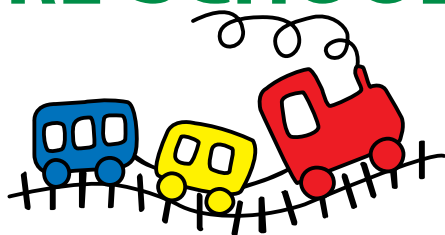


# CANTERBURY AND DISTRICT PRE-SCHOOL



# PARENT POLICY HANDBOOK 2022

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## Introduction

Welcome to Canterbury and District Pre-School, we hope you and your child have an enjoyable year. Please do not hesitate to contact the teachers or committee of management at any time, if you have any questions or concerns throughout the year.

Canterbury and District Pre-school was established in 1962 and is a community-based kindergarten. We provide both three and four-year-old kindergarten programs with an extended care program available on Thursday's to compliment the 3-year-old session.

This parent policy handbook is designed to give an overview of the policies and procedures at Canterbury and District Pre-School. The policies in this booklet have been developed co-operatively between the kindergarten educators, Management Committee, and families to ensure that the kindergarten's philosophy is reflected in the day to day operations, whilst ensuring the kindergarten meets all Government legislative requirements.

A complete copy of all Canterbury and District Pre-school Policies are available at the centre, located near the children's attendance book. Copies are also available from the Policy Officer who can be contacted at [committee@canterburykinder.org.au](mailto:committee@canterburykinder.org.au) or [policy@canterburykinder.org.au](mailto:policy@canterburykinder.org.au)

**Please ensure that you read and sign the authorisation attached to the Enrolment form in relation to these policies**

### **Contact Details:**

Canterbury and District Pre-School  
26 Guildford Rd  
Surrey Hills, 3127  
PH: 8840 7949  
WEB: [www.canterburykinder.org.au](http://www.canterburykinder.org.au)

### **EMAILS:**

4-year-old Teachers: [teachers@canterburykinder.org.au](mailto:teachers@canterburykinder.org.au)  
3-year-old Teachers: [3yearoldteacher@canterburykinder.org.au](mailto:3yearoldteacher@canterburykinder.org.au)  
Committee: [committee@canterburykinder.org.au](mailto:committee@canterburykinder.org.au)  
Enrolments: [enrolment@canterburykinder.org.au](mailto:enrolment@canterburykinder.org.au)

**These policies are in the Policy and Procedure Manual located at  
Canterbury and District Pre-School**

1. Acceptance and Refusal of Authorisations Policy
2. Administration of First Aid Policy
3. Administration of Medication Policy
4. Anaphylaxis Policy
5. Asthma Policy
6. Child Safe Environment Policy
7. Child Safe Code of Conduct- Staff Policy
8. Code of Conduct
9. Complaints and Grievance Policy
10. Curriculum Development Policy
11. Delivery and Collection of Children Policy
12. Dealing with infectious diseases policy
13. Dealing with medical conditions policy
14. Determining responsible person policy
15. Diabetes policy
16. Emergency and Evacuation Policy
17. Enrolment and orientation policy
18. Environmental and Sustainability Policy
19. Epilepsy Policy
20. Epidemic –Pandemic Policy
21. Equal Opportunity Policy
22. Excursions and Service Events Policy
23. Fees policy
24. Food Safety Policy
25. Governance and Management of the Service Policy
26. Hygiene policy
27. Incident, Injury, Trauma and Illness Policy
28. Inclusion and Equity Policy
29. Interactions with children policy
30. Information and Communication Technology (ICT) Policy
31. Non-smoking Policy
32. Nutrition, Oral Health and Active Play Policy
33. Occupational Health and Safety Policy
34. Participation of Volunteers and Students Policy
35. Prevention of harassment and bully Policy
36. Privacy and Confidentiality Policy
37. Relaxation and Sleep Policy
38. Road Safety and Safe Transport Policy
39. Staffing Policy
40. Sun Protection Policy
41. Staff Grievance Policy
42. Water Safety Policy

## Philosophy

**Our place:** Canterbury and District Pre-school has a long-standing place of over 50 years in the Community. We cater to our families and the community by offering both 3 and 4-year-old programs.

- We are a family centred practice, who welcome input and participation of families. We create a warm and stimulating environment catering to each individual and their family's needs.

**Our beliefs:** we support the Victorian Early Years Learning and Development Framework. (VEYLDF)

- We offer a play based educational program that is developmentally and age appropriate. This is partnered with intentional teaching.
- It is child directed and therefore meets every child's needs, strengths and interests
- We value the needs of "the whole" child, incorporating their learning through the following areas: Identity, Wellbeing, Learning, Communication and Community.
- We recognise families as the child's first educators, and work collaboratively with families to develop a mutually beneficial relationship with open communication and trust
- Children belong first to a family, a cultural group, a neighbourhood and a wider Community

**Our commitments:** we are committed to providing:

- A sense of belonging
- A fun, nurturing, inviting and safe learning environment.
- To encourage children to be effective communicators
- To respect all children, their individuality, families, cultures, and beliefs
- To provide open ended experiences to promote self-directed learning as individuals, and also in small and large groups.
- To promote awareness of the environment, both natural and man made

## Child Safe Statement of Commitment

Canterbury and District Pre School (CDPS) is committed to the safety and wellbeing of all children and has a zero tolerance for child abuse. This is the primary focus of our care and decision making.

We are committed to providing a child safe environment where children are safe, feel safe and where their voices are heard. Our service recognises that underpinning all of the child safe standards is the belief that championing strong leadership, the creation of a culture where shared values and practices are embedded across our service, and strong governance are paramount to best practice.

In our planning, decision making and operations we will implement and monitor the Child Safe Standards, as specified under the Child Wellbeing and Safety Amendment (Child Safe Standards) Act 2015 by way of: -

- Taking a preventative, proactive and participatory approach to child safety
- Empowering children to participate in decisions which affect their lives
- Fostering the cultural safety and participation of all children, including Indigenous children, children from culturally and/or linguistically diverse backgrounds and children with a disability
- Promoting a culture of openness that supports all people to safely disclose risks of harm to children and that encourages children to talk about their feelings and concerns
- Communicating with families and respecting diversity in cultures and child rearing practices while keeping child safety paramount
- Engaging only the most suitable people to work with children and having high quality staff and volunteer supervision, training and professional development
- Reporting suspected abuse, neglect, or maltreatment promptly to the appropriate authorities as mandated by law
- Sharing information appropriately and lawfully with other organisations where the safety and wellbeing of children is at risk

## **Electronic Communication Consent Form.**

We attempt to email more and print less, so we ask that you please provide us with your most current email address/s in order to ensure we can distribute these important communications from the educators and committee throughout the course of the year. Information includes, teacher updates, newsletters, term calendars, social events, and maintenance rosters. We will not use this email for outside marketing purposes.

Canterbury and District Pre-school creates a class distribution list of all families attending Canterbury and District Pre-school, this is to assist in the development of community and networking and allows families to communicate amongst themselves.

## **Permission for photographs and videos**

### **Background information**

Photographs and videos are now classified as 'personal information' under the Privacy and Data Protection Act 2014 (Vic).

The purpose of this permission form is to:

- comply with the privacy legislation in relation to all photographs/videos taken at the service, whether by the Approved Provider, Nominated Supervisor, Certified Supervisor, educators, staff, parents/guardians, volunteers or students on placement
- enable photographs/videos of children to be taken as part of the program delivered by the service, whether group photos, videos or photos at special events and excursions etc
- notify parents/guardians as to who will be permitted to take photographs/videos, where these will be taken and how they will be used

### **Photographs/videos taken by educators**

The teaching team at Canterbury and District Pre-school may take photographs/videos/recordings of children as part of the program. These may be:

1. Displayed at the service, or
2. Placed in the service's newsletters/publications or learning journals; or
3. Placed on the Canterbury and District Pre-school website; or
4. Used in promotional material to promote the service, or for any other purpose aligned to the service's business operations.

Educators may use learning journals, newsletters or displays at Canterbury and District Pre-school in which written observations, children's work samples and/or photographs of children are included and emailed to current enrolled families in accordance with parent/guardian written consent provided at enrolment. Families agree not to copy or forward such learning journals, newsletters or displays.

When the photographs/videos/recordings are no longer being used, Canterbury and District Pre-school will destroy them if they are no longer required, or otherwise store them securely at the service. It is important to note that whilst Canterbury and District Pre-school can nominate the use and disposal of photographs they organise, Canterbury and District Pre-school has no control over those photographs taken by parents/guardians/relatives/carers of children attending the service program or activity.

### **Group photographs/videos/recordings taken by parents/guardians/relatives/carers**

- Parents/guardians/relatives/carers may take group photographs/videos/recordings of their own child/children at special Canterbury and District Pre-school events such as birthdays, excursions and other activities for personal use, provided that they take reasonable steps to avoid taking photographs/videos/recordings of other children, staff or at individuals at Canterbury and District Pre-school.
- Parents/guardians must take all reasonable steps to make a relative/carer attending Canterbury and District Pre-school on their, or their child's behalf aware of the policy.
- Parents/guardians/relatives/carers agree not to disclose, publish or share photographs/videos/recordings that include other children, staff or other individuals at Canterbury and District Pre-school on the internet or through other digital or social media (such as Facebook, Instagram etc.) without that staff members and/or individual child's parent's/guardian's written consent to such disclosure. A copy of such written consent must be provided to Canterbury and District Pre-school.

***Photographs taken by a photographer engaged by the service***

A photographer may be engaged by Canterbury and District Pre-school to take individual and/or group photographs of children. Information will be provided in written form to parents/guardians prior to the event and will include the date and the photographer's details.

***Photographs/videos for use in newspapers, Canterbury and District Pre-school website and other external publications***

The permission of parents/guardians of children will, on every occasion, be obtained prior to a child's photograph/image being published by Canterbury and District Pre-school in any newspaper/media or external publication, including the Canterbury and District Pre-school website.

***Photographs/videos taken by students on placement***

Students at the service may take photographs/videos of children as part of their placement requirements.

***Access to photographs/videos***

*Access to any photographs or videos, like other personal information, is set out in the service's Privacy and Confidentiality Policy, which is displayed at the service and available on request.*

# Child Safe Environment Policy

## 1. Authorisation

This policy was adopted by the Approved Provider of Canterbury and District Pre-School on 15<sup>th</sup> September 2014.

**2. Review date:** This policy will be reviewed annually or as required.

- Major review 8<sup>th</sup> October 2018 to reflect Child Safe Standards and Reportable Conduct Scheme
- Review 17th June 2019
- Reviewed 8<sup>th</sup> December 2019
- Reviewed 12<sup>th</sup> July 2021

## 3. Purpose

This policy will provide a clear set of guidelines and procedures for Canterbury and District Pre-School to:

- provide a safe environment for all children which ensures their safety, health and wellbeing
- promote the cultural safety of all children
- identify, reduce and remove risks of child abuse
- intervene when a child may be at risk of abuse or neglect
- involve children in child safety including listening to children and incorporating their views about how to provide a safe environment
- make staff aware of their legal and duty of care obligations to report child abuse and neglect

## 4. Policy statement

### 4.1 Values

Canterbury and District Pre-School:

- is committed to the rights of all children to feel safe, and be safe at all times, including:
  - promoting the cultural safety of Aboriginal children
  - promoting the cultural safety of children from culturally and linguistically diverse backgrounds
  - promoting the safety of children with a disability
- values, respects and cares for children
- fosters opportunities for each child to participate, express their views and to learn and develop
- always acts in the best interests of each child and has zero tolerance of child abuse
- takes all reasonable steps to ensure the health, safety and wellbeing of children at all times, whilst also promoting their learning and development
- actively manages the risks of abuse or harm to each child, including fulfilling our duty of care (refer to Definitions) and legal obligations to protect children and prevent any reasonable, foreseeable risk of injury or harm
- continuously improves the way our service identifies risks of and responds to child abuse, and encourages reporting and improved responses to allegations of abuse.

### 4.2 Scope

This policy applies to the Approved Provider, Persons with Management or Control, Nominated Supervisor, Persons in day-to-day Charge, staff, contractors, volunteers, students on placement, parents/guardians, children and others attending the programs and activities of Canterbury and District Pre-School], including during offsite excursions and activities.

## RESPONSIBILITIES

**The Approved Provider and Persons with Management or Control are responsible for:**

- providing leadership for an organisational culture of accountability for child safety which is open to scrutiny and is continuously reviewed and improved
- advising staff of current child protection legislation, and their legal and duty of care obligations (Regulation 84)
- undertaking child safety reviews and developing an action plan in consultation with staff, parents/guardians and children to maintain Child Safe Standards at Canterbury and District Pre-School (refer to Sources)
- conducting recruitment and induction processes for staff in line with this policy (refer to Attachment 2 – Guidelines for incorporation of child safety into the recruitment and management of staff)

- screening contractors, volunteers and students in line with their roles (refer to Attachment 3 – Guidelines for incorporation of child safety into recruitment and management of contractors, volunteers and students)
- ensuring that contractors, volunteers, students, parents/guardians and other visitors to the service are not left with sole supervision of individual children or groups of children
- ensuring that contact is prevented or responding if it has occurred, when the service has been notified of a court order prohibiting an adult from contacting an enrolled child
- ensuring staff, and where appropriate, contractors, volunteers and students undertake appropriate training on child safety, including recognising the signs and symptoms of child abuse (refer to Definitions), knowing how to respond, and understanding responsibilities and processes for reporting (refer to Attachment 4 – Processes for responding to and reporting suspected child abuse)
- ensuring procedures for reporting and responding to suspected child abuse or neglect are promoted across the service and regularly reviewed in partnership with staff and parents/guardians, and where appropriate contractors, volunteers, students and children (refer to Attachment 4: Processes for responding to and reporting suspected child abuse)
- offering support to the child and their family, and to staff in response to concerns or reports relating to the safety, health and wellbeing of a child at Canterbury and District Pre-School.
- maintaining co-operative relationships with appropriate services and/or professionals (including Child FIRST/Orange Door) in the best interests of children and their families
- ensuring processes for responding to and reporting are followed when there are significant concerns for the safety, health or wellbeing of a child at the service (refer to Attachment 4 – Processes for responding to and reporting suspected child abuse)
- notifying DET within 24 hours of a serious incident (refer to Definitions) occurring at the service
- notifying DET within 24 hours in writing of becoming aware of a notifiable complaint (refer to Definitions) or allegation regarding the safety, health and/or welfare of a child at the service
- notifying the Commission for Children and Young People within 3 business days of becoming aware of a reportable allegation (refer to Definitions)
- investigating an allegation (subject to police clearance on criminal matters or matters involving family violence), advising the Commission for Children and Young People who is undertaking the investigation
- managing the risks to children whilst undertaking the investigation
- updating the Commission for Children and Young People within 30 calendar days with detailed information about the reportable allegation and any action
- notifying the Commission for Children and Young People of the investigation findings and any disciplinary action taken (or the reasons no action was taken)
- maintaining confidentiality at all times (refer to Privacy and Confidentiality Policy)
- reviewing this policy in consultation with staff, volunteers, parents/guardians, and children
- providing appropriate resources and training to assist staff, contractors, volunteers and students to implement this policy (refer to Sources)
- protecting the rights of children and families, and encouraging their participation in decision-making
- keeping staff, contractors, parents/guardians, volunteers and students informed of any relevant changes in legislation and practices in relation to this policy
- ensuring all staff, students, contractors, parents/guardians, volunteers and visitors abide by the Code of Conduct Policy
- ensuring an explicit statement of Canterbury and District Pre-School's commitment to child safety is included in all advertising promotion for the organisation.

**The Nominated Supervisor and Persons in Day-to-Day Charge are responsible for:**

- keeping up to date and complying with any relevant changes in legislation and practices in relation to this policy
- ensuring continuous improvement in the implementation of the Child Safe Standards in Canterbury and District Pre-School promoting an organisational culture of accountability for child safety which is open to scrutiny and is continuously reviewed and improved (refer to Sources)
- ensuring the implementation of strategies to prevent child abuse in consultation with the Approved Provider and staff
- providing appropriate resources and training to assist staff, contractors, volunteers and students to implement this policy (refer to Sources)



- ensuring processes for responding to and reporting are followed when there are significant concerns for the safety, health or wellbeing of a child at the service (refer to Attachment 4 – Processes for responding to and reporting suspected child abuse)
- fulfilling legal obligations, including mandatory reporting and duty of care obligations (refer to Definitions) (refer to Attachment 4 – Processes for responding to and reporting suspected child abuse)
- notifying the Approved Provider or Person with Management or Control immediately on becoming aware of a concern, complaint or allegation regarding the safety, health and welfare of a child at Canterbury and District Pre-School
- offering support to the child and their family, and to educators and staff in response to concerns or reports relating to the safety, health and wellbeing of a child at Canterbury and District Pre-School
- making all staff aware of this policy, the Code of Conduct Policy and the Interactions with Children Policy and holding them to account for the behavioural expectations identified.
- implementing and reviewing this policy in consultation with the Approved Provider or Person with Management or Control, educators, staff, contractors and parents/guardians and children
- planning so that no child is left alone (or is out of sight) with a contractor, volunteer, student, parent/guardian or visitor, at the service.

**All staff are responsible for:**

- fulfilling their legal responsibilities and duty of care to protect children and to keep children safe and to maintain their rights
- keeping up to date and complying with any relevant changes in legislation and practices in relation to this policy
- contributing to an organisational culture of child safety
- identifying the potential for child abuse at Canterbury and District Pre-School, and developing and implementing effective prevention strategies in consultation with the Approved Provider and Person with Management or Control and the Nominated Supervisor and Person in day to day Charge
- following processes for responding to and reporting suspected child abuse (Attachment 4: Processes for responding to and reporting suspected child abuse)
- undertaking appropriate training on child protection, including recognising the signs and symptoms of child abuse (refer to Definitions), knowing how to respond, and understanding responsibilities and processes for reporting (refer to Attachment 4 – Processes for responding to and reporting suspected child abuse)
- supporting the maintenance of Child Safe Standards in Canterbury and District Pre-School in consultation with the Approved Provider and Person with Management or Control and Nominated Supervisor and Person in day to day Charge at the service
- notifying the Nominated Supervisor, Person in day to day Charge, the Approved Provider or the Person with Management or Control immediately on becoming aware of any concerns, complaints or allegations regarding the safety, health and welfare of a child at Canterbury and District Pre-School
- offering support to the child and their family in response to concerns or reports relating to the safety, health and wellbeing of a child at Canterbury and District Pre-School
- co-operating with other services and/or professionals (including Child FIRST) in the best interests of children and their families
- informing families of support services available to them (such as Child FIRST), and of the assistance these services can provide
- conducting activities so that no child is left alone (or is out of sight) with a contractor, visitor, volunteer, student or parent/guardian at the service
- following the Canterbury and District Pre-School's processes where the service has been notified of a court order prohibiting an adult from contacting an enrolled child
- maintaining confidentiality at all times (refer to Privacy and Confidentiality Policy)
- contributing to a review of this policy in consultation with the Approved Provider, Person with Management or Control, Nominated Supervisor and Person in day to day Charge
- educating and empowering children to talk about events and situations that make them feel uncomfortable
- ensuring that children at the service are not subjected to any form of corporal punishment, or any discipline that is unreasonable or excessive in the circumstances
- using appropriate resources and undertaking training to assist with the implementation of this policy (refer to Sources)

- abiding by the service's Code of Conduct Policy and Interactions with Children Policy.

**Parents/guardians are responsible for:**

- reading and complying with this policy
- reporting any concerns, including in relation to potential child abuse, to the appropriate child protection authorities or the police if immediate police attention is required
- abiding by the service's Code of Conduct.

**Contactors, volunteers and students, while at the service, are responsible for following this policy and its procedures.**

**REVIEW**

To assess whether the values and purposes of the policy have been achieved, the Approved Provider or Persons with Management or Control will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to identifying and responding to child safety concerns
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures (Regulation 172(2)) unless a lesser period is necessary because of a risk.

**ATTACHMENTS**

Attachment 1: Background, definitions, sources and service policies

Attachment 2: Guidelines for incorporation of child safety into recruitment and management of staff

Attachment 3: Guidelines for incorporation of child safety into recruitment of contractors, volunteers and students

Attachment 4: Processes for responding to and reporting suspected child abuse

# Code of Conduct Policy

## 1. Authorisation

*This policy was adopted by the approved provider of Canterbury and District Pre-School on 3<sup>rd</sup> September 2018 and replaced Code of Conduct Parents and Volunteers*

**Review date.** *This policy shall be reviewed annually or as required*

- *Reviewed 2<sup>nd</sup> September 2019*

## 2. Purpose

*This policy provides guidelines to enable Canterbury and District Pre-School to:*

- *establish the expected standards of behaviour for the Approved Provider, Nominated Supervisor, staff, contractors, volunteers, students on placement, parents/guardians and visitors*
- *create and maintain a child safe environment that reflects the philosophy, beliefs, objectives and values of Canterbury and District Pre-School*
- *promote desirable and appropriate behaviour*
- *promote interactions at the service which are respectful, honest, courteous, sensitive, tactful and considerate*

## 3. Policy statement

### 3.1 Values

Canterbury and District Pre-School

- *respects the rights of the child and values diversity*
- *acknowledges the vulnerability of Aboriginal children, children from a culturally and linguistically diverse background and children with a disability and has zero tolerance of discrimination*
- *maintains a duty of care (refer to *Definitions*) towards all children at the service*
- *is committed to the safety and wellbeing of each child at the service*
- *is committed to the safety and wellbeing of all staff at the service*
- *provides a safe and secure environment for all at the service*
- *provides an open, welcoming environment in which everyone's contribution is valued and respected*
- *is committed to communicating openly and honestly*
- *is committed to continually learning how to be inclusive and respectful of cultural needs*
- *encourages volunteers, students, parents/guardians and visitors to support and participate in the program and activities of the service.*

### 3.2 Scope

*This policy applies to the Approved Provider, Persons with Management or Control, Nominated Supervisor, Person in Day to Day Charge, staff, contractors, volunteers, students on placement, parents/guardians and visitors attending the programs and activities of Canterbury and District Pre-School*

## 4. Background and legislation

### 4.1 Background

*Codes of conduct establish standards of behaviour to be followed and define how individuals are expected to behave towards each other, towards the children in their care, and towards other organisations and individuals in the community.*

*The Approved Provider, Nominated Supervisor and staff have a duty of care to the children attending the service and must ensure 'that every reasonable precaution is taken to protect children being educated and cared for by the service from harm and from any hazard likely to cause injury' (National Law: Section 167).*

*The National Quality Standard requires that staff are respectful and ethical and that 'professional standards guide practice, interactions and relationships' (National Quality Standard: 4.2 and 4.2.2).*

*Employers also have a legal responsibility to provide, as far as is practicable, a safe workplace that is free from discrimination, bullying and harassment.*

Child Safe Standard 3 requires services to develop and review codes of conduct that establish clear expectations for appropriate behaviour with children including:

- how to respond to risks adults may pose to children or that children may pose to each other
- how to ensure the cultural safety of Aboriginal children and culturally and linguistically diverse children
- how to be inclusive of all children, including children with a disability.

A Code of Conduct should be informed by the service's philosophy, beliefs and values, and based on ethical principles of mutual respect, equity and fairness. Consideration should be given to the Victorian Teaching Profession Code of Conduct and the Code of Ethics and to the Early Childhood Australia's Code of Ethics in developing the code of conduct.

The Approved Provider must ensure that the Nominated Supervisor, staff, contractors, volunteers, students on placement, parents/guardians, children and others attending the programs and activities of Canterbury and District Pre-School adhere to the expectations outlined in the Code of Conduct when communicating to and interacting with:

- children at the service and their parents and family members
- each other
- others in the community.

#### **4.2 Legislation and standards**

Relevant legislation and standards include but are not limited to:

- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Child Safe Standards (Vic)
- Children, Youth and Families Act 2005 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010: Sections 166, 167, 174
- Education and Care Services National Regulations 2011: Regulations 155, 156, 157, 175
- Equal Opportunity Act 2010 (Vic)
- Fair Work Act 2009 (Cth)
- Fair Work Regulations 2009 (Cth)
- National Quality Standard, Quality Area 4: Staffing Arrangements
- Occupational Health and Safety Act 2004
- Occupational Health and Safety Regulations 2007
- Racial Discrimination Act 1975
- Racial and Religious Tolerance Act 2001 (Vic)
- Sex Discrimination Act 1984 (Cth)
- Victorian Institute of Teaching The Victorian Teaching Profession Code of Conduct
- Victorian Institute of Teaching The Victorian Teaching Profession Code of Ethics

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: <http://www.legislation.vic.gov.au>
- Commonwealth Legislation – Federal Register of Legislation: <https://www.legislation.gov.au/>
- n – ComLaw: <http://www.comlaw.gov.au>

## **5. Definitions**

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the General Definitions section of this manual.

**Bullying:** Repeated verbal, physical, social or psychological behaviour that is harmful and involves the misuse of power by an individual or group towards one or more persons. Bullying occurs when one or more people deliberately and repeatedly upset or hurt another person, damage their property, reputation or social acceptance.

**Duty of care:** A common law concept that refers to the responsibilities of organisations to provide people with an adequate level of protection against harm and all reasonable foreseeable risk of injury.

**Ethical conduct:** Behavior which reflects values or a code of conduct.

**Harassment:** When someone is demeaning, derogatory or intimidating towards another person. Harassment includes:

- racial taunts
- taunts about sexual orientation or gender identity
- sexual harassment: unwelcome physical, verbal or written behaviour of a sexual nature
- repeated insulting remarks.

**Investigator:** A person/staff member assigned or organisation engaged with the responsibility of investigating suspected breaches of the Code of Conduct by the Approved Provider.

**Notifiable complaint:** A complaint that alleges a breach of the Education and Care Services National Act or Regulation, or alleges that the health, safety or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the Approved Provider to the secretary of DET within 24 hours of the complaint being made (Section 174(2)(b), Regulation 176(2)(b)). Written reports to DET must include:

- details of the event or incident
- the name of the person who initially made the complaint
- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- contact details of a nominated member of the Grievances Subcommittee/investigator
- any other relevant information.

Written notification of complaints must be submitted via the National Quality Agenda IT system (NQAITS): <http://www.acecqa.gov.au/national-quality-agenda-it-system>. If the Approved Provider is unsure whether the matter is a notifiable complaint, it is good practice to contact DET for confirmation.

**Respect:** Demonstrating regard for the rights of individuals, for different values and points of views.

**Serious incident:** A serious incident is defined as (regulation 12):

- the death of a child -
  - while being cared for by an education and care service; or
  - following an incident while being educated and cared for by an education and care service
- any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an education and care service -
  - which a reasonable person would consider required urgent medical attention from a registered medical practitioner (examples include broken limbs or anaphylaxis reaction) attention of a registered medical practitioner; or
  - for which the child attended, or ought reasonably to have attended a hospital.
- any incident where the attendance by emergency services at the education and care service premises was sought, or ought reasonably to have been sought
- any circumstances where a child being educated and cared for by an education and care service appears to be missing or cannot be accounted for;
  - appears to have been taken or removed from the education and care services premises in a manner that contravenes National Regulations;
  - is mistakenly locked in or locked out of the education and care service premises or any part of the premises.

The Regulatory Authority must be notified of a serious incident (section 174(2)(a)) **in writing in the case of:**

- the death of a child, as soon as practicable but within 24 hours of the death, or the time that the person becomes aware of the death
- any other serious incident, within 24 hours of the incident or the time that the person becomes aware of the incident

Written notification of serious incidents must be submitted via the ACECQA portal using the appropriate forms at <http://acecqa.gov.au/notifications>.

**Support:** Work in a co-operative and positive manner.

## **6. Sources and related policies**

### **6.1 Sources**

Early Childhood Australia, Code of Ethics: <http://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/>

- United Nations, *The Universal Declaration of Human Rights*: <http://www.un.org/en/universal-declaration-human-rights/>
- United Nations, *Convention on The Rights of the Child*: <http://www.unicef.org/crc/>
- Victoria Legal Aid: [www.legalaid.vic.gov.au](http://www.legalaid.vic.gov.au)
- Victorian Institute of Teaching – The Victorian Teaching Profession Code of Conduct and Code of Ethics: <http://www.vit.vic.edu.au>

### **6.2 Service policies**

- *Child Safe (formerly Child Protection) Policy*
- *Complaints and Grievances Policy*
- *Delivery and Collection of Children Policy*
- *Interactions with Children Policy*
- *Occupational Health and Safety Policy*
- *Privacy and Confidentiality Policy*
- *Relaxation and Sleep Policy*
- *Staffing Policy*

## **7. Procedures**

### **The Approved Provider Is Responsible For:**

- providing a safe environment for staff, contractors, volunteers, students on placement, parents/guardians, children and others attending the programs and activities of Canterbury and District Pre-School
- providing guidance through leadership and by being a positive role model
- developing and updating/ reviewing codes of conduct for Canterbury and District Pre-School in collaboration with the Nominated Supervisor, staff, parents/guardians, children and others involved with the service (refer to Attachments 1 and 3)
- ensuring that staff, volunteers, students and parents/guardians are provided with a copy of this policy on employment, engagement or enrolment at the service and that the current codes of conduct are publicly displayed and promoted to everyone including contractors and visitors
- ensuring that staff complete and sign the *Code of Conduct Acknowledgement* (refer to Attachment 2) and that these are filed with individual staff records upon engagement in the service
- ensuring that the codes of conduct are regularly discussed at staff meetings to reinforce expectations
- developing a culture of accountability within the service for complying with the code(s) of conduct and being prepared to respond when behavioural expectations are not adhered to
- ensuring that all children being educated and cared for at Canterbury and District Pre-School are protected from harm and any hazard likely to cause injury (National Law: Section 167) and that the children know who to speak to about any concerns and that their concerns are followed-up
- working with the Nominated Supervisor, staff, students, volunteers, parents/guardians and others at the service to provide an environment that encourages positive interactions, supports constructive feedback and holds one another to the codes of conduct
- ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of care of the Approved Provider, Nominated Supervisor or educators under the Law (Regulation 157)

- ensuring that contractors, volunteers, parent/guardians, students or visitors at the service are not placed in a situation where they are left alone with a child
- respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal
- notifying DET in writing within 24 hours of a serious incident (refer to *Definitions*) or of a notifiable complaint (refer to *Definitions*) at the service (National Law: Sections 174(2)(b) and 174(4), National Regulations: Regulations 175(2)(c) and 176(2)(b)) via the NQAITS
- referring notifiable complaints (refer to *Definitions*), grievances or complaints that are unable to be resolved appropriately and in a timely manner to the Grievances Subcommittee/investigator (refer to *Complaints and Grievances Policy*)
- activating the *Complaints and Grievances Policy* on notification of a breach of the *Code of Conduct Policy*
- taking appropriate disciplinary or legal action, or reviewing the terms of employment in the event of misconduct or a serious breach of the *Code of Conduct Policy*
- contacting Police in an emergency situation where it is believed that there is an immediate risk, such as when violence has been threatened or perpetrated or where sexual abuse or grooming is suspected as outlined in the *Child Safe (formerly Child Protection) Policy*.

***The Nominated Supervisor Is Responsible For:***

- ensuring that the children educated and cared for at Canterbury and District Pre-School are protected from harm and from any hazard likely to cause injury (National Law: Section 167)
- providing guidance through their leadership and by being a positive role model
- assisting the Approved Provider to develop codes of conduct for staff and parents/guardians, students, contractors, volunteers and visitors (refer to Attachments 1 and 3 for samples)
- completing and signing the *Code of Conduct Acknowledgement* for staff (refer to Attachment 2)
- adhering to the Code of Conduct for staff at all times
- informing the Approved Provider in the event of a serious incident (refer to *Definitions*), of a notifiable complaint (refer to *Definitions*) or of a breach of the *Code of Conduct Policy*
- contacting Police in an emergency situation where it is believed that there is an immediate risk, such as when violence has been threatened or perpetrated, or where sexual abuse or grooming is suspected as outlined in the *Child Safe (formerly Child Protection) Policy*
- working with the Approved Provider, staff, students, volunteers, parents/guardians and others at the service to provide an environment that encourages positive interactions, supports constructive feedback and holds one another to the codes of conduct
- ensuring that parents/guardians, students and volunteers sign the code of conduct (refer to Attachment 4)
- ensuring that parents/guardians of a child attending the service can enter the service premises at any time that the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of care of the Approved Provider, Nominated Supervisor or educators under the Law (Regulation 157)
- developing practices and procedures to ensure that parent/guardians, students, contractors, volunteers or visitors at the service, are not placed in a situation where they are left alone with a child
- respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal
- understanding and accepting that serious breaches of this code will be deemed misconduct and may lead to disciplinary or legal action, or a review of their employment

***All staff Are Responsible For:***

- assisting the Approved Provider to develop a code of conduct for staff (refer to Attachment 1)
- completing and signing the *Code of Conduct Acknowledgement* (refer to Attachment 2)
- adhering to the code of conduct for staff (refer to Attachment 1) at all times
- providing guidance to students, volunteers, parents/guardians, students and visitors through positive role modelling and, when appropriate, clear and respectful directions



- working with the Approved Provider, Nominated Supervisor, their colleagues, students, volunteers, parents/guardians and others at the service to provide an environment that encourages positive interactions, supports constructive feedback and holds one another to the codes of conduct
- ensuring that parents/guardians, students, contractors, volunteers and visitors at the service are not placed in a situation where they are left alone with a child
- informing the Approved Provider in the event of a serious incident (refer to *Definitions*), of a notifiable complaint (refer to *Definitions*) or of a breach of the *Code of Conduct Policy*
- contacting Police in an emergency situation where it is believed that there is an immediate risk, such as when violence has been threatened or perpetrated or where sexual abuse or grooming is suspected as outlined in the *Child Safe (formerly Child Protection) Policy*.
- respecting individual abilities, needs, cultural practices and beliefs in all interactions, both verbal and non-verbal
- understanding and accepting that serious breaches of this code will be deemed misconduct and may lead to disciplinary or legal action, or a review of their employment.

***Parents/Guardians Are Responsible For:***

- reading the *Code of Conduct Policy*
- completing and signing the Code of Conduct for parents/guardians (refer to Attachments 3 and 4)
- abiding by the Code of Conduct for parents/guardians
- complying with all policies of the service.

***Students, contractors, volunteers and visitors while at the service, are responsible for following this policy and its procedures.***

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***Evaluation***

*In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:*

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- assess whether a satisfactory resolution has been achieved in relation to issues arising from this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures.

***8. Attachments***

- Attachment 1: Code of Conduct for Approved Provider, Nominated Supervisor and all staff
- Attachment 2: Code of Conduct Acknowledgement for staff
- Attachment 3: Code of Conduct for parents/guardians, students, contractors and volunteers
- Attachment 4: Code of Conduct Acknowledgement for parents/guardians, students, contractors and volunteers



# Complaints Policy

## Mandatory – Quality Area 7

(Source ELAA July 2019)

### Authorisation

This policy was adopted by the Canterbury and District Pre-school committee, at its committee of management meeting on 5<sup>th</sup> June 2006.

### Purpose

This policy will provide guidelines for:

- receiving and dealing with complaints and grievances at Canterbury and District Pre-School
- procedures to be followed in investigating complaints and grievances.

*Note: This policy does not address complaints relating to staff grievances or employment matters. The relevant awards provide information on the management of such issues.*

### POLICY STATEMENT

#### 1. Values

Canterbury and District Pre-School is committed to:

- providing an environment of mutual respect and open communication, where the expression of opinions is encouraged
- complying with all legislative and statutory requirements
- dealing with disputes, complaints and complainants with fairness and equity
- establishing mechanisms to promote prompt, efficient and satisfactory resolution of complaints and grievances
- maintaining confidentiality at all times.

#### 2. Scope

This policy applies to the approved provider, persons with management and control, nominated supervisors, persons in day to day charge, educators, staff, students on placement, committee of management, parents/guardians, children and others attending the programs and activities at Canterbury and District Pre-School.

## Background and legislation

### Background

Complaints or grievances may be received from anyone who comes in contact with Canterbury and District Pre-School including parents/guardians, volunteers, students, members of the local community and other agencies. In most cases, dealing with complaints and grievances will be the responsibility of the Approved Provider. All complaints and grievances, when lodged, need to be initially assessed to determine whether they are a general or a notifiable complaint (refer to *Definitions*).

When a complaint or grievance has been assessed as 'notifiable', the Approved Provider must notify Department of Education and Training (DET) of the complaint or grievance. The Approved Provider will investigate the complaint or grievance and take any actions deemed necessary, in addition to responding to requests from and assisting with any investigation by DET.

There may be occasions when the complainant reports the complaint or grievance directly to DET. If DET then notifies the Approved Provider about a complaint they have received, the Approved Provider will still have responsibility for investigating and dealing with the complaint or grievance as outlined in this policy, in addition to co-operating with any investigation by DET.

DET will investigate all complaints and grievances it receives about a service, where it is alleged that the health, safety or wellbeing of any child within the service may have been compromised, or that there may have been a contravention of the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*.

### Legislation and standards

Relevant legislation and standards include but are not limited to:

- *Charter of Human Rights and Responsibilities Act 2006 (Vic)*
- *Children, Youth and Families Act 2005 (Vic)*
- *Education and Care Services National Law Act 2010: Section 174(2)(b)*
- *Education and Care Services National Regulations 2011: Regulations 168(2)(o) and 176(2)(b)*

- *Information Privacy Act 2000* (Vic)
- *National Quality Standard*, Quality Area 7: Governance and Leadership
- *Privacy Act 1988* (Cth)
- *Privacy Regulations 2013*(Cth)

The most current amendments to listed legislation can be found at:

- *Victorian Legislation – Victorian Law Today*: <http://www.legislation.vic.gov.au/>
- *Commonwealth Legislation – ComLaw*: <http://www.comlaw.gov.au/>

#### 4. Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the *General Definitions* section of this manual.

**Complaint:** (In relation to this policy) a complaint is defined as an issue of a minor nature that can be resolved promptly or within 24 hours, and does not require a detailed investigation. Complaints include an expression of displeasure, such as poor service, and any verbal or written complaint directly related to the service (including general and notifiable complaints).

Complaints do not include staff, industrial or employment matters, occupational health and safety matters (unless related to the safety of the children) and issues related to the legal business entity, such as the incorporated association or co-operative.

**Complaints and Grievances Register:** (In relation to this policy) records information about complaints and grievances received at the service, together with a record of the outcomes. This register must be kept in a secure file, accessible only to educators and Responsible Persons at the service. The register can provide valuable information to the Approved Provider on meeting the needs of children and families at the service.

**Dispute resolution procedure:** The method used to resolve complaints, disputes or matters of concern through an agreed resolution process.

**General complaint:** A general complaint may address any aspect of the service e.g. a lost clothing item or the service's fees. Services do not have to inform DET, but the complaint must be dealt with as soon as is practicable to avoid escalation of the issue.

**Grievance:** A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature e.g. the service is in breach of a policy or the service did not meet the care expectations of a family.

**Mediator:** A person (neutral party) who attempts to reconcile differences between disputants.

**Mediation:** An attempt to bring about a peaceful settlement or compromise between disputants through the objective intervention of a neutral party.

**Notifiable complaint:** A complaint that alleges a breach of the Act or Regulation, or alleges that the health, safety or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the Approved Provider to the secretary of DET within 24 hours of the complaint being made (Section 174(2) (b), Regulation 176(2) (b)). If the Approved Provider is unsure whether the matter is a notifiable complaint, it is good practice to contact DET for confirmation. Written reports to DET must include:

details of the event or incident

the name of the person who initially made the complaint

if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)

contact details of a nominated member of the Grievances Subcommittee/investigator

any other relevant information.

Written notification of notifiable complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: [www.acecqa.gov.au](http://www.acecqa.gov.au) or submitted via ACECQA's online portal NQA-ITS

**Serious incident:** An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of the Regulations or is mistakenly locked in/out of the service premises (Regulation 12). A serious incident should be documented in an *Incident, Injury, Trauma and Illness Record* (sample form available on the ACECQA website) as soon as possible and within 24 hours of the incident.

The Regulatory Authority (DET) must be notified within 24 hours of a serious incident occurring at the service (Regulation 176(2) (a)). Records are required to be retained for the periods specified in Regulation 183.

## Sources and related policies

### Sources

- ACECQA: [www.acecqa.gov.au](http://www.acecqa.gov.au)
- Department of Education and Training (DET) – Regional Office details are available under 'Contact Us' on the DEECD website: [www.education.vic.gov.au](http://www.education.vic.gov.au)
- ELAA *Early Childhood Management Manual*: [www.elaa.org.au](http://www.elaa.org.au)
- *The Kindergarten Guide* (Department of Education and Early Childhood Development) is available under *early childhood / service providers on the DET website*: [www.education.vic.gov.au](http://www.education.vic.gov.au)

### Service policies

- *Code of Conduct Policy*
- *Incident, Injury, Trauma and Illness Policy*
- *Inclusion and Equity Policy*
- *Interactions with Children Policy*
- *Privacy and Confidentiality Policy*
- *Staffing Policy*

### Procedures

#### **The Approved Provider or Persons with Management and Control is responsible for:**

- being familiar with the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*, service policies and constitution, and complaints and grievances policy and procedures
- identifying, preventing and addressing potential concerns before they become formal complaints/grievances
- ensuring that the name and telephone number of the Responsible Person (refer to *Staffing Policy*) to whom complaints and grievances may be addressed are displayed prominently at the main entrance of the service (Regulation 173(2)b))
- ensuring that the address and telephone number of the Authorised Officer at the DET regional office are displayed prominently at the main entrance of the service (Regulation 173(2)e))
- advising parents/guardians and any other new members of Canterbury and District Pre-School of the complaints and grievances policy and procedures upon enrolment
- ensuring that this policy is available for inspection at the service at all times (Regulation 171)
- being aware of, and committed to, the principles of communicating and sharing information with service employees, members and volunteers
- responding to all complaints and grievances in the most appropriate manner and at the earliest opportunity
- treating all complainants fairly and equitably
- providing a *Complaints and Grievances Register* (refer to *Definitions*) and ensuring that staff record complaints and grievances along with outcomes
- complying with the service's *Privacy and Confidentiality Policy* and maintaining confidentiality at all times (Regulations 181, 183)
- establishing a Grievances Subcommittee or appointing an investigator to investigate and resolve grievances (refer to Attachment 1 – Sample terms of reference for a Grievances Subcommittee/investigator)
- referring notifiable complaints (refer to *Definitions*), grievances (refer to *Definitions*) or complaints that are unable to be resolved appropriately and in a timely manner to the Grievances Subcommittee/investigator
- informing DET in writing within 24 hours of receiving a notifiable complaint (refer to *Definitions*) (Act 174(4), Regulation 176(2)(b))
- receiving recommendations from the Grievances Subcommittee/investigator and taking appropriate action.

#### **The Nominated Supervisor, Persons in Day to Day Charge, educators and other staff are responsible for:**

- responding to and resolving issues as they arise where practicable
- maintaining professionalism and integrity at all times

- discussing minor complaints directly with the party involved as a first step towards resolution (the parties are encouraged to discuss the matter professionally and openly work together to achieve a desired outcome)
- informing complainants of the service's *Complaints and Grievances Policy*
- recording all complaints and grievances in the *Complaints and Grievances Register* (refer to *Definitions*)
- notifying the Approved Provider if the complaint escalates and becomes a grievance (refer to *Definitions*), is a notifiable complaint (refer to *Definitions*) or is unable to be resolved appropriately in a timely manner
- providing information as requested by the Approved Provider e.g. written reports relating to the grievance
- complying with the service's *Privacy and Confidentiality Policy* and maintaining confidentiality at all times (Regulations 181, 183)
- working co-operatively with the Approved Provider and DET in any investigations related to grievances about [Canterbury and District Pre-School], its programs or staff.

**Parents/guardians are responsible for:**

- raising a complaint directly with the person involved, in an attempt to resolve the matter without recourse to the complaints and grievances procedures
- communicating (preferably in writing) any concerns relating to the management or operation of the service as soon as is practicable
- raising any unresolved issues or serious concerns directly with the Approved Provider, via the Nominated Supervisor/educator or through the Grievances Subcommittee/investigator
- maintaining complete confidentiality at all times
- co-operating with requests to meet with the Grievances Subcommittee and/or provide relevant information when requested in relation to complaints and grievances.

**Volunteers and students, while at the service, are responsible for following this policy and its procedures.**

**Evaluation**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor complaints and grievances as recorded in the *Complaints and Grievances Register* to assess whether satisfactory resolutions have been achieved
- review the effectiveness of the policy and procedures to ensure that all complaints have been dealt with in a fair and timely manner
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures.

**Attachments**

Attachment 1: Sample terms of reference for a Grievances Subcommittee/investigator

Attachment 2: Dealing with complaints and grievances

**Authorisation**

This policy was adopted by the Approved Provider of [Canterbury and District Pre-School] on 12/7/21

**Review date:** 12/7/22

# Enrolment and orientation policy

## 1. Mandatory – Quality Area 6

### PURPOSE

This policy outlines:

- the criteria for enrolment at Canterbury and District Pre-School
- the process to be followed when enrolling a child at Canterbury and District Pre-School
- requirements in relation to No Jab No Play
- the basis on which places within the programs will be allocated
- procedures for the orientation of new families and children into Canterbury and District Pre-School
- processes to ensure compliance with legislative and DET funding requirements in relation to the enrolment of children in early childhood education and care services.

### POLICY STATEMENT

### VALUES

- Canterbury and District Pre-School is committed to:
- equal access for all eligible children
- meeting the needs of the local community
- supporting families to meet the requirements for enrolment through the provision of information
- maintaining confidentiality in relation to all information provided for enrolment
- ensuring all families are welcomed and receive an effective orientation into the service.

### SCOPE

This policy applies to the Approved Provider, Persons with Management and Control, Nominated Supervisor, early childhood teachers, Persons in Day-to-Day Charge, educators, staff and parents/guardians who wish to enrol or have already enrolled their child at Canterbury and District Pre-School.

### BACKGROUND AND LEGISLATION

#### Background

The *Education and Care Services National Regulations 2011* require approved services to have a policy and procedures in place in relation to enrolment and orientation (Regulation 168(2) (k)). It is intended by 2022 that all eligible children (refer to *Definitions*) will have access to two years of kindergarten before commencing school. However, a shortage of places in some areas can limit choices for parents/guardians. Where demand is higher than availability, Approved Provider's must adhere to their eligibility and priority of access criteria (refer to *Definitions* and *Attachment 1*) in order to allocate the available places. The criteria used to determine the allocation of places takes account of the requirements set out in *The Kindergarten Funding Guide* (refer to *Sources*), the service's philosophy, values and beliefs, and the provisions of the *Equal Opportunity Act 2010*. The Victorian Government requires funded organisations to ensure that their policies and procedures promote equal opportunity for all children. Services participating in central enrolment schemes are required to comply with the enrolment procedures of that scheme.

Childcare services providing approved child care (refer to *Definitions*) must abide by the *Family Assistance Legislation Amendment (Jobs for families childcare package) Act 2017* (refer to *Legislation and standards*) and the Commonwealth Government's *Priority for allocating places in child care services* (refer to *Sources*).

Immunisations are an effective means of reducing the risk of vaccine preventable diseases. Early childhood education and care services which are regulated under the *Education and Care Services National Law Act 2010* and *Education and Care Services National Regulations 2011* have legislative responsibilities under the *Public Health and Wellbeing Act 2008* to only offer a confirmed place in their programs to children with an Australian Immunisation Register (AIR) Immunisation History Statement (refer to *Definitions*). To meet the Child Care Subsidy immunisation requirements, children must be immunised according to the National Immunisation Program Schedule (refer to *Sources*) set out by the Australian Government Department of Health.

## Legislation and standards

- Relevant legislation and standards include but are not limited to:
- *A New Tax System (Family Assistance) (Administration) Act 1999*
- *Charter of Human Rights and Responsibilities Act 2006* (Vic)
- *Children, Youth and Families Act 2005* (Vic)
- *Child Wellbeing and Safety Act 2005* (Vic)
- *Disability Discrimination Act 1992* (Cth)
- *Education and Care Services National Law Act 2010*
- *Education and Care Services National Regulations 2011*: Regulations 160, 161, 162, 168, 170, 171, 177, 181, 183
- *Equal Opportunity Act 2010* (Vic)
- *Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017*
- *National Quality Standard, Quality Area 6: Collaborative Partnerships with Families and Communities*
- *Public Health and Wellbeing Act 2008* (Vic)
- *Public Health and Wellbeing Regulations 2019* (Vic)
- *Sex Discrimination Act 1984* (Cth)

## DEFINITIONS

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the *General Definitions* section of this manual.

**Australian Immunisation Register (AIR) Immunisation History Statement:** is the only form of acceptable evidence of immunisation. The AIR is a national register administered by Medicare that records all vaccinations given in Australia, including to children. Parents/carers must provide a copy of their most recent AIR Immunisation History Statement, which shows that the child is up to date with their immunisations upon enrolment and when a child has received or been due to receive a vaccination while attending the service. In the case of medical contraindication, an authorised medical practitioner completes and signs a Medical Exemption Form, and supplies it to the AIR. In order to confirm enrolment, the Immunisation History Statement must show the child is up to date with the vaccines they can have, medical contraindication and indicate the due date for the next vaccinations the child is able to receive in the future if applicable.

**Approved child care providers:** providers that operate services that have Australian Government approval to receive Child Care Subsidy (refer to Definitions) on behalf of eligible parents. Approved child care providers include centre-based day care, including long day care and occasional care, family day care, outside school hours care and in-home care.

**Authorised nominee:** (In relation to this policy) is a person who has been given written authority by the parents/guardians of a child to collect that child from the education and care service. These details will be on the child's enrolment form.

*The National Law and National Regulations do not specify a minimum age limit for an authorised nominee. Each service will need to consider a risk assessment on an individual basis to determine if a person under the age of 18 is able to be an authorised nominee and, if so, what constitutes the minimum acceptable age at that service.*

**Child Care Subsidy (CCS):** A Commonwealth Government means tested subsidy to assist eligible families with the cost of child care. Payments are paid directly to approved child care providers (refer to *Definitions*). Further information can be found at: <https://www.education.gov.au/child-care-subsidy-0>

**Children with additional needs:** Children whose development or physical condition requires specialist support or children who may need additional support due to language, cultural or economic circumstances (refer to *Inclusion and Equity Policy*).

**Deferral:** When a child does not attend in the year when they are eligible for a funded kindergarten place or is officially withdrawn from a service prior to the April data collection. DET considers that this child has not accessed a year of funded kindergarten and is therefore eligible for DET funding in the following year.

**Eligible child:** as defined by the Kindergarten Funding Guide; a child that is at least four years old on April 30<sup>th</sup> in the year of enrolment; enrolled for at least 15 hours per week or 600 hours per year in a 4-year-old program; and not enrolled at a funded kindergarten program at another service. Or a child that is at least three years old on April 30<sup>th</sup> in the year of enrolment and is enrolled in a funded 3-year-old kindergarten program. Any child that is enrolled in an early childhood and education and care service must have an AIR Immunisation History



Statement that indicate that the child is fully vaccinated for their age or who qualify for the 16-weeks grace period.

**Enrolment application fee:** A payment to cover administrative costs associated with the processing of a child's enrolment application for a place in a program at the service.

**Enrolment application form:** A form to apply for a place at the service (see *Attachment 3: Sample Enrolment Application Form*)

**Enrolment record:** The collection of documents which contains information on each child as required under the National Regulations (Regulations 160, 161, 162) including but not limited to parent details; emergency contacts; authorised nominee; details of any court orders; and health information including immunisation status. Enrolment records are stored securely in the service due to their confidential nature.

**Fee:** A charge for a place within a program at the service.

**Grace period:** allows specific categories of children of families experiencing vulnerability and disadvantage to enrol and attend the service without an AIR Immunisation History Statement (refer to *Definitions*) or when the statement is assessed as not being up-to-date. Services complete the grace period eligibility form with families during enrolment, and keep a copy with the child's enrolment record. The 16-week grace period starts on the first day of the child's attendance at the service. During the grace period, the service is required to take reasonable steps to obtain the AIR Immunisation History Statement (refer to *Definitions*) and to encourage families to access immunisation services.

**Priority of access:** in instances where more eligible children apply for a place at a service than there are places available, the service must allocate spaces using the criteria outlined in *The Kindergarten Funding Guide* (see *Attachment 1: Eligibility and priority of access criteria for a 3 and 4-year-old funder kindergarten program*), or if in receipt of the CCS, comply with the Commonwealth Government's policy for allocating places (see *Source*).

**Vulnerable Children/Families:** Children are vulnerable if the capacity of parents and family to effectively care, protect and provide for their long-term development and wellbeing is limited. Some factors which may contribute to a child being vulnerable include: a child with a disability; living in a family with a low income, or one which is experiencing problems with housing, domestic violence, known to Child Protection, Out of Home Care, substance abuse, or mental health; Aboriginal and/or Torre Strait Islander, having a culturally and linguistically diverse background; having a young or sole parent, or a parent with a disability (adapted from the *Kindergarten Funding Guide*)

## SOURCES AND RELATED POLICIES

### Sources

- Australian Childhood Immunisation Register: [www.humanservices.gov.au/customer/services/medicare/australian-childhood-immunisation-register](http://www.humanservices.gov.au/customer/services/medicare/australian-childhood-immunisation-register)
- Australian Government Department of Health, *National Immunisation Program Schedule*: <https://www.health.gov.au/health-topics/immunisation/immunisation-throughout-life/national-immunisation-program-schedule>
- Department of Health and Human Services, *Immunisation enrolment toolkit for early childhood education and care service*: <https://www2.health.vic.gov.au/public-health/immunisation/vaccination-children/no-jab-no-play/immunisation-enrolment-toolkit>
- *Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011*: [www.acecqa.gov.au/](http://www.acecqa.gov.au/)
- *Guide to the National Quality Standard*: [www.acecqa.gov.au/](http://www.acecqa.gov.au/)
- Priority of Access Guidelines for child care service: <https://www.dese.gov.au/uncategorised/resources/priority-access-guidelines-child-care-services>
- The Family Assistance Law as the basis for Commonwealth child care fee assistance including the Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS): <https://www.education.gov.au/child-care-legislation>
- *The Kindergarten Funding Guide* (Department of Education and Training): [www.education.vic.gov.au/childhood/providers/funding/Pages/kinderfundingcriteria.aspx](http://www.education.vic.gov.au/childhood/providers/funding/Pages/kinderfundingcriteria.aspx)
- Victorian Department of Health: [www.health.vic.gov.au/immunisation](http://www.health.vic.gov.au/immunisation)

## Service policies

- *Acceptance and Refusal of Authorisations Policy*
- *Complaints and Grievances Policy*
- *Dealing with Infectious Disease Policy*
- *Fees Policy*
- *Inclusion and Equity Policy*
- *Privacy and Confidentiality Policy*

## PROCEDURES

### **The Approved Provider or Persons with Management and Control is responsible for:**

- determining the criteria for priority of access to programs at Canterbury and District Pre-School, as described in The Kindergarten Funding Guide; and/or as describe under the Family Assistance Law for CCS recipients, and the service's philosophy (refer also to Attachment 1 – Eligibility and priority of access criteria for 3 and 4-year-old funded kindergarten program)
- considering any barriers to access that may exist, developing procedures that ensure all eligible families are aware of, and are able to access, an early childhood program
- complying with the *Inclusion and Equity Policy*
- appointing a person to be responsible for the enrolment process and the day-to-day implementation of this policy (refer also to Attachment 2 – General enrolment procedures and Attachment 3 – Sample enrolment application form)
- providing opportunities (in consultation with the Nominated Supervisor and educators) for interested families to attend the service during operational hours to observe the program and become familiar with the service prior to their child commencing in the program
- providing parents/guardians with information about the requirements of the law for enrolment, locating and accessing immunisation services and obtaining the AIR Immunisation History Statement (refer to *Definitions*) required for enrolment
- ensuring parents/guardians are only offered a tentative place until the AIR Immunisation History Statement (refer to *Definitions*) has been assessed as being acceptable or the child has been assessed as eligible for the grace period
- assessing the child's immunisation documentation as defined by the *Immunisation Enrolment Toolkit for early childhood education and care services* prior to enrolment to determine if the child's vaccination status complies with requirements or whether the child is eligible for the 16-week grace period (refer to *Definitions*)
- ensuring that only children whose AIR Immunisation History Statement (refer to *Definitions*) has been assessed as being acceptable or who are eligible for the grace period (refer to *Definitions*) have a confirmed place in the program
- advising parents/guardians who do not have an AIR Immunisation History Statement (refer to *Definitions*) and who are not eligible for the grace period that their children are not able to attend the service and referring them to immunisation services (see Attachment 4 – Letter for parents/guardians without acceptable immunisation documentation)
- taking reasonable steps to obtain an up to date AIR Immunisation History Statement (refer to *Definitions*) from a parent/guardian of a child enrolled under a grace period within 16 weeks from when the child begins attending (Note: the child can continue to attend the service if acceptable immunisation documentation is not obtained).
- taking reasonable steps to obtain an up to date AIR Immunisation History Statement (refer to *Definitions*) from all parents/guardians after enrolment, twice per calendar year, timing reminders to comply with the maximum seven-month interval (Public Health and Wellbeing Regulation 107, Public Health and Wellbeing Act 2008 Section 143E)
- ensuring that the enrolment record (refer to *Definitions*) complies with the requirements of Regulations 160, 161, 162 and that it effectively meets the management requirements of the service
- ensuring that enrolment records (refer to *Definitions*) are stored in a safe and secure place, and kept for three years after the last date on which the child was educated and cared for by the service (Regulation 183 (1a) (2d))
- ensuring that the orientation program and plans meet the individual needs of children and families, and comply with DET funding criteria



- reviewing the orientation processes for new families and children to ensure the objectives of this policy are met
- ensuring that parents/guardians of a child attending the service can enter the service premises at any time whilst the child is being educated and cared for, except where this may pose a risk to the safety of children or staff, or conflict with any duty of the Approved Provider, Nominated Supervisor or educators under the Law (Regulation 157).
- taking reasonable steps to contact non attending families prior to the cancellation of their enrolment (refer to Attachment 5)

**The Nominated Supervisor, Persons in Day to Day Charge and early childhood teachers are responsible for:**

- reviewing enrolment applications to identify children with additional needs (refer to *Definitions* and the *Inclusion and Equity Policy*)
- responding to parent/guardian enquiries regarding their child's readiness for the program that they are considering enrolling their child in
- discussing the individual child's needs with parents/guardians and developing an orientation program to assist them to settle into the program
- encouraging parents/guardians to:
  - stay with their child as long as required during the settling in period
  - make contact with educators at the service, when required
- assisting parents/guardians to develop and maintain a routine for saying goodbye to their child
- sharing information with parents/guardians concerning their child's progress with regard to settling in to the service
- discussing support services for children with parents/guardians, where required.
- taking reasonable steps to contact non attending families prior to the cancellation of their enrolment (refer to Attachment 5)

**All educators are responsible for:**

- responding to enrolment enquiries on a day-to-day basis and referring people to the person responsible for the enrolment process, as required
- providing parents/guardians with information about the requirements of the law for enrolment, locating and accessing immunisation services and obtaining AIR Immunisation History Statement (refer to *Definitions*) required for enrolment
- developing strategies to assist new families to:
  - feel welcomed into the service
  - become familiar with service policies and procedures
  - share information about their family beliefs, values and culture
  - share their understanding of their child's strengths, interests, abilities and needs
  - discuss the values and expectations they hold in relation to their child's learning
- providing comfort and reassurance to children who are showing signs of distress when separating from family members
- complying with the service's *Privacy and Confidentiality Policy* in relation to the collection and management of a child's enrolment information
- making reasonable attempts to contact non attending families (refer to Attachment 5) and consult with Nominated Supervisor of outcomes.

**Parents/guardians are responsible for:**

- reading and complying with this *Enrolment and Orientation Policy*
- completing the enrolment application form and the enrolment record prior to their child's commencement at the service and providing AIR Immunisation History Statement (refer to *Definitions*) of their child's immunisation status
- where a child is eligible for the 16 weeks grace period, ensuring that the child's immunisations are updated in line with the schedule and providing an up to date AIR Immunisation History Statement (refer to *Definitions*) to the service

- ensuring that all other required information is provided to the service
- updating information by notifying the service of any changes as they occur
- notify Canterbury and District Pre-School in writing if they wish to cancel their enrolment
- Notify BKCES in writing if they wish to cancel their enrolment.

**Volunteers and students, while at the service, are responsible for following this policy and its procedures.**

## **EVALUATION**

- In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:
- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures.

## **ATTACHMENTS**

- Attachment 1: Attachment 1 – Eligibility and priority of access criteria for 3 and 4-year-old funded kindergarten program
- Attachment 2: General enrolment procedures
- Attachment 3: Sample Enrolment Application Form
- Attachment 4: Letter for parents/guardians without acceptable immunisation documentation
- Attachment 5: Cancellation of enrolment and non-attendance

## **AUTHORISATION**

This policy was adopted by the Approved Provider of Canterbury and District Pre-School on 7<sup>th</sup> June 2021

## Fees policy

### 1. AUTHORISATION

This policy was adopted by the Canterbury and District Pre-School committee, at its committee of management meeting on 6<sup>th</sup> October 2008.

### 2. REVIEW DATE: This policy shall be reviewed annually or as required.

Major Review: 5<sup>th</sup> September 2016

- Revised definitions
- Updated Levy information
- Reformatted policy
- Enrolment/immunisation

Minor Review: March 2016

- Updated to include extended hours 3year old program

Minor Review: October 2014

- Updated to include 2015 fees

Major Review: May 2014

- Inclusion of Working Bee in Maintenance Levy
- Maintenance Levy applies per child not per family
- Eligible Concession card holders pay no fees or levies for 4yo kinder
- Revisions to reflect 15 hours funded 4YO programme
- Inclusion of Enrolment policy reference regarding non-payment of fees

Reviewed: 2<sup>nd</sup> September 2019

### 3. DEFINITIONS

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the General Definitions section of this manual.

**Early Start Kindergarten:** A funding program that enables three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection to attend a kindergarten program that is planned and delivered by an early childhood teacher for up to 15 hours per week. Details are available at: [www.education.vic.gov.au](http://www.education.vic.gov.au)

**Eligible Concession Card Holders** - where the child or parent/guardian is the holder of one of the eligibility criteria as defined by the government. These families can access 15 hours of 4year-old kindergarten for free. Refer: <http://www.education.vic.gov.au/earlychildhood/careandkinder/fees.htm> and see also section 6.5 of this policy. The concession card must be sighted by a committee member, usually the enrolment officer, to confirm eligibility and record the date of expiry. The card must have the name of the child who is enrolling into the program.

**Enrolment security deposit/fee** – a fee associated with securing the place for a child in the kindergarten following acceptance of an offer. The amount of this fee is equal to the full Term One fees, including levies. This deposit is non-refundable if the place is subsequently declined following payment of this fee.

**Fees:** A charge for a place within a program at the service.

**Health Care Card:** A Commonwealth Government entitlement providing concessions for low-income earners and other eligible people. Details are available at: [www.humanservices.gov.au](http://www.humanservices.gov.au)

**Kindergarten Fee Subsidy (KFS):** A state government subsidy paid in addition to per capita grants to subsidise the costs of parent fees and enable eligible children to attend a funded kindergarten for 15 hours free of charge (The Kindergarten Funding Guide (refer to Sources)).

**Late Collection Fee** - A charge that may be imposed by the Approved Provider when parents/guardians are late to collect their child/children from the program (refer to Attachment 1 – Fee information for families and Delivery and Collection of Children Policy)

**Late Payment Fee** – a fee to cover additional time and costs associated with administering and conducting processes involved in recovering fees not paid as per required terms (refer to the Procedures section in this policy).

**Maintenance & Working Bee Levy** – every child will be charged an annual maintenance levy payable in term 1 or upon enrolment. This levy is refundable only upon completion of one rostered maintenance duty & attendance at 1 working bee by the child's family. This also applies to families leaving or enrolling throughout the year. If a family is having difficulty meeting these obligations, they should notify the committee in writing. Arrangements will be made with the Maintenance Officer to facilitate completion at a mutually agreeable time.

#### **Term Fee**

- **Three year old:** a payment for a place at the centre. Three year old kindergarten receives no government subsidy.
- **Four year old:** a payment for a place at the centre which covers part of the cost of attendance. A government subsidy covers the remaining cost.

**Voluntary parent/guardian contribution:** A voluntary payment for items not directly related to the provision of the children's program. Attendance at the service is not conditional on this payment.

#### **4. VALUES**

Canterbury and District Pre-School is committed to:

- responsible financial management of the service, including establishing fees that will result in a financially viable service, while keeping user friendly fees at the lowest possible level
- application of the fees policy in a non-discriminatory manner
- providing a fair and manageable system for dealing with non-payment and/or inability to pay fees/outstanding debts - fair negotiation of late or non-payment of fees
- ensuring there are no financial barriers for families wishing to access an early childhood program for their child/children
- maintaining confidentiality in relation to the financial circumstances of parent/guardians
- advising users of the service about program funding, including government support and fees to be paid by parents/guardians
- providing equitable access for families eligible for the Kindergarten Fee Subsidy

#### **5. SCOPE**

This policy applies to:

- Parents/guardians whose child attends the centre.
- Parents/guardians who wish to have their child attend the centre.
- Excludes staff

#### **6. PURPOSE**

This policy will provide clear guidelines for:

- the setting, payment and collection of fees
- ensuring the viability of Canterbury and District Pre-school, by setting appropriate fees and charges
- the equitable and non-discriminatory application of fees across the programs provided by Canterbury and District Pre-School
- to inform all parents of the normal rates, methods and options for payment of fees
- to provide a fair and manageable system for dealing with failure to pay or inability to pay outstanding fee debts
- to inform parents of the rights and responsibilities of the centre in the setting and collection of fees
- to inform parents of the procedures should they experience difficulty in payment
- to inform parents of the consequences and procedures where persistent non-payment occurs, and no other arrangement is made

#### **7. BACKGROUND**

The Department of Education and Training (DET) provides funding for each child who is enrolled and attending a funded kindergarten program in the year before school. Income from other sources, primarily fees, is required to meet all the additional costs incurred by the service in the delivery of the children's program. In addition, the Kindergarten Fee Subsidy (refer to Definitions) enables eligible children to attend a funded kindergarten program free of charge in the year before school.

DET also funds Early Start Kindergarten for three-year-old Aboriginal and Torres Strait Islander children, and children known to Child Protection, to access kindergarten programs as outlined in *The Kindergarten Funding Guide* (refer to Sources).

DET requires that funded services have a comprehensive written fees policy, and the content of this policy must be communicated to families. The policy must include a written statement about the fees to be charged, as required under Regulation 168(2) (n), and the payment process. All families must be informed of applicable term and annual fees at the time of enrolment. Services must also advise eligible families of the Kindergarten Fee Subsidy arrangements. The fees charged must comply with the Kindergarten Fee Subsidy – Fees Policy (refer to Definitions), and be responsive to the local community and the viability of the service. *The Kindergarten Funding Guide* (refer to Sources) outlines the criteria to be covered in the policy.

## **8. LEGISLATION AND STANDARDS**

Relevant legislation and standards include but are not limited to:

- Charter of Human Rights and Responsibilities 2006 (Vic)
- Child Wellbeing and Safety Act 2005 (Vic)
- Disability Discrimination Act 1992 (Cth)
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulation 168(2)(n)
- Equal Opportunity Act 1995 (Vic)
- National Quality Standard, including Quality Area 7: Governance and Leadership

## **9. PROCEDURES**

**The Approved Provider and Person with Management and Control are responsible for:**

- reviewing the current budget to determine fee income requirements
- developing a fee policy that balances the parent's/guardian's capacity to pay, with providing a high-quality program and maintaining service viability
- implementing and reviewing this policy in consultation with parents/guardians, the Nominated Supervisor and staff, and in line with the requirements of DET's *The Kindergarten Funding Guide* (refer to Sources)
- considering any issues regarding fees that may be a barrier to families enrolling at Canterbury and District Pre-School and removing those barriers wherever possible
- reviewing the effectiveness of the procedures for late payment and support offered
- considering options for payment when affordability is an issue for families
- clearly communicating this policy and payment options to families in a culturally-sensitive way, and in the family's first language where possible
- ensuring that the Fees Policy is readily accessible at the service (Regulation 171)
- providing all parents/guardians with fee information (refer to Attachment 1)
- providing all parents/guardians with a statement of fees and charges (refer to samples in Attachments 2 and 3) upon enrolment of their child
- providing all parents/guardians with a fee payment agreement (refer to samples in Attachments 4 and 5)
- ensuring fees are collected and receipted
- collecting all relevant information and maintaining relevant documentation regarding those with entitlement to concessions, where applicable
- complying with the service's Privacy and Confidentiality Policy regarding financial and other information received, including in relation to the payment/non-payment of fees
- notifying parents/guardians a minimum of 14 days of any proposed changes to the fees charged or the way in which the fees are collected (Regulation 172(2)), and ideally providing one term's notice.

**The Nominated Supervisor and Person in Day-to-Day Charge is responsible for:**

- assisting the Approved Provider in developing this policy, and ensuring that this policy is based on the *Kindergarten Funding Guide* (refer to Definitions)
- implementing and reviewing this policy, in consultation with parents/guardians, the Approved Provider and staff, and in line with the requirements of DET's *The Kindergarten Funding Guide* (refer to Sources)
- considering any issues regarding fees that may be a barrier to families enrolling at Canterbury and District Pre-School and removing those barriers wherever possible
- considering options for payment when affordability is an issue for families

- communicating this policy, the availability of the Kindergarten Fee Subsidy and payment options to families in a culturally-sensitive way and in the family's first language where possible
- providing all parents/guardians with fee information (refer to Attachment 1)
- providing all parents/guardians with a statement of fees and charges (refer to samples in Attachments 2 and 3) upon enrolment of their child, and ensuring that the Fees Policy is readily accessible at the service
- providing all parents/guardians with a fee payment agreement (refer to samples in Attachments 4 and 5)
- collecting all relevant information and maintaining relevant documents regarding those with entitlement to concessions, where applicable
- complying with the service's Privacy and Confidentiality Policy regarding financial and other information received, including in relation to the payment/non-payment of fees
- notifying parents/guardians within 14 days of any proposed changes to the fees charged or the way in which the fees are collected.
- All other staff are responsible for:
- informing the Approved Provider of any complaints or concerns that have been raised regarding fees at the service
- referring parents'/guardians' questions in relation to this policy to the Approved Provider.

**Parents/guardians are responsible for:**

- reading the Canterbury and District Pre-School Fee information for families (refer to Attachment 1), the Fee Payment Agreement (refer to Attachments 4 and 5) and the Statement of Fees and Charges (refer to Attachments 2 and 3)
- signing and complying with the Fee Payment Agreement (refer to Attachments 4 and 5)
- notifying the Approved Provider if experiencing difficulties with the payment of fees
- providing the required documentation to enable the service to claim the Kindergarten Fee Subsidy for eligible families (refer to Attachment 1 – Fee information for families).

**1. POLICY:**

**1.1 Fee setting**

1.1.1 Fees shall be set on an annual basis or as is required by the Committee of Management, and will take into account:

- the running cost of the centre
- affordability to parents
- fees at other comparable centres in the region

1.2 **Current fees** – Refer Attachment 1

**1.3 Non-payment of fees**

1.3.1 Fee collection is mandatory and the committee has the discretion to withdraw service for non-payment of fees.

1.3.2 Parents should approach the fees officer if they are having difficulty with payment of fees as the centre has a process for negotiating alternative arrangements.

1.3.3 Enrolment places will not be allocated to children until any substantial debt owed to the service by the family is paid, or a payment plan is agreed to between the family and the service (refer to enrolment policy).

**1.4 Special cases**

1.4.1 This pre-school has a policy of non-discrimination and fees are structured to recognise the difficulty for parents under certain circumstances.

1.4.2 Children undertaking a second year at four year old pre-school must be authorised and receive the Kindergarten per capita grant by the relevant state government department or be full fee paying, (this includes paying the cost of the per capita grant received from the government, and Canterbury and District Pre-School term fees).. Priority is given to government funded children.

1.4.3 Multiple birth families receive a discount on the fees only and must still pay full levies payable per family. With twins, the first twin pays full fees and the second twin receives a 10% discount. Families with triplets and quadruplets are eligible for government assistance with fees.

1.4.4 Families with more than one child at the centre (excluding multiple birth families- refer 10.4.3) are to pay the full fees, special events and maintenance levy as outlined above.

1.4.5 Members of the committee, including the Executive, do not automatically receive discounted fees. All office bearers will pay all applicable fees and levies, including maintenance levy.

## **1.5 Kindergarten fee subsidy for eligible concession card holders**

- 1.5.1 The state government requires that those children with a current eligible concession card (refer to definitions) who attend four-year-old pre-school will access 15 hours per week at no charge.
- 1.5.2 Maintenance Levies are not charged to eligible concession card holders
- 1.5.3 Reduced term fees are not available for three year old groups
- 1.5.4 These fees will be reviewed annually and are based on the subsidy received from the Government.

## **1.6 Extended hours for 3 year old program**

- 1.6.1 When there are vacancies in the extended hour's program, families may request their child participates in the program on casual basis. Enrolment Officer and 3 year old Kindergarten Teacher must confirm if space is available prior to confirmation
- 1.6.2 Upon confirmation from the Enrolment Officer:
  - 1.6.2.1 the Fees Officer will issue an invoice for the casual session via email with CC to treasurer (this sets it up as an accounts receivable of sorts).
  - 1.6.2.2 Fees Officer keeps record to ensure payment is received (and treasurer as 2nd set of eyes)
  - 1.6.2.3 Child attends and Parent pays either before or after depending on how urgent
- 1.6.3 Payment of the session must be made within 48 hours of attending the session.
- 1.6.4 Parents should email the remittance to the Fees Officer so minimal chasing of payment is required.
  - 1.6.4.1 Fees Officer confirms payment

## **1.7 Setting of fees**

- 1.7.1 The rules of the pre-school provide for the fees to be set and varied by the Committee of Management.
- 1.7.2 Fees are calculated based on the per capita grant, the pre-school budget and the number of children enrolled. The Committee also takes into account the running costs of the centre, affordability to parents and fees at other comparable centres in the region.
- 1.7.3 Where time permits, the Committee of Management will prepare a budget and fix the fees for the following year, before letters of offer are sent out to that year's applicants.

## **1.8 Fee collection**

- 1.8.1 Invoicing:
  - 1.8.1.1 All invoices will be issued in advance by the Fees Officer three weeks before the end of term, with the exception of Term 1 fees which are taken by the Enrolment Officer as a non-refundable Enrolment Security Deposit in Term 4 of the preceding year.
  - 1.8.1.2 Payment terms are 10 days from the date of invoice

## **1.9 Method of payment**

- 1.9.1 Fees are to be paid via EFT as directed on the invoice

## **1.10 Late payment**

- 1.10.1 The fees officer will issue one reminder letter to late payers of fees.
- 1.10.2 On non-receipt of fees within one week of the reminder letter, the Bookkeeper will contact the family concerned and advise that a late payment fee will be charged, unless prior arrangement has been made with the Fees Officer for payment.
- 1.10.3 The Bookkeeper will liaise with the Fees Officer to advise if the late payment fee will be added to the subsequent term's fees or if a separate invoice will be issued prior to the commencement of the relevant term
- 1.10.4 On non-receipt of fees after this period, the issue shall be referred to the committee of management.

## **1.11 Procedure for non-payment of fees:**

- 1.11.1 To deal with the non-payment of fees, a working party will be set up. This may consist of any committee members (preferably members of the executive committee), plus the fees officer (where possible).
- 1.11.2 The Committee will decide criteria which will assist the working party to decide whether the basis for non-payment of fees is inability (refer 10.12 below) or refusal (refer 10.13 below). For example: has the person always previously paid on time/have they expressed a reason that suggests whether they are either unable or unwilling to pay.
- 1.11.3 It is the responsibility of the working party to carry out the negotiating process with any parents identified by the Fees Officer and Bookkeeper as not having met the fee payment dates.
- 1.11.4 The Working Party will operate to protect the parents' confidentiality and be aware of the degree of financial flexibility for negotiating as advised by the Committee.
- 1.11.5 The working party needs to have a clear understanding of their decision power regarding all negotiations, and their responsibility to report back to the full Committee before a final decision is

made. It is important that confidentiality is not breached in this reporting process, i.e. Names of families are not used.

1.11.6 At the discretion of the working party, the non-payment of fees may be escalated to Boroondara Kindergarten Central Enrolment Scheme (BKCES).

1.11.7 Recurrent non-payment of fees will be promptly escalated to BKCES.

### **1.12 Inability to pay fees**

1.12.1 The following options may be considered by the committee as choices for negotiating unpaid fees.

- Payment by instalments - parents may negotiate to pay fees on a weekly/monthly basis.
- Fee relief for parents - this may be available from the local council in the form of community assistance grants or from service clubs. The committee needs to be aware of the availability of fee relief within their local area, how parents may apply and the eligibility criteria.

### **1.13 Refusal to pay fees**

1.13.1 In the instance of a parent still refusing to pay, after the procedure for non-payment of fees having been followed (and with agreement of the Committee), the parents will be notified in writing that the service will be withdrawn at a date given unless all fees are paid prior to this date.

1.13.2 The Committee takes full responsibility for this process and staff will not be involved in this final stage of fee collection.

### **1.14 Late Collection Fee:**

1.14.1 A late collection fine will be charged at the rate of \$10.00 per 15 minutes which will appear on the fee invoice or a separate invoice if all term fees have been paid.

1.14.2 A policy sub-committee will implement and review the late collection of children policy. It is the responsibility of the committee to ensure that all parents and staff are aware of this policy and that it is implemented within the centre.

1.14.3 Information about fines for late collection will be published in the information handbook.

1.14.4 Staff are responsible for the day to day implementation of this policy.

1.14.5 The fees officer is responsible for ensuring that all fines for late collection are recorded on the term invoice.

1.14.6 Failure to pay this fine will become part of the non-payment of fees process.

1.14.7 The committee of management, in consultation with staff, will review the policy.

### **1.15 Refunds**

1.15.1 Fees and deposits are non-refundable, however refunds may be made to eligible concession card holders. Levies may also be refundable at the discretion of the Committee e.g. Maintenance and working bee levy if the rostered duties have been completed during the year.

1.15.2 No rebate or discount of fees will be given in cases of late commencement, discontinuance or prolonged absence due to any reason. Once fees have been paid the child's place will remain open whilst fees are current.

1.15.3 Refunds will be processed and itemised as offsetting items in the subsequent term fee invoice where feasible. Where this is not appropriate, the fees officer and family will agree the refund mechanism

### **1.16 Pro-rata Fees**

1.16.1 Fees may only be calculated on a pro-rata basis where an application for immediate commencement is received during a term. If a place is being held for a child, fees are payable from the date of enrolment acceptance.

## **2. COMMITTEE STRUCTURES**

2.1.1 A Working Party will be set up to deal with any instances of non-payment which are referred to the Committee of Management by the Fees Officer. Any committee members (but preferably executive committee members), plus the fees officer (where possible) constitute the working party.

2.1.2 Key responsibilities and authorities/responsibilities:

2.1.2.1 The **Fees Officer** is responsible for:

- assisting with setting of fees
- fee collection
- following up late fees
- reporting of problems to the committee
- issuing receipts for child care rebate purposes, or as requested

2.1.2.2 The Bookkeeper is responsible for

- assisting with the setting of fees
- other financial assistance as needed the enrolment officer will work with the fees officer to:
- issue invoices and receipts for payment of the enrolment security deposit



- collect and follow up payment of the enrolment security deposit
  - ensure that relevant concession card documentation has been sighted
- 2.1.2.3 The Committee of Management is responsible for:
- initially deciding whether to pursue particular problems or review the policy
  - approving the fees as suggested by the bookkeeper and Fees officer
  - gives approval to substantially alter or waive fees
  - gives final approval to Working Party decisions
  - makes the final decision to withdraw the service from a family
- 2.1.2.4 The Working Party is responsible for:
- negotiating a solution to particular payment problems
  - providing updates and recommendations to the Committee of Management

## **12. TRAINING**

- The Treasurer and Fees Officer may attend ELAA or other relevant training when available.
- If a Working Party has to be set up, consideration shall be given to the members attending conflict resolution training.

## **13. IMPLEMENTATION RESOURCES**

Other things the responsible person may need if in doubt about how to carry out or extend the procedure.

- Service documents with related rules
- Phone numbers including contact details for relevant committee members and teachers
- The Fees Officer shall pass on relevant contact numbers of non-payers to the Working Party as part of the referral process.

## **14. CIRCULATION PLAN**

This policy should be made available to parents whose children attend the centre, parents who wish to have their child attend the centre and Committee members. An initial copy will be made available to all parents using the centre, on enrolment. A copy will be added to the centre policy book. A summary will be included in the centre information handbook, distributed to all parents. A hard copy of this policy should be provided to the Fees Officer during the handover period of this role.

## **13. EVALUATION**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness, particularly in relation to affordability, flexibility of payment options and procedures for the collection of fees
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- monitor the number of families/children excluded from the service because of their inability to pay fees
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures (Regulation 172(2)) unless a lesser period is necessary because of a risk.

## **14. SOURCES AND RELATED POLICIES**

### **Sources:**

- The Kindergarten Funding Guide (Department of Education and Training): [www.education.vic.gov.au](http://www.education.vic.gov.au)
- The constitution of Canterbury and District Pre-school

### **Service policies:**

- Complaints and Grievances Policy
- Delivery and Collection of Children Policy
- Enrolment and Orientation Policy
- Excursions and Service Events Policy
- Inclusion and Equity Policy
- Privacy and Confidentiality Policy

# Nutrition, Oral Health and Active Play Policy

**Mandatory – Quality Area 2**  
**Sourced ELAA July 2019**

## **1. Authorisation**

*This policy was adopted by the Canterbury and District Pre-School Inc. Committee, at its committee of management meeting on 5<sup>th</sup> June 2006*

## **2. Review Date**

**Reviewed 15<sup>th</sup> May 2020.** *This policy shall be reviewed annually or as required.*

## **3. Purpose**

*Canterbury and District Pre-School acknowledges the importance of healthy eating, oral health and physical activity and its contribution to good health and overall wellbeing.*

*This policy provides guidelines to:*

- promote a healthy lifestyle and support children, staff, educators and families at the service to eat nutritious food, maintain oral health and participate in physical activity and active play*
- ensure national and state guidelines and recommendations about nutrition, oral health and physical activity are met*
- ensure that the dietary and cultural needs of children and families are taken into consideration when planning menus and implementing nutrition, oral health and active play activities.*

## **4. Policy statement**

### **4.1 Values**

*Canterbury and District Pre-School is committed to:*

- creating policies and practices that promote a healthy lifestyle and ensure national and state guidelines and recommendations about safe food preparation, nutrition, oral health and physical activity are met*
- ensuring the buildings, grounds and facilities enable healthy eating, oral health and active play*
- creating a culture in which all community members are respectfully supported to eat healthily, maintain good oral health and be active*
- providing children with formal and informal opportunities to learn about food, nutrition, oral health and health messages about physical activity*
- ensuring staff and educators have access to resources and support for their own healthy eating, oral health and physical activity*
- engaging families, the service community and expert organisations in the promotion and implementation of healthy eating, oral health and active play initiatives.*

### **4.2 Scope**

*This policy applies to the Approved Provider, Persons with Management or Control, Nominated Supervisor, Persons in Day-to-Day Charge, educators, staff, students on placement, volunteers, families, parents/guardians, children and others attending the programs and activities Canterbury and District Pre-School.*

### **4.3 Background and legislation**

#### **Background**

*There are many benefits to promoting a healthy lifestyle in early childhood education and care settings, including the positive impact this has on each child's learning and development. Being made aware of positive eating behaviour, oral hygiene practices and the importance of physical activity from an early age can instil good habits that will remain throughout a person's life. Staff are well placed to build this awareness among children and their families, while respecting lifestyle choices, and cultural and religious values.*

*As a health promoting service it is recognised that every member of the service impacts on children's health. Children, staff, educators and families can be supported to eat healthily, maintain good oral health and be physically active through teaching and learning opportunities, policies, creating a safe and healthy physical and social environment and developing community links and partnerships.*

### Nutrition

The foods we eat provide our body with the nutrients we need to stay healthy. Good nutrition is the balanced eating of a variety of foods and is especially important for children as they require a large amount of nutrients for growth and development. Research has shown that, when offered a variety of healthy foods, children can and do make good choices. It is also important to provide Pre-School children with a good foundation in healthy eating, as most children have formed lifelong eating habits before they reach school age.

### Oral health

Tooth decay is Australia's most prevalent health problem despite being largely preventable. It is important to note that oral health promotion is complementary to promoting healthy eating.

Oral health behaviours have a major influence on children's health and wellbeing and a direct impact on their growth and development. Oral diseases can negatively affect individuals through pain, discomfort, general health and quality of life. Poor oral health can limit a child's capacity in biting, chewing, smiling, speaking, and psychosocial wellbeing. The main oral health condition experienced by children is tooth decay affecting over half of all Australian children, making it five times more prevalent than asthma.

### Active play

Active play (refer to Definitions) develops a strong and healthy body, builds motor and co-ordination skills, creates a sense of wellbeing and helps protect children from disease. Active play is about moving, being and doing.

A strong sense of health and wellbeing, supported by good nutrition, oral health and an active lifestyle, can provide children with confidence, energy and optimism that will contribute to their ability to concentrate, co-operate and learn (Belonging, Being & Becoming – The Early Years Learning Framework for Australia, – refer to Sources). Learning about healthy lifestyles, including nutrition, oral health and active play, links directly to Outcome 3 in both the Early Years Learning Framework and the Victorian Early Years Learning and Development Framework (refer to Sources).

The Australian Government has guidelines, recommendations and resources for healthy eating and physical activity in early childhood settings including the National Health and Medical Research Council's Australian Dietary Guidelines and Infant Feeding Guidelines, the Get Up & Grow: Healthy Eating and Physical Activity for Early Childhood resources and the National Physical Activity Recommendations for Children 0-5 Years (refer to Sources). Practical, healthy eating advice is also available to early childhood services and schools via a telephone advice line: the Victorian Healthy Eating Advisory Service (Healthy Eating Advisory Service – refer to Sources), run by Nutrition Australia. Early childhood education and care services can also register and implement the Achievement Program (refer to Sources). This program is designed to create safe, healthy and friendly environments for children, staff educators and families, by promoting physical, mental and social health and wellbeing.

## **4.4 Legislation and standards**

Relevant legislation and standards include but are not limited to:

Australia New Zealand Food Standards Code

Child Wellbeing and Safety Act 2005 (Vic)

Disability Discrimination Act 1992 (Cth)

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2011 including Regulations 77–78, 79–80 (if the service provides food), 168

Equal Opportunity Act 2010 (Vic)

Food Act 1984 (Vic)

National Quality Standard including Quality Area 2: Children's Health and Safety

Occupational Health and Safety Act 2004

## **4.5 Definitions**

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the General Definitions section of this manual.

**Active play:** Play that involves large muscle-based activities that are essential for a child's social, emotional, cognitive and physical growth and development incorporating:

- child-initiated active play, which is developed by the child through exploration of the outdoor environment, equipment and games
- adult-guided active play which encourages children's physical development through promoting movement skills in a non-competitive environment

- physical activity, which includes sport, incidental exercise and many forms of recreation.

**Adequate supervision:** (In relation to this policy) supervision entails all children (individuals and groups) in all areas of the service, being in sight and/or hearing of an educator at all times including during toileting, sleep, rest and transition routines. Services are required to comply with the legislative requirements for educator-to-child ratios at all times. Supervision contributes to protecting children from hazards that may emerge in play, including hazards created by the equipment used.

Adequate supervision refers to constant, active and diligent supervision of every child at the service. Adequate supervision requires that educators are always in a position to observe each child, respond to individual needs, and immediately intervene if necessary. Variables affecting supervision levels include:

- number, age and abilities of children
- number and positioning of educators
- current activity of each child
- areas in which the children are engaged in an activity (visibility and accessibility)
- developmental profile of each child and of the group of children
- experience, knowledge and skill of each educator
- need for educators to move between areas (effective communication strategies).

**'Discretionary' foods and drinks:** Food and drink items that are high in fat, sugar and salt, and that contain minimal vitamins, minerals or fibre. These can also be referred to as 'sometimes' foods and drinks.

**Healthy eating:** Describes eating patterns that provide all the recommended nutrients for growth and development, and good health and wellbeing, now and in the future. It also refers to preparing, serving and eating food in a way that recognises its importance as a social and cultural activity.

**Nutrition:** The process of providing or receiving nourishing substances.

**Oral health:** The absence of active disease in the mouth. Oral health is fundamental to overall health, wellbeing and quality of life. A healthy mouth enables people to eat, speak and socialise without pain, discomfort or embarrassment.

## 5. Sources and related policies

### Sources

- Australian Dietary Guidelines (2019) National Health and Medical Research Council: <https://www.eatforhealth.gov.au/guidelines>
- Belonging, Being & Becoming – The Early Years Learning Framework for Australia: <https://docs.education.gov.au/documents/belonging-being-becoming-early-years-learning-framework-australia>
- Better Health Channel: [www.betterhealth.vic.gov.au](http://www.betterhealth.vic.gov.au)
- Dental Health Services Victoria: [www.dhsv.org.au](http://www.dhsv.org.au)
- Food Safety Victoria, Department of Health and Human Services: [www2.health.vic.gov.au/public-health/food-safety](http://www2.health.vic.gov.au/public-health/food-safety)
- Food Standards Australia New Zealand: [www.foodstandards.gov.au](http://www.foodstandards.gov.au)
- Department of Health (2013) Get Up & Grow: Healthy Eating and Physical Activity for Early Childhood: <https://www.health.gov.au/internet/main/publishing.nsf/Content/phd-gug-staffcarers>
- The Achievement Program is a health and wellbeing initiative for early childhood services, schools and workplaces: [www.achievementprogram.health.vic.gov.au](http://www.achievementprogram.health.vic.gov.au)
- Healthy Eating Advisory Service: [www.heas.health.vic.gov.au](http://www.heas.health.vic.gov.au)
- National Health and Medical Research Council Infant Feeding Guidelines: information for health workers (2013): <https://www.nhmrc.gov.au/about-us/publications/infant-feeding-guidelines-information-health-workers>
- Australian 24-Hour Movement Guidelines for the Early Years (Birth to 5 years): <https://www.health.gov.au/internet/main/publishing.nsf/Content/npra-0-5yrs-brochure>
- National Health and Medical Research Council, Staying Healthy: Preventing infectious diseases in early childhood education and care services (5th edition, 2013): <https://www.nhmrc.gov.au/about-us/publications/staying-healthy-preventing-infectious-diseases-early-childhood-education-and-care-services>
- Victorian Early Years Learning and Development Framework: [www.education.vic.gov.au](http://www.education.vic.gov.au)

## **Service policies**

- *Anaphylaxis Policy*
- *Asthma Policy*
- *Curriculum Development Policy*
- *Dealing with Infectious Diseases Policy*
- *Diabetes Policy*
- *Excursions and Service Events Policy*
- *Food Safety Policy*
- *Hygiene Policy*
- *Incident, Injury, Trauma and Illness Policy*
- *Inclusion and Equity Policy*
- *Road Safety and Safe Transport Policy*
- *Sun Protection Policy*

## **6. Procedures**

### **The Approved Provider and Persons with Management or Control are responsible for:**

- *ensuring that the service environment and educational program supports children and families to make healthy choices for eating, oral health and active play (refer to Definitions)*
- *providing ongoing information, resources and support to families, to assist in the promotion of optimum health, including oral health, for young children (refer to Sources)*
- *recognising families, educators and staff as role models and encouraging them to bring/use foods and drinks that are in line with the service's Nutrition, Oral Health and Active Play Policy*
- *ensuring the implementation of adequate health and hygiene procedures, and safe practices for handling, preparing and storing food, to minimise risks to children being educated and cared for by the service (Regulation 77) (refer to Hygiene Policy and Food Safety Policy)*
- *ensuring measures are in place to prevent cross-contamination of any food given to children with diagnosed food allergies and/or diabetes (refer to Anaphylaxis Policy, Asthma Policy, Diabetes Policy and Food Safety Policy)*
- *ensuring that all educators/staff are aware of, and plan for, the dietary needs of all children*
- *ensuring that fresh drinking water (preferably tap water) is readily available at all times, indoors and outdoors, and reminding children to drink water throughout the day, including at snack/lunch times (Regulation 78(1)(a)) (Only tap water and plain milk are encouraged.)*
- *ensuring that food and drinks are available to children at frequent and regular intervals throughout the day (Regulation 78(1)(b))*
- *ensuring educators are supported to access a range of resources to increase their capacity to promote healthy eating, oral health and active play initiatives for children*
- *ensuring staff and educators are supported by having healthy food options in the staff room, for staff meetings and for professional learning*
- *ensuring that discretionary food and drinks do not appear in any sponsorship, fundraising or marketing activities*
- *ensuring celebrations and other service events promote healthy food options and limit discretionary options*
- *ensuring service facilities and equipment enable active travel and road safety for children, staff, educators and families*
- *ensuring space and facilities are available to allow staff and educators to store and prepare healthy food*

### **The Nominated Supervisor and Persons in Day-to-Day Charge are responsible for:**

- *ensuring that the service environment and the educational program supports children and families to learn about and make healthy choices for eating, oral health and active play*
- *embedding opportunities to learn about healthy eating and oral health and the importance of physical activity in the educational program, throughout the year*
- *ensuring oral hygiene practices are undertaken at the service where appropriate*
- *ensuring the implementation of adequate health and hygiene procedures, and safe practices for handling, preparing and storing food, to minimise risks to children being educated and cared for by the service (Regulation 77) (refer to Hygiene Policy and Food Safety Policy)*
- *ensuring that all educators/staff are aware of a child's food allergies and/or other medical conditions on enrolment or on initial diagnosis*

- ensuring measures are in place to prevent cross-contamination of any food given to children with diagnosed food allergies and/or diabetes (refer to Anaphylaxis Policy, Asthma Policy, Diabetes Policy and Food Safety Policy)
- ensuring that all educators/staff are aware of, and plan for, the dietary needs of all children
- ensuring that fresh drinking water (preferably tap water) is readily available at all times, indoors and outdoors, and reminding children to drink water throughout the day, including at snack/lunch times (Regulation 78(1)(a)). (Only tap water and plain milk are encouraged.)
- ensuring that food and drinks are available to children at frequent and regular intervals throughout the day (Regulation 78(1)(b))
- registering and engaging the service with the Achievement Program (refer to Sources)
- ensuring that age-appropriate adult-guided and child-initiated active play is planned on a daily basis across all age groups
- ensuring that cultural and religious practices/requirements of families are accommodated to support children's learning and development
- developing and reviewing guidelines for celebrations, fundraising activities and other service events in consultation with educators, staff, parents/guardians and families to focus on healthy alternatives
- providing families with information and strategies to promote healthy eating, oral health and active play and how to access relevant services (including local dental clinics)
- developing links with local and regional health services, community organisations and businesses that provide expertise, resources and support for healthy eating, oral health and active play
- ensuring educators are supported to access resources, tools and professional learning to enhance their knowledge and capacity to develop adult guided and child initiated active play experiences and promote healthy eating and oral health
- considering this policy when organising excursions, service events and any sponsorship or marketing opportunities
- ensuring the layout of the grounds and buildings is inclusive of the diversity and abilities of all children and encourages physical activity and movement
- ensuring recommendations about physical activity and screen time from the Australian 24-Hour Movement Guidelines for the Early Years (Birth to 5 Years) are met
- supporting active travel to and from the service
- ensuring staff and educators are supported by having healthy food options in the staff room, for staff meetings and for professional learning.

**All educators/staff are responsible for:**

- complying with the service's Nutrition, Oral Health and Active Play Policy and with the Food Safety Act
- being aware of a child's food allergies and/or other medical conditions on enrolment at the service or on initial diagnosis
- implementing measures to prevent cross-contamination of any food given to children with diagnosed food allergies and/or diabetes (refer to Anaphylaxis Policy, Asthma Policy, Diabetes Policy and Food Safety Policy)
- being aware of, and planning for, the dietary needs of all children
- ensuring that the service environment and the educational program supports children and families to make healthy choices for eating, oral health and active play
- discussing healthy eating choices with children and introducing the concept of 'sometimes' and everyday foods and drinks
- providing a variety of cooking and food experiences that support children to develop food literacy and positive habits relating to food
- role-modelling positive eating, drinking and physical activity behaviours and promoting a healthy relationship with food
- ensuring that food and drink are not used as an incentive, bribe or reward at any time
- exploring and discussing diverse cultural, religious, social and family lifestyles
- considering this policy when organising excursions and service events
- supporting students and volunteers to comply with this policy while at the service
- keeping parents/guardians informed of current information relating to healthy eating, oral health and active play
- ensuring that fresh drinking water (preferably tap water) is readily available at all times indoors and outdoors, and reminding children to drink regularly throughout the day, including at snack/meal times

- ensuring that children can readily access their own clearly labelled drink containers (where this is a service practice)
- providing food and drinks at regular intervals, and encouraging children to actively participate in, and enjoy, snack/meal times without feeling rushed
- providing a positive eating environment and sitting and interacting with children at meal times
- encouraging children to be independent at snack/meal times e.g. opening lunchboxes, pouring drinks, self-feeding, serving and using utensils in a culturally-sensitive way
- providing opportunities for children to learn about, and develop skills for oral health through the educational program, including age-appropriate tooth brushing
- providing adequate supervision (refer to Definitions) for all children at all times, including at meal times
- ensuring children are not sedentary or inactive for more than 1 hour at a time, with the exception of sleeping
- supporting children to develop collaboration skills during play
- planning and providing active play and movement experiences that are age-appropriate, inclusive of diversity and abilities and support children to develop fundamental movement skills
- considering opportunities for children to be physically active indoors, particularly in adverse weather conditions
- ensuring screen based activities do not exceed the recommendations in the Australian 24-Hour Movement Guidelines for the Early Years (birth to 5 years)
- providing age-appropriate traffic safety education, including pedestrian and passenger safety to both children and parents/guardians at the service
- promoting safe behaviour through daily practice as part of the program.

**Parents/guardians are responsible for:**

- complying with the requirements of this policy
- providing details of specific nutritional/dietary requirements, including the need to accommodate cultural or religious practices or food allergies, on their child's enrolment form, and discussing these with the Nominated Supervisor prior to the child's commencement at the service, and if requirements change over time (refer to Anaphylaxis Policy, Asthma Policy and Diabetes Policy)
- communicating regularly with educators/staff regarding children's specific nutritional requirements and dietary needs, including food preferences
- encouraging their child/ren to drink an adequate amount of water (preferably tap water), and discouraging 'discretionary' drinks
- providing healthy, nutritious food for snacks/meals, including fruits and vegetables in line with the service's Nutrition, Oral Health and Active Play policy, where applicable
- providing healthy, nutritious food, including fruits or vegetables for sharing at morning or afternoon tea, where applicable
- providing nutritious food and drinks for celebrations, fundraising activities and service events, consistent with service policy
- encouraging children to exercise by engaging in active play, and walking or riding a bike to the service where appropriate
- dressing their child/ren so they can engage safely in active play.

**Volunteers and students, while at the service, are responsible for following this policy and its procedures.**

**Evaluation**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from educators, staff, parents/guardians, children, management and all affected by the policy
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required with all members of the service
- notify parents/guardians at least 14 days before making any change to this policy or its procedures unless a lesser period is necessary because of a risk.

## **Attachments**

### **1: Canterbury and District Pre-School Additional Nutritional Guidelines**

#### **ATTACHMENT 1:**

##### **Canterbury and District Pre-school Additional Nutritional Guidelines**

- *Nutritional needs of children will be catered for while they are attending the program. All meals are to be provided by parents/guardians or caregivers.*
- *Meals and snacks will be offered at times which suit children's hunger levels.*
- *No child will be forced to eat or drink what they do not want. Any food uneaten will be placed back in the container and returned to their bag so parents are aware of how much food was eaten.*
- *No food is to be removed from a child unless it is seen as an immediate health risk due to anaphylaxis concerns. Staff should arrange a time to speak with parents/guardians if foods supplied are not in line with this policy.*
- *Foods provided by parents and by staff/educators for cooking program, will be hygienically prepared and stored. Where possible and appropriate food should be supplied in recyclable containers with minimum packaging to promote principles of sustainability and reduce impact on environment.*
- *Children will be encouraged to develop independence in serving and clearing away food and drinks and in managing utensils, pouring, drinking and eating.*
- *Opportunities will be given for children to participate in food preparation with the inclusion of varied cooking experiences.*
- *Parent education will be provided to convey the reasons for this policy and to improve nutrition knowledge.*
- *For birthdays and other celebrations, parents will be discouraged from sending cakes or food for the class to share. Parents will instead be asked to consider non-food treats, or other methods of celebrating the occasion.*
- *Dietary needs of children diagnosed with diabetes or other medical conditions will be supported by a management plan provided by the families.*
- *Celebrations and fundraising activities and other service events will be consistent with the purposes and values of this policy and procedures, with the recognition that these are special occasions and some discretionary foods are permitted at these events.*
- *When a child attending Canterbury and District Pre-School is diagnosed as at risk of anaphylaxis to a food allergen, all parents will be asked to avoid sending these foods to the Pre-School, where practical (refer to Anaphylaxis Policy).*
- *When children with nut allergies are attending Canterbury and District Pre-School, products containing nuts or ideally traces of nuts should not be brought into the Pre-School (refer to Anaphylaxis Policy).*



# Privacy and Confidentiality Policy

## 1. Authorisation

This policy was adopted by the Approved Provider of Canterbury and District Pre-School on 15<sup>th</sup> September 2014.

## 2. Review date: This policy shall be reviewed on or before 12/7/22.

- Minor review 8<sup>th</sup> October 2018 to include updated parent permission photo guidelines
- Reviewed 12<sup>th</sup> July 2021

## 3. Purpose

This policy provides a clear set of guidelines:

- for the collection, storage, use, disclosure, and disposal of personal information, including photos, videos, and health information at Canterbury and District Pre-School
- to ensure compliance with privacy legislation
- on responding to requests for information to promote child wellbeing or safety and/or assess and manage risk of family violence (mandatory)
- on sharing and requesting information to promote child wellbeing or safety and/or manage risk of family violence.

## 4. Policy statement

### 4.1 Values

Canterbury and District Pre-School is committed to:

- responsible and secure collection and handling of personal information
- protecting the privacy of each individual's personal information
- ensuring individuals are fully informed regarding the collection, storage, use, disclosure and disposal of their personal information, and *their* access to that information.
- proactively sharing information to promote the wellbeing and/or safety of a child or a group of children, consistent with their best interests

### 4.2 Scope

This policy applies to the approved provider, persons with management or control, nominated supervisor, persons in day-to-day charge, early childhood teachers, educators, staff, students, volunteers, parents/guardians, children and others attending the programs and activities off Canterbury and District Pre-School.

## 5. Background and legislation

### 5.1 Background

Early childhood services are obligated by law, service agreements, and licensing requirements to comply with the privacy and health records legislation when collecting personal and health information about individuals.

The Health Records Act 2001 (Part 1, 7.1) and the Privacy and Data Protection Act 2014 (Vic) (Part 1, 6 (1)) include a clause that overrides the requirements of these Acts if they conflict with other Acts or Regulations already in place. For example, if there is a requirement under the Education and Care Services National Law Act 2010 or the Education and Care Services National Regulations 2011 that is inconsistent with the requirements of the privacy legislation, services are required to abide by the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011.

In line with the Victorian Government's Roadmap for Reform, Education State reforms and broader child safety initiatives, Part 6A of the Child Wellbeing and Safety Act 2005 (the Act) was proclaimed in September 2018. The Act established the Child Information Sharing (CIS) Scheme, which enables sharing of confidential information between prescribed entities in a timely and effective manner in order to promote the wellbeing and safety of children. The Act also authorised the development of a web-based platform that will display factual information about children's participation in services known as the Child Link Register (to become operational by December 2021). The Child Link Register aims to improve child wellbeing and safety outcomes, monitor and support the participation in government-funded programs and services for children in Victoria.

Alongside the CIS Scheme, the Family Violence Protection Act 2008 includes the Family Violence Information Sharing (FVIS) Scheme and the Family Violence Multi-Agency Risk Assessment and Management (MARAM) Framework, which enables information to be shared between prescribed entities to assess and manage family violence risk to children and adults. The MARAM Framework can be used by all services including ECEC services that come into contact with individuals and families experiencing family violence. The MARAM

Framework aims to establish a system-wide shared understanding of family violence. It guides professionals across the continuum of service responses, across the range of presentations and spectrum of risk. It provides information and resources that professionals need to keep victim survivors safe, and to keep perpetrators in view and hold them accountable for their actions.

### **Legislation and standards**

Relevant legislation and standards include but are not limited to:

- Associations Incorporation Reform Act 2012 (Vic)
- Child Wellbeing and Safety Act 2005
- Child Wellbeing and Safety (Information Sharing) Amendment Regulations 2020
- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011: Regulations 181, 183
- Family Violence Protection Amendment (Information Sharing) Act 2017
- Freedom of Information Act 1982 (Vic)
- Health Records Act 2001 (Vic)
- National Quality Standard, Quality Area 7: Governance and Leadership Management
- Standard 7.3: Administrative systems enable the effective management of a quality service
- Privacy Act 1988 (Cth)
- Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth)
- Privacy and Data Protection Act 2014 (Vic)
- Privacy Regulations 2013 (Cth)
- Public Records Act 1973 (Vic)

The most current amendments to listed legislation can be found at:

- Victorian Legislation – Victorian Law Today: <http://www.legislation.vic.gov.au/>
- Commonwealth Legislation – ComLaw: <http://www.comlaw.gov.au/>

## **6. Definitions**

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the General Definitions section of this manual.

**Child Information Sharing Scheme (CISS):** enables Information Sharing Entities (ISE) (refer to Definitions) to share confidential information about any person to promote the wellbeing and/or safety of a child or group of children. The CISS works in conjunction with existing information sharing legislative provisions. All Victorian children from birth to 18 years of age are covered. Unborn children are only captured when there has been a report to Child First or Child Protection. Consent is not required from any person when sharing under CISS. The CISS does not affect reporting obligations created under other legislation, such as mandatory reporting obligations under the Children, Youth and Families Act 2005.

**Child Safe Standards:** Promotes the safety of children, prevent child abuse, and ensure organisations have effective processes in place to respond to and report all allegations of child abuse.

**Confidential information:** For the purposes of this policy; the CISS and FVISS, the health information and identifiers for the Health Records Act 2001 and the personal information for the Privacy and Data Protection Act 2014, including sensitive information (such as a criminal record), and unique identifiers.

**Data breach:** Unauthorised access or disclosure of personal information, or loss of personal information.

**Discloser:** In the context of the Schemes, this is defined as sharing confidential information for the purpose of promoting the wellbeing or safety of a child or group of children. In the context of family violence, this is defined as when someone tells another person about violence that they have experienced, perpetrated or witnessed.

**Family Violence Information Sharing Scheme (FVISS):** enables the sharing of relevant information between authorised organisations to assess or manage risk of family violence.

**Freedom of Information Act 1982:** Legislation regarding access and correction of information requests.

**Health information:** Any information or an opinion about the physical, mental, or psychological health or ability (at any time) of an individual.

**Health Records Act 2001:** State legislation that regulates the management and privacy of health information handled by public and private sector bodies in Victoria.

**Identifier/Unique identifier:** A symbol or code (usually a number) assigned by an organisation to an individual to distinctively identify that individual while reducing privacy concerns by avoiding the use of the person's name.

**Information Sharing Entities (ISE):** are authorised to share and request relevant information under the Child Information Sharing Scheme and the Family Violence Information Sharing Scheme (the Schemes) and required to respond to requests from other ISEs. All ISEs are mandated to respond to all requests for information.

**Multi-Agency Risk Assessment and Management Framework (MARAM):** Sets out the responsibilities of the organisation in identifying, assessing, and managing families and guide information sharing under both CIS and FVIS schemes wherever family violence is present.

**Notifiable Data Breaches scheme (NDB):** A Commonwealth scheme that ensures any organisation or agency covered by the Privacy Act 1988 notifies affected individuals and the Office of the Australian Information Commissioner (OAIC) when a data breach is likely to result in serious harm to an individual whose personal information is involved.

**Personal information:** Recorded information (including images) or opinion, whether true or not, about a living individual whose identity can reasonably be ascertained.

**Privacy and Data Protection Act 2014:** State legislation that provides for responsible collection and handling of personal information in the Victorian public sector, including some organisations, such as early childhood services contracted to provide services for government. It provides remedies for interferences with the information privacy of an individual and establishes the Commissioner for Privacy and Data Protection.

**Privacy Act 1988:** Commonwealth legislation that operates alongside state or territory Acts and makes provision for the collection, holding, use, correction, disclosure, or transfer of personal information. The Privacy Amendment (Enhancing Privacy Protection) Act 2012 (Cth) introduced on 12 March 2014 has made extensive amendments to the Privacy Act 1988. Organisations with a turnover of \$3 million per annum or more must comply with these regulations.

**Privacy breach:** An act or practice that interferes with the privacy of an individual by being contrary to, or inconsistent with, one or more of the Information Privacy Principles (refer to Attachment 2) or the new Australian Privacy Principles (refer to Attachment 7) or any relevant code of practice.

**Public Records Act 1973 (Vic):** Legislation regarding the management of public sector documents.

**Risk Assessment Entity (RAE):** Under FVISS, there is also a subset of specialist ISEs known as Risk Assessment Entities that are able to receive and request information for a family violence assessment purpose. RAEs have specialised skills and authorisation to conduct family violence risk assessment, examples can include but not limited to Victorian Police, child protection, family violence service and some Orange Door services.

**Sensitive information:** Information or an opinion about an individual's racial or ethnic origin, political opinions, membership of a political association, religious beliefs or affiliations, philosophical beliefs, membership of a professional or trade association, membership of a trade union, sexual preference or practices, or criminal record. This is also considered to be personal information.

## 7. Sources and related policies

### 7.1 Sources

Australia Not-for-profit Law Guide (2017), Privacy Guide: A guide to compliance with privacy laws in Australia: [www.nfplaw.org.au/sites/default/files/media/Privacy\\_Guide\\_Cth.pdf](http://www.nfplaw.org.au/sites/default/files/media/Privacy_Guide_Cth.pdf)

Child Care Service Handbook Version 2, 2019: [www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook](http://www.dese.gov.au/resources-child-care-providers/resources/child-care-provider-handbook)

Child Information Sharing Scheme Ministerial Guidelines: [www.vic.gov.au/guides-templates-tools-for-information-sharing](http://www.vic.gov.au/guides-templates-tools-for-information-sharing)

ELAA Early Childhood Management Manual: [www.elaa.org.au](http://www.elaa.org.au)

Family Violence Multi-Agency Risk Assessment and Management Framework:

[www.vic.gov.au/sites/default/files/2019-01/Family%20violence%20multi-agency%20risk%20assessment%20and%20management%20framework.pdf](http://www.vic.gov.au/sites/default/files/2019-01/Family%20violence%20multi-agency%20risk%20assessment%20and%20management%20framework.pdf)

Guidelines to the Information Privacy Principles: [www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/](http://www.oaic.gov.au/privacy/australian-privacy-principles-guidelines/)

Information Sharing and Family Violence Reforms Contextualised Guidance:

[www.education.vic.gov.au/childhood/professionals/health/childprotection/Pages/ecunderstanding.aspx](http://www.education.vic.gov.au/childhood/professionals/health/childprotection/Pages/ecunderstanding.aspx)

Information Sharing and Family Violence Reforms Toolkit: [www.vic.gov.au/guides-templates-tools-for-information-sharing](http://www.vic.gov.au/guides-templates-tools-for-information-sharing)

Ministerial Guidelines for the Family Violence Information Sharing Scheme: [www.vic.gov.au/family-violence-information-sharing-scheme](http://www.vic.gov.au/family-violence-information-sharing-scheme)

Office of Australian Information Commissioner, Data breach preparation and response:

[www.oaic.gov.au/privacy/guidance-and-advice/data-breach-preparation-and-response](http://www.oaic.gov.au/privacy/guidance-and-advice/data-breach-preparation-and-response)

Office of the Health Complaints Commissioner: <https://hcc.vic.gov.au>

Office of the Victorian Information Commissioner, Child information sharing scheme and privacy law in Victoria:

<https://ovic.vic.gov.au/wp-content/uploads/2019/01/20190109-Child-information-sharing-scheme-FAQs-1.pdf>

Office of the Victorian Information Commissioner: <https://ovic.vic.gov.au>

Privacy Guide, 2020: [www.nfplaw.org.au/privacy](http://www.nfplaw.org.au/privacy)

## **7.2 Service policies**

- Child Safe Environment Policy
- Code of Conduct Policy
- Complaints and Grievances Policy
- Delivery and Collection of Children Policy
- Enrolment and Orientation Policy
- Information Technology Policy
- Staffing Policy
- Inclusion and Equity Policy

## **8. Procedures**

### ***The Approved Provider and persons with management and control is responsible for:***

- ensuring all records and documents are maintained and stored in accordance with Regulations 181
- ensuring the service complies with the requirements of the Health Privacy Principles as outlined in the *Health Records Act 2001*, the Information Privacy Principles as outlined in the *Privacy and Data Protection Act 2014* (Vic) and, where applicable, the Australia Privacy Principles as outlined in the *Privacy Act 1988* (Cth) and the *Privacy Amendment (Enhancing Privacy Protection) Act 2012* (Cth), by taking proactive steps to establish and maintain internal practices, procedures, and systems that ensure compliance with privacy legalisations including:
  - identifying the kind of personal, sensitive, and health information that will be collected from an individual or a family
  - communicating the reason why personal, sensitive, and health information is being collected, and how it will be stored, used, and disclosed, and managed and are provided with the service's *Privacy Statement* (refer to Attachment 4) and all relevant forms
  - communicating how an individual or family can access and/or update their personal, sensitive, and health information at any time, to make corrections or update information (refer to Attachment 4)
  - communicating how an individual or family can complain about any breaches of the privacy legislation, and how the service will deal with these complaints
- ensuring a copy of this policy, including the *Privacy Statement*, is prominently displayed at the service and/or electronically accessible, is up to date and available on request
- the management of privacy risks at each stage of the information lifecycle, including collection, use, disclosure, storage, destruction or de-identification
- protecting personal information from misuse, interference, loss and unauthorised access, modification or disclosure, as well as unauthorised access, modification or disclosure.
- identifying and responding to privacy breaches, handling access and correction requests, and receiving and responding to complaints and inquiries
- providing regular staff training and information on how the privacy legislation applies to them and the service
- appropriate supervision of staff who regularly handle personal, sensitive, and health information
- ensuring that personal, sensitive, and health information is only collected by lawful and fair means, and is accurate and complete
- providing adequate and appropriate secure storage for personal, sensitive, and health information collected by the service, including electronic storage (refer to Attachment 2)
- ensuring that records and documents are kept in accordance with Regulation 183
- notifying an individual or family if the service receives personal, sensitive and health information about them from another source as soon as practicably possible
- ensuring that if personal, sensitive and health information needs to be transferred outside of Victoria, that the individual or family that it applies to has provided consent, or if the recipient of the personal information is subject to a law or binding scheme.
- ensuring that unique identifiers are not adopted, used or disclosed unless lawfully required to (refer to Attachment 2)
- ensuring reasonable steps to destroy personal and health information and ensure it is de-identified if the information is no longer required for any purpose as described in Regulations 177, 183, 184 (refer to Attachment 1)
- complying with the *Notifiable Data Breaches Scheme* (refer to *Definitions*) which imposes an obligation to notify individual whose personal information is in a data breach that is likely to result in serious harm.



- developing a data breach (refer to *Sources*) response plan that sets out the roles and responsibilities involved in managing a data breach, the steps taken if a data breach occurs (refer to *Sources*) and notifying the Office of the Australian Information Commission as appropriate.
- promoting awareness and compliance with the Child Safe Standards (refer to *Definitions*), and disclosing information to promote the wellbeing and safety of a child or group of children
- ensuring information sharing procedures abide by the CISS Ministerial Guidelines (refer to *Sources*) and exercising professional judgment when determining whether the threshold for sharing is met, what information to share and with whom to share it (refer to Attachment 7).
- identifying which staff should be authorised point of contact in relation to the CISS and the FVISS
- ensuring the allocated point of contact undertakes appropriate training and is aware of their responsibilities under the CISS and FVISS
- communicating to staff about their obligations under the Information Sharing Schemes (refer to *Definitions*), and ensure they have read this policy
- providing opportunities for identified ISE staff to undertake the appropriate training
- ensuring information sharing procedures are respectful of and have regard to a child's social, individual, and cultural identity, the child's strengths and abilities, and any vulnerability relevant to the child's safety or wellbeing
- promoting a child's cultural safety and recognise the cultural rights and familial and community connections of children who are Aboriginal, Torres Strait Islander or both when sharing information under the CISS and FVISS
- giving precedence to the wellbeing and safety of a child or group of children over the right to privacy when sharing information under the CISS and the FVISS
- ensuring confidential information (refer to *Definitions*) is only shared to the extent necessary to promote the wellbeing or safety of a child or group of children, consistent with the best interests of that child or those children.
- developing record keeping processes that are accurate and complete as set by *Child Wellbeing and Safety (Information Sharing) Regulations* concerning both written and verbal sharing of information and/or complaints (refer to Attachment 7)
- ensuring actions are taken when an ISE becomes aware that information recorded or shared about any person is incorrect, and is corrected in a timely manner
- only sharing confidential information to the extent necessary to promote the wellbeing or safety of a child or group of children, consistent with the best interests of that child or those children
- working collaboratively in a manner that respects the functions and expertise of each information sharing entity
- ensuring that images of children are treated with the same respect as personal information, and as such are protected by privacy laws in the same way.
- ensuring the appropriate use of images of children, including being aware of cultural sensitivities and the need for some images to be treated with special care
- ensuring all employees, students and volunteers are provided with a copy of this policy, including the Privacy Statement of the service (refer to Attachment 4)
- establishing procedures to be implemented if parents/guardians request that their child's image is not to be taken, published, or recorded, or when a child requests that their photo not be taken
- when engaging with a professional photographer, a confidentiality clause relating to appropriate information handling is included in the agreement or contract between the photographer and the service.

***The Nominated Supervisor is responsible for:***

- assisting the approved provider to implement this policy
- reading and acknowledging they have read the Privacy and Confidentiality Policy (refer to Attachment 3)
- ensuring all records and documents are maintained and stored in accordance with Regulations 181 and 183 of the *Education and Care Services National Regulations 2011*
- protecting personal information from misuse, interference and loss and from unauthorised access, modification or disclosure, as well as unauthorised access, modification or disclosure.
- ensuring that personal, sensitive and health information is only collected by lawful and fair mean, is accurate and complete
- ensuring parents/guardians know why personal, sensitive and health information is being collected and how it will be used, disclosed and managed and are provided with the service's *Privacy Statement* (refer to Attachment 4) and all relevant forms

- ensuring that records and documents are kept in accordance with Regulation 183
- ensuring reasonable steps to destroy personal and health information and ensure it is de-identified if the information is no longer required for any purpose as described in Regulations 177, 183, 184 (refer to Attachment 2)
- ensuring that an individual or family can have access to their personal, sensitive and health information at any time, to make corrections or update information (refer to Attachment 4)
- providing notice to children and parents/guardians when photos/video recordings are going to be taken at the service
- ensuring early childhood teachers, educators and staff are provided a copy of this policy and that they complete the Letter of acknowledgment and understanding (refer to Attachment 3)
- giving precedence to the wellbeing and safety of a child or group of children over the right to privacy when sharing information under the CISS and the FVISS (refer to *Definitions*)
- ensuring that before disclosing information under the CISS or FVISS (refer to *Definitions*), confirm that the receiving organisation or service is also an information sharing entity (refer to Attachment 7)
- ensuring any requests from an ISE's are responded to in a timely manner and provide relevant information if the threshold test of the CISS or FVISS are met (refer to Attachment 7)
- engaging with services that are authorised and skilled (including those located within The Orange Door) to determine appropriate actions and promote collaborative practice around families and children.
- only sharing confidential information to the extent necessary to promote the wellbeing or safety of a child or group of children, consistent with the best interests of that child or those children
- working collaboratively in a manner that respects the functions and expertise of each information sharing entity
- seeking and taking into account the views of the child and the child's relevant family members, if it is appropriate, safe and reasonable to do so when sharing information under the CISS and the FVISS (refer to *Definitions*)
- being respectful of and have regard to a child's social, individual and cultural identity, the child's strengths and abilities and any vulnerability relevant to the child's safety or wellbeing when sharing information under the CISS and FVISS (refer to *Definitions*)
- promoting a child's cultural safety and recognising the cultural rights and familial and community connections of children who are Aboriginal, Torres Strait Islander or both when sharing information under the CISS and FVISS (refer to *Definitions*)
- maintaining record keeping processes that are accurate and complete as set by *Child Wellbeing and Safety (Information Sharing) Regulations* in relation to both written and verbal sharing of information (refer to Attachment 7)
- ensuring that images of children are treated with the same respect as personal information, and as such are protected by privacy laws in the same way.
- obtaining informed and voluntary consent of the parents/guardians of children who will be photographed or videoed.

**Early childhood teacher, educators and all other staff are responsible for:**

- reading and acknowledging they have read the Privacy and Confidentiality Policy (refer to Attachment 3)
- recording information on children according to the guidelines set out in this policy
- ensuring that personal, sensitive and health information is only collected by lawful and fair means, is accurate and complete
- ensuring they are aware of their responsibilities in relation to the collection, storage, use, disclosure, disposal of personal and health information and the requirements for the handling of personal and health information, as set out in this policy
- ensuring when sharing information giving precedence to the wellbeing and safety of a child or group of children over the right to privacy when sharing information under the CISS and the FVISS (refer to *Definitions*)
- engaging in training about information sharing schemes and the MARAM framework
- being aware of who the point of contact at the service under the CISS and FIVSS (refer to *Definitions*), and supporting them (if applicable) to complete the threshold test (refer to Attachment 7)
- ensuring when sharing information to promote children's wellbeing and safety, taking into consideration the child's best interests; promote collaborative practice; and give precedence to the wellbeing and safety of a child or group of children over the right to privacy

- promoting a child's cultural safety and recognise the cultural rights and familial and community connections of children who are Aboriginal, Torres Strait Islander or both when sharing information under the CISS and FVISS (refer to *Definitions*)
- being respectful of and have regard to a child's social, individual and cultural identity, the child's strengths and abilities and any vulnerability relevant to the child's safety or wellbeing when sharing information under the CISS and FVISS (refer to *Definitions*)
- working collaboratively in a manner that respects the functions and expertise of each information sharing entity
- seeking and taking into account the views of the child and the child's relevant family members, if it is appropriate, safe and reasonable to do so when sharing information under the CISS and the FVISS (refer to *Definitions*)
- ensuring that images of children are treated with the same respect as personal information, and as such are protected by privacy laws in the same way.
- respecting parents' choices about their child being photographed or videoed, and children's choices about being photographed or videoed.

**Parents/guardians are responsible for:**

- providing accurate information when requested
- maintaining the privacy of any personal or health information provided to them about other individuals, such as contact details
- completing all permission forms and returning them to the service in a timely manner
- being sensitive and respectful to other parents/guardians who do not want their child to be photographed or videoed
- being sensitive and respectful of the privacy of other children and families in photographs/videos when using and disposing of these photographs/videos.
- being aware of CISS and FVISS guidelines (refer to *Definitions*).

**Volunteers and students, while at the service, are responsible for following this policy and its procedures.**

**9. Evaluation**

*In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider of Canterbury and District Pre-School will:*

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any changes to this policy or its procedures.

**10. Attachments**

- Attachment 1: Record keeping and privacy laws
- Attachment 2: Privacy Principles in action
- Attachment 3: Letter of acknowledgment and understanding
- Attachment 4: Privacy Statement
- Attachment 5: Permission form for photographs and videos
- Attachment 6: Special permission notice for publications/media
- Attachment 7: Sharing information and record keeping under the Child Information and Family Violence Sharing Scheme



# Sun Protection Policy

## 1. Authorisation

This policy was adopted by the Approved Provider of Canterbury and District Pre-school on 5<sup>th</sup> September 2016

**2. Review date:** Reviewed 19<sup>th</sup> June 2020. This policy shall be reviewed annually or as required.

## 3. Purpose

This policy will provide:

- guidelines to ensure children, staff, volunteers and others participating in Canterbury and District Pre-School's programs and activities are well protected from overexposure to ultraviolet (UV) radiation from the sun
- information for parents/guardians, staff, volunteers and children attending Canterbury and District Pre-school regarding sun protection.

## 4. Policy statement

### 4.1 Values

Canterbury and District Pre-school is committed to:

- promoting sun protection strategies for children, families, staff and visitors to minimise the harmful effects of over exposure to the sun's UV radiation
- ensuring that curriculum planning will minimise exposure to the sun's UV radiation and also promote an awareness of sun protection and sun safe strategies
- providing information to children, educators, staff, volunteers, parents/guardians and others at the service about the harmful and beneficial effects of exposure to the sun's UV radiation.

### 4.2 Scope

This policy applies to the Approved Provider, Person with Management or Control, Nominated Supervisor, Person in Day to Day Charge, staff, students, volunteers, parents/guardians, children and others attending the programs and activities of Canterbury and District Pre-School.

This policy will apply whenever the sun's UV levels reach three or higher. Whenever this occurs a combination of sun protection measures are to be used for all outdoor activities.

In Victoria UV levels are usually three or higher from mid-August to the end of April. Please check the daily local sun protection times (refer to Definitions) to be sure you are using sun protection when it is required. Active outdoor play is encouraged throughout the day all year, provided appropriate sun protection measures are used when necessary.

## 5. Background and Legislation

### 5.1 Background

Over exposure to the sun's UV radiation can cause sunburn, skin and eye damage and skin cancer. Australia has one of the highest rates of skin cancer in the world.

Children up to four years of age are particularly vulnerable to UV damage due to lower levels of melanin and a thinner stratum corneum (the outermost layer of skin). UV damage accumulated during childhood and adolescence is associated with an increased risk of skin cancer later in life.

A combination of sun protection measures (hats, clothing, sunscreen, shade and sunglasses) is recommended whenever UV levels are three or higher during daily sun protection times (refer to Definitions).

It is a requirement under the Occupational Health and Safety Act 2004 that employers provide a healthy and safe environment for all persons who access the service's facilities and/or programs.

Legislation that governs the operation of approved children's services is based on the health, safety and welfare of the children and requires that children are protected from hazards and harm.

## 5.2 Legislation and Standards

Relevant legislation and standards include but are not limited to:

- Child Wellbeing and Safety Act 2005 (Vic) (Part 2: Principles for Children)
- Education and Care Services National Law Act 2010: Section 167
- Education and Care Services National Regulations 2011: including Regulations 100, 101, 113, 114, 168(2)(a)(ii)
- National Quality Standard, Quality Area 2: Children's Health and Safety
  - Standard 2.3: Each child is protected
    - Element 2.3.2: Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury
- Occupational Health and Safety Act 2004

## 6. Definitions

The terms defined in this section relate specifically to this policy. For commonly used terms e.g. Approved Provider, Nominated Supervisor, Regulatory Authority etc. refer to the General Definitions section of this manual.

**Clothing for sun protection:** Clothing that is loose-fitting, made from cool, densely woven fabric and covers as much skin as possible: tops with elbow-length sleeves and, if possible, collars and knee-length or longer-style shorts and skirts. Singlet tops and shoestring tops/dresses do not provide adequate protection in the sun.

**Daily sun protection times:** Times when it is estimated that the sun's UV radiation will be three or higher. Information about the daily sun protection times is available in the weather section of the daily newspaper, on the SunSmart website at: [www.sunsmart.com.au](http://www.sunsmart.com.au), at [myuv.com.au](http://myuv.com.au), as a free SunSmart app and as a free widget that can be added to websites.

**Shade:** An area sheltered from direct and indirect sun, such as a large tree, canopy verandah, or artificial cover. Shade can be built, natural or temporary and can reduce overall exposure to the sun's UV by 75%. When combined with appropriate clothing, hats and sunscreen, children can be well protected from UV over exposure when outdoors. Research shows that preschool environments with trees, shrubbery, and broken ground not only provides better sun protection in outdoor play but also triggers more physical activity.

**Sunglasses:** Sunglasses are optional. If worn, it is recommended that glasses are a close fitting, wrap-around style that meet the Australian Standard 1067 (Sunglasses: Category 2, 3 or 4) and cover as much of the eye area as possible. Wearing a hat with a brim that shades the eyes can also reduce UV radiation to the eyes by 50%.

**Sunscreen:** SPF 30 (or higher), broad-spectrum, water-resistant sunscreen. Sunscreen should be reapplied every two hours, even when labelled 4 hours water resistance. Monitor the expiry date and store in a cool, dry place. From 3 years of age, children are encouraged to apply their own sunscreen under supervision of staff to help develop independent skills ready for school.

**SunSmart:** The name of the program conducted by Cancer Council to help prevent skin cancer:  
[www.sunsmart.com.au](http://www.sunsmart.com.au)

**Sunhat:** SunSmart recommends broad-brimmed, legionnaire or bucket-style hats that shade the face, neck and ears. Baseball caps and visors offer little protection to the cheeks, ears and neck, and are not recommended.

## 7. Sources and related policies

### 7.1 Sources

- AS/NZS 4685.0:2017, Playground equipment and surfacing - Development, installation, inspection, maintenance and operation.6.2.1 General considerations, 6.3.9 Shade and sun protection, Appendix A Shade and sun protection
- Safe Work Australia: [Guidance Note – Sun protection for outdoor workers \(2016\)](#)

- Cancer Council Australia: [www.cancer.org.au/sunsmart](http://www.cancer.org.au/sunsmart)
- Get Up & Grow: Healthy eating and physical activity for early childhood. Department of Health resources. Particularly Section 2 of the Director/Coordinator Book and the Staff Book: <http://www.health.gov.au/internet/main/publishing.nsf/Content/phd-early-childhood-nutrition-resources>
- SunSmart: [www.sunsmart.com.au](http://www.sunsmart.com.au)
- Victorian Institute of Teaching (VIT) [The Victorian Teaching Profession Code of Conduct](#) - Principle 3.2
- [Australian Professional Standards for Teachers](#) (APST) – Standard 4.4 and 7.2
- ARPANSA [Radiation Protection Standard for Occupational Exposure to Ultraviolet Radiation](#) (2006)
- [Belonging, Being and Becoming – The Early Years Learning Framework](#) (July 2009)
- [Victorian Early Years Learning and Development Framework](#) (VEYLDF) (May 2016)
- Victorian School Building Authority [Building Quality Standards Handbook](#) (BQSH): Section 5.1.4 Shade Areas (2018)
- AS 4174:2018 Knitted and woven shade fabrics
- AS/NZS 1067.1:2016, Eye and face protection - Sunglasses and fashion spectacles
- AS/NZS 4399:2017, Sun protective clothing - Evaluation and classification
- AS/NZS 2604:2012 Sunscreen products - Evaluation and classification
- Australian Government Therapeutics Goods Administration (TGA) – Australian regulatory guidelines for sunscreens: [4. Labelling and advertising – directions for use of the product](#)

## 7.2 Service policies

- Excursions and Service Events Policy
- Nutrition and Active Play Policy
- Occupational Health and Safety Policy
- Supervision of Children Policy

## 8. Procedures

1. Seek shade
2. Slip on sun protective clothing
3. Slap on a hat
4. Slop on sunscreen
5. Slide on sunglasses [if practical]

The Approved Provider is responsible for:

- maintaining membership of the SunSmart early childhood program
- ensuring that this policy is up to date with current SunSmart recommendations: [www.sunsmart.com.au](http://www.sunsmart.com.au)
- ensuring parents/guardians are informed about the Sun Protection Policy on enrolment, including the need to provide an appropriate sunhat and clothing for sun protection (refer to Definitions) for their child when attending the service
- providing a supply of sunscreen for use on all persons to whom this policy applies
- ensuring parents/guardians provide an authority for staff to apply sunscreen prior to their child commencing at the service (Attachment 1) and that this is stored with each child's enrolment record (refer to General Definitions)
- ensuring children wear appropriate sunhats, clothing for sun protection and sunscreen when attending the service
- providing appropriate spare sunhats for children and adults that will be laundered after each use
- ensuring there is adequate shade in the service grounds to protect children from overexposure to UV radiation (Regulation 114)
- ensuring that program planning includes the application of a combination of sun protection measures for outdoor activities during the times specified in the Scope of this policy
- ensuring that the availability of shade is considered in a risk assessment prior to conducting excursions and other outdoor events (Regulations 100, 101)
- ensuring that information on sun protection is incorporated into the educational program (refer to the SunSmart website)

- ensuring all staff, children and other participants at the service wear sunhats, clothing for sun protection and sunglasses (optional) when outside, apply sunscreen and seek shade during the times specified in the Scope of this policy
- reinforcing this policy by providing information on sun protection (available on the SunSmart website) to service users via newsletters, noticeboards, meetings and websites etc.

The Nominated Supervisor, Person in Day to Day Charge and early childhood teachers are responsible for:

- ensuring parents/guardians are informed of the Sun Protection Policy on enrolment, including the need to provide an appropriate sunhat and clothing for sun protection (refer to Definitions) for their child when attending the service
- obtaining a parent's/guardian's authority for staff to apply sunscreen prior to their child commencing at the service (Attachment 1) and storing this with each child's enrolment record (refer to General Definitions)
- ensuring program planning includes the application of a combination of sun protection measures for outdoor activities during the times specified in the Scope of this policy
- ensuring the SunSmart UV Alert on the SunSmart website is accessed to check the daily local sun protection times to assist with the implementation of this policy
- ensuring information on sun protection is incorporated into the educational program (refer to the SunSmart website)
- ensuring that the availability of shade is considered in a risk assessment prior to conducting excursions and other outdoor events (Regulations 100, 101).

All educators are responsible for:

- accessing the daily sun protection times on the SunSmart or MyUV websites or the SunSmart app to assist with the implementation of this policy
- wearing sunhats, clothing for sun protection (refer to Definitions) and sunglasses (optional) when outside, applying sunscreen and seeking shade during the times specified in the Scope of this policy
- ensuring each child, and any other participant at the service, wears an appropriate sunhat, clothing for sun protection and sunscreen for all outdoor activities during the times specified in the Scope of this policy
- checking that all sunhats brought to the service meet the SunSmart recommendation for adequate protection, are named and stored individually
- ensuring spare sunhats are laundered after each use
- applying sunscreen (refer to Definitions) to children's exposed skin – except in cases where parents/guardians have not given authority. Where possible this should be done 20 minutes before going outdoors. Children, where appropriate, will be encouraged to apply sunscreen with the assistance of an educator (sunscreen is to be reapplied every two hours).
- storing sunscreen in a cool place and monitoring the expiry date – including for sunscreen supplied by parents/guardians
- ensuring that children without appropriate sunhats or clothing for sun protection play in the shade or in a suitable area protected from the sun
- encouraging children to seek shade when playing outside and utilise shaded areas for outdoor equipment that is not fixed during the times specified in the Scope of this policy
- encouraging children to wear sunhats when travelling to and from the service
- ensuring that sun protection strategies are a priority when planning excursions
- co-operating with their employer with respect to any action taken by the employer to comply with the Occupational Health and Safety Act 2004.

Parents/guardians are responsible for:

- providing a named, SunSmart approved sunhat (refer to Definitions) for their child's use at the service
- applying sunscreen to their child before the commencement of each session during the times specified in the Scope of this policy
- providing written authority for staff to apply sunscreen to their child.
- providing, at their own expense, an alternative sunscreen to be left at the service if their child has a particular sensitivity to the sunscreen provided by the service
- wearing a sunhat, clothing for sun protection (refer to Definitions) and sunglasses (optional) when outside at the service, applying sunscreen and seeking shade during the times specified in the Scope of this policy.

Volunteers and students, while at the service, are responsible for following this policy and its procedures.

## **9. Evaluation**

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from educators, staff, parents/guardians, children, management and all affected by the policy regarding its effectiveness
- monitor the implementation, compliance, complaints and incidents in relation to this policy
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required
- notify parents/guardians at least 14 days before making any change to this policy or its procedures.

## **10. Attachments**

Attachment 1: Authority for staff to administer sunscreen