education and care sector has reported significant decreases in attendance and enrolments. These payments ensure services can remain open, and families who need it can access care.
2. Under the ECECRP, the Government provides weekly payments, equivalent to approximately 50 per cent of services' fee revenue or 50 per cent of the existing hourly rate cap, whichever is lower, for sessions of care in

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## P-7.20 COVID-19 Enrolment & Fees Policy

the fortnight preceding 2 March 2020 (i.e. Monday 17 February 2020 through to 28 February 2020).

3. The ECECRP is effective from the week beginning 6 April 2020. It replaces the Child Care Subsidy and the Additional Child Care Subsidy. This is effective until the week ending 28 June 2020 (unless advised otherwise).
4. The provisions under the ECECRP include:
  - 4.1. No childcare fees will be charged to families during the time that the ECECRP is in effect
  - 4.2. If a service provided consumable items such as meals, nappies or art supplies before the introduction of the ECECRP then the service must continue to offer these services and families will not be charged extra for these items. Hence, DEBASCA will continue to provide meals and art supplies at no extra cost.
  - 4.3. If administrative fees (e.g.: late pick up fees) were charged before the introduction of the scheme, these can continue however, the fees cannot be increased, and no extra fees can be introduced. Hence, DEBASCA will continue to charge administrative fees as per our existing Fee Schedule.
5. Normal charging of fees and fee policy will resume at the cessation of the ECECRP scheme.

### Enrolment of Children

6. In accordance with Government regulations, care is prioritised to:
  - 6.1. children of essential workers,
  - 6.2. vulnerable and disadvantaged children and
  - 6.3. previously enrolled children.
7. When determining priority, proof of employment may be required.
8. Any permanent bookings existing prior to 6<sup>th</sup> April 2020 will be held, unless cancelled in writing by the family.
9. Any additional bookings (e.g.: additional sessions to an already existing enrolment) will be assessed on a case by case basis, as necessary.
10. Any new enrolments will be assessed on a case by case basis, as necessary.
11. During the pandemic, our regular staff to child ratios will be maintained; however, attendances will be determined by the space available at the service, taking into account physical distancing measures (refer to Pandemic – Covid-19 Risk Assessment) as well as available staffing and other operation costs.
12. The service reserves the right to limit the number of enrolled children during the Pandemic in order to comply with recommended physical distancing measures as well as available staffing and other operation costs.
13. Careful consideration of all aspects of service provision as well as risk management procedures will be undertaken in order to determine the maximum amount of care the service can provide to families, as well as ensuring priority for essential workers and vulnerable children. The safety of the service will not be compromised.
14. All fees owing up until Friday 3 April 2020 must be paid in full. DEBASCA reserves the right to refuse care if fees from that period are not paid. Debt collecting agencies may be contracted to recover owing fees.

### Additional Child Care Subsidy

15. If a family's current ACCS (Wellbeing) determination continues past the end of the above package period, they will return to ACCS (Wellbeing) entitlement. If however, this determination expires during the period,

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our service will need to apply for a continued determination to ensure ACCS (Wellbeing) continues to be in effect once the ECECRP ceases.

### Attendance and absences from childcare

16. In accordance with ECECRP requirements, attendance information of children who attend our service will be recorded each day. This will be included in the statement provided to families.
17. Families must inform the service of any attendance changes, otherwise a non-notification fee may apply as per our existing Fee Schedule.
18. As per changes in Government provisions, families have access to 62 allowable absences in the 2019-2020 financial year, rather than the 42 allowable absence days without the need for families to provide documentation such as a medical certificate.
19. Absences will not be counted during the ECECRP period. If there is cessation of care during the period of time ECECRP is in effect, and the child is absent on the last day of enrolment, any CCS received by the service will not be recovered.
20. If a child presents to the service unwell (runny nose, cough, fever sore throat, shortness of breath, headache, lethargy or any other cold/flu symptoms) they must remain at home. This is essential in protecting the health and wellbeing of all children and staff at the service. DEBASCA reserves the right to send children home if they present unwell at the service.
21. Children should not attend the service if they have been administered Panadol or other fever reducing medication in the 12 hours prior to presenting at the service. If they have been administered Panadol/other fever reducing medication, the child must be kept at home.
22. Families have an obligation to the service and other users of the service to ensure they are self-isolating and/or following social isolation guidelines as much as possible to reduce the likelihood of infection and spread of COVID-19 to staff and families at the service.

### Closure of the Service

23. The service will remain open unless the service has been advised to close by relevant state and territory governments or the Regulatory Authority. This may be due to a confirmed case of COVID-19 in our service community.
24. Should this occur, all families will be notified immediately via email and/or Skoolbag post.
25. The Approved Provider will notify the [Regulatory Authority](#) within 24 hours of any closure via the [NQA IT System](#)
26. The service will still receive ECECRP payment in the event of a forced closure.
27. Services must stay open, with at least one active enrolment, to receive payment.
28. If the service decides to close, and it has not been directed to do so for a valid health and safety reasons, no payment will be payable.

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CHANGE HISTORY	Version	Amendment Details	Date Amended
	New	New policy	May 2020
	1	Updated DESE to DOE	Mar 2023

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