

NORTHSIDE
CHILDREN'S SERVICES

POLICIES AND PROCEDURES

Updated December 2021





POLICIES AND PROCEDURES

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NORTHSIDE
CHILDREN'S SERVICES

REGULATION 168 POLICIES



ACCEPTANCE AND REFUSAL OF AUTHORISATIONS

CHILDREN'S HEALTH AND SAFETY QUALITY AREA 2



Part 1 – Purpose

Northside Community Service has this policy because it wants to have lawful permission from families to administer medication, to enable their child to leave the service in the care of someone other than their parent, and to take children on excursions.

Part 2 - Scope

This policy and procedure applies to all educators and support staff employed to work in an Early Childhood Centre, as well as to families of children enrolled in a Centre.

This policy and procedure relates to Quality Area 2 of the National Quality Standard.

Part 3 – Policy

Northside's Early Childhood Centres must legally obtain authorisation from parents/guardians and authorised nominees in the following circumstances:

- administering medication to children;
- children leaving the premises in the care of someone other than their parent or guardian and/or;
- children being taken on excursions.

Except in the event of an emergency, Centres are unable to carry out the actions listed above without completion of appropriate authorisations. In the event an authorisation is incomplete, Centres will make every effort to contact a parent or guardian and return the authorisation to them for completion.

Part 4 – Procedure

Obtaining Authorisations

- On enrolment each family will be required to sign authorisations for collection of children by nominated persons over 18 years and for the administration of first aid.
- When a child requires one-off or ongoing medication a family will sign a Medication Record Authorisation.
- Prior to all excursions all families will be requested to sign an authorisation for their child to attend the excursion.
- Access to personal records will only be given with lawful authorisations.
- We will retain all authorisations with each child's enrolment record.
- Authorisations must be renewed annually.
- We will waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The service will administer medication without authorisation in these cases, provided it is noted on medical plans and that parents/guardians are contacted as soon as possible after administration.

Accepting Authorisations

The Nominated Supervisor will only accept an authorisation provided by a family if it has the following information:

- The child's name
- The date
- The name of the parent or guardian signing the authorisation (or an authorised person included on the child's enrolment form)
- The signature of the child's parent or guardian (or an authorised person included on the child's enrolment form)

ACCEPTANCE AND REFUSAL OF AUTHORISATIONS

CHILDREN'S HEALTH AND SAFETY

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- Any specific information required as directed on the authorisation form, such as the name and amount of medication required to be administered.

In some cases, the Nominated Supervisor may request further specific information related to this authorisation before it is accepted.

Authorised persons must have also reviewed and signed Northside's Code of Conduct for Families.

Refusing Authorisations

The Nominated Supervisor will refuse to accept an authorisation if it does not meet the minimum conditions outlined above, except for the following reasons:

- A child requires emergency medical treatment
- An emergency situation (in the case of an emergency, verbal authorisation from a parent or guardian will be accepted by a Responsible Person and an additional Educator).

In the event that an authorisation is refused, the reason why will be explained as soon as is reasonably possible to the parent or guardian. If possible, the Centre will support the parent or guardian to amend the authorisation to ensure it meets the conditions required.

Part 5 – Roles

The Northside Board will:

- satisfy themselves that this policy follows the requirements of the Education and Care Services National Law and National Regulations and general duty of care to all children
- is updated as required
- is known by educators.

The Nominated Supervisor will:

- provide supervision, guidance and advice to all staff at the service to follow this policy at all times
- retain all original copies of authorisations within each child's Enrolment Record and check that they include:
 - the name of the child enrolled in the service
 - the date
 - the signature of the child's parent/guardian or nominated contact person who is on the enrolment form
- check that all parents/guardians have completed the authorised nominee section of their child's enrolment form and that the form is signed and dated before the child is enrolled at the service.

The Responsible Person will:

- check that this policy is being followed by all staff
- not allow a child to leave the service unless there is an appropriate authorisation
- accept a verbal authorisation (with at least one other educator) from a parent in an emergency situation

Educators will:

- apply these authorisations to the collection of children, administration of medication, excursion and access to records
- not accept written or verbal authorisations that are unlawful (as explained in this procedure)

Families will:

- authorise two people in writing to pick up their child
- complete and sign the authorised nominee section of the enrolment form before the child attends the service

ACCEPTANCE AND REFUSAL OF AUTHORISATIONS

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- keep child enrolment details forms current stating who the authorised nominees are
- inform the service of current contact numbers to make sure they are contactable at all times.
- communicate with the Responsible Person or Nominated Supervisor regarding authorisations

Part 6 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (usually the Centre Director) who has been legally appointed with relevant documentation as the Nominated Supervisor of a particular Centre.

Responsible Person: The person in charge of the service when the Nominated Supervisor is absent and marked as such on the Responsible Person Record.

Part 7 – Related Documents and Sources

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

Northside's *Administration of Medication* Policy

Northside's *Excursions* Policy

Northside's *Staffing Arrangements* Policy

Northside's *Code of Conduct for Families*

Part 8 – Policy Status and Details

Document Reference:	Children's Services – Acceptance and Refusal of Authorisations
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ACCEPTANCE AND REFUSAL OF AUTHORISATIONS

CHILDREN'S HEALTH AND SAFETY QUALITY AREA 2



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Part 9 – Revision History

Revision Date	Version No.	Change	Reference Sections
28/8/17	V2	Approval Authority updated & minor revisions	Policy status & details
30/10/18	V3	Updates to reflect regulatory and quality standard changes.	Policy Status & details
20/12/19	V4	Major revision	All sections

ADMINISTRATION OF FIRST AID

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 – Purpose

Northside Community Service has this policy because it wants to maintain children's health and safety at all times they are in our care and support educators to administer First Aid when required and know what should be done when an accident or medical emergency happens at a centre.

Part 2 - Scope

This policy and procedure applies to all educators and Nominated Supervisors employed at a Northside Children's Services Early Childhood Centre.

Part 3 – Policy

Northside Community Service's first priority within our Early Childhood Centres is safeguarding the health and safety of children enrolled and attending a Centre. Educators are supported to obtain and update their first aid qualifications, including current CPR training, anaphylaxis and asthma management.

Part 4 – Procedure

Our staff will have first aid qualifications

- All educators will hold a current ACECQA approved first aid qualification and will have undertaken approved training in anaphylaxis and asthma management as often as required.
- Copies of these qualifications and training certificates will be stored with each staff members' staff record.
- A First Aid Officer will be appointed at each centre.

We will have well stocked first aid kits in the services

- The service will have well-stocked first aid kits with in-date supplies, including a portable first aid kit for excursions. These will be maintained by the centre's First Aid Officer.
- Signs in the service will show where the first aid kits are and casual and new staff will be shown the kits as part of induction.

We will administer first aid when required

- in response to unpredictable illness or injury at the time that illness or injury occurs
- to ensure that ill or injured persons are adequately treated or stabilised and comforted until a paramedic arrives
- to preserve life, prevent a condition worsening and promote recovery.

We will call an ambulance if required

An ambulance will be called when a person or child at the service:

- is unconsciousness or has an altered conscious state
- experiences difficulty breathing
- shows signs of shock
- experiences severe bleeding, or who is vomiting or passing blood
- has slurred speech
- has injuries to the head, neck or back
- has possible broken bones.

ADMINISTRATION OF FIRST AID

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



We will keep ourselves and other staff and children safe

- When administering first aid or cleaning up blood or body fluids we will practice adequate infection and prevention control including:
 - covering cuts and abrasions with water proof occlusive dressing (a waxy non-absorbent dressing that can seal wounds and their surrounding tissue off from air, fluids and harmful contaminants so they are not contaminated with another person's blood and/or body fluids)
 - wearing protective gloves when in contact with body fluids, broken skin and mucous membranes
 - wearing a mask and eye protection where there is a risk of splashing blood or other body fluids
 - removing any broken glass or sharp material with forceps or tongs and placing in a container
 - washing hands thoroughly after direct contact with injured person or blood/body fluids
- We will make the environment safe so that other persons are not in danger of becoming ill or injured when an incident has occurred.

We will make sure families know what has/is happening

- Educators will inform the Nominated Supervisor or Responsible Person when first aid of a more serious nature is or has been administered. The Nominated Supervisor/ Responsible Person will contact the family/emergency contact as soon as possible.

We will complete all necessary forms and notifications

- Educators will fill in the *Incident, Injury, Trauma and Illness Record* if they administer first aid to any child.
- Educators will follow the *WHS Policy* if they administer first aid to any adult at the service.

Part 5 – Roles

The Northside Board will:

- satisfy themselves that this policy follows the requirements of the Education and Care Services National Law and National Regulations 2011 and general duty of care to all children, is updated as required and is known by educators
- satisfy themselves that every reasonable precaution is taken to protect children at the centre from harm and hazards likely to cause injury (Section 167)
- allocate finance to equip each centre with an appropriate number of up to-date, fully-equipped first aid kits and a portable first aid kit for use on excursions and other activities outside the centre
- organise for regular First Aid training for educators.

The Executive Director Children's Services will:

- review and analyse accident, injury, incident and 'near miss data' and report to the Board periodically

The Nominated Supervisor will:

- check that all staff have ACECQA approved first aid qualifications, anaphylaxis management training and emergency asthma management training that are current and meet the requirements of the National Law and National Regulations
- roster at least one educator with current approved first aid, anaphylaxis and emergency asthma management training to be at each centre when children are there (Regulation 136(1))
- provide an induction process for all new, casual and relief staff, that includes providing information on the location of first aid kits and specific first aid requirements
- record first aid training details on each staff member's record
- place clear safety signs at their centre showing where first aid kits are kept
- make first aid guides and publications accessible to staff at all times to assist them in their understanding and administration of first aid

ADMINISTRATION OF FIRST AID

CHILDREN'S HEALTH AND SAFETY

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- display the Poisons Information Centre telephone number 131 126 near telephones in the centre and where dangerous products are stored
- will keep up to date on any changes in procedures for administration of first aid and inform all educators about such changes
- inform a child's family when first aid has been administered (other than minor first aid) or an ambulance has been called
- guide staff in regularly conducting risk assessments of the environment to determine likely injuries and illnesses that might occur, and rectify their potential causes
- introduce preventative measures to eliminate the risk, or control the measures to minimise the risk
- ensure that enrolment records for each child include a signed consent form for the administration of first aid
- review and ensure that families sign off on all documentation when first aid has been administered
- dial 000 and call for an ambulance when emergency medical treatment is required or delegate as necessary
- report any serious incidents involving a serious injury or trauma to a child which requires urgent medical attention or any incident involving serious illness of a child to the Executive Director, Children's Services and the Education Directorate within 24 hours.

Responsible Persons will:

- maintain a current approved first aid qualification
- monitor the contents of all first aid kits and arrange for replacement of stock, including when the use-by date has been reached.
- ensure that first aid kits and first aid facilities meet the Centre's obligations under the Workplace Health and Safety Act 2011 <https://www.legislation.gov.au/Details/C2018C00293>
- dispose of out-of-date materials appropriately
- check that a portable first aid kit is taken on all excursions and other off site activities.
- keep up to date with any changes in the procedures for the administration of first aid and communicate these to the Nominated Supervisor.

Educators will:

- provide a child safe environment
- administer appropriate first aid when needed.
- maintain current approved first aid qualifications, and training in anaphylaxis and emergency asthma management
- notify the Nominated Supervisor two months before their first aid, CPR, asthma or anaphylaxis qualifications expire.
- practice CPR and administration of an anaphylaxis auto-injection device annually.
- adequately supervise all children while providing first aid and comfort to an injured or ill child.
- fill in the Incident, Injury, Trauma and Illness Record if they administer first aid to any child and ensure that this is signed by the parent, a copy provided to the parent and the signed form is given to the Nominated Supervisor.
- inform the Nominated Supervisor or Responsible Person of any serious incident requiring first aid.

Families will:

- provide the required information for the centre's medication record.
- provide written consent (at enrolment) for educators to administer first aid and call an ambulance, if their child is injured or becomes ill at the service.
- be contactable, either directly or through emergency contacts listed on the child's enrolment record, if an incident requires the administration of first aid.

ADMINISTRATION OF FIRST AID

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 6 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

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Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (usually the Centre Director) who has been legally appointed with relevant documentation as the Nominated Supervisor of a particular Centre.

Responsible Person: The person in charge of the service when the Nominated Supervisor is absent and marked as such on the Responsible Person Record.

Approved first aid qualification: A list of approved first aid qualifications, anaphylaxis management and emergency asthma management training is published on the ACECQA website: www.cecqa.gov.au/qualifications/nqf-approved

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.

First aid: The provision of initial care in response to an illness or injury. It generally consists of a series of techniques to preserve life, protect a person (particularly if unconscious), prevent a condition worsening and promote recovery. First aid training should be delivered by holders of approved first aid qualifications.

Incident, Injury, Trauma and Illness Record: Contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for by the Centre. Any incident, injury, trauma or illness must be recorded as soon as is practicable but not later than 24 hours after the occurrence.

Medication record: Contains details for each child to whom medication is to be administered in a Centre. This includes the child's name, signed authorisation to administer medication and a record of the medication administered, including time, date, dosage, manner of administration, name and signature of person administering the medication and of the person checking the medication, if required (Regulation 92).

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 a Centre in contravention of the regulations or is mistakenly locked in/out of a Centre (Regulation 12). A serious incident should be documented in an Incident, Injury, Trauma and Illness Record as soon as possible and within 24 hours of the incident.

ADMINISTRATION OF FIRST AID

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 7 – Related Documents and Sources

[*The Education and Care Services National Law*](#)

[*The Education and Care Services National Regulations*](#)

[*Guide to the NQF*](#)

Northside's Excursions Policy

[*Staying Healthy – Preventing infectious diseases in early childhood education and care services*](#)

[*Work Health and Safety Act 2011*](#)

Part 8 – Policy Status and Details

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Part 9 – Revision History

Revision Date	Version No.	Change	Reference Sections
29/8/17	V2	Approval Authority updated & minor revisions	Policy Status & details
30/10/18	V3	Updates to reflect regulatory and quality standard changes.	Policy Status & details
20/12/19	V4	Major revision	All sections.

ARRIVAL AND DEPARTURE OF CHILDREN

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 - Purpose

Northside Community Service has this policy because it wants children to safely arrive and depart from our centres at all times.

We have this policy so that a child is formally signed into the service and only leaves the service if: collected by a parent/guardian (or a nominee - someone they have authorised in writing), on an excursion with written authorisation provided by a parent/guardian /authorised nominee, or they require medical, hospital or ambulance treatment, or there is another emergency.

We also have this policy because it is required under R168 and R99 of the *Education and Care Services Regulations*.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy and procedure relates to Quality Areas 2, 5 and 6 of the National Quality Standard.

Part 3 – Policy

We want to:

- have an accurate record of child attendance so we know what children are in attendance at all times. (This will also help us make sure we have the correct educator to child ratios).
- have a smooth transition between a child's family and our service, and our service and a child's family and have accurate records of how and when this occurred. This will help all children to be safe and help each Early Childhood Centre to have accurate records confirming a child's presence or absence from the centre.
- have well managed drop off and pick up routines which allow for positive communication between educators and families, including fostering strong reciprocal relationships. Educators and families will work together to support children settling into their Centre each day.

Part 4 – Procedure

All children will be digitally signed in via QK Kiosk

All children will be digitally signed into and out of the duty of care of Northside by the person who brought the child and by the person who collects them.

We will review the digital record mid-morning

- if someone has not signed a child in or out, educators will do this and ask the authorised person to acknowledge the next time they are at the centre.
- prior to closing the centre, two educators will check all children have been signed out of the centre. If a child is not signed out, two educators will check all areas of the centre and look for clues such as bags remaining in lockers, to ensure no child remains.

ARRIVAL AND DEPARTURE OF CHILDREN

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



We will only allow anyone to collect a child if they are authorised to do so.

- Once any child has arrived at the Centre and been legally signed in, they will not leave the Centre except when:
 - given into the care of a parent of the child; or an authorised nominee; or written or verbal authorisation is obtained from the child's parent or authorised nominee; or
 - they are taken on an excursion in accordance with our Excursion Policy
 - given into the care of a person or taken outside the premises because the child requires medical, hospital or ambulance care or treatment; or because of another emergency.
- On enrolment the parent/guardian will provide names of two other people (over 18 years) who are authorised nominees to collect their child.
- Unless older siblings are over 18 and authorised nominees they cannot collect children.
- Authorised nominees must show photo ID if they are unknown to the educators prior to collecting a child and signing them out.
- Educators are to check the name on the photo ID against the list of authorised nominees.
- A person can't collect a child if they do not have ID, or if the ID does not match the nominees on the list. If the educator cannot confirm that the person trying to collect the child is authorised to collect the child, the child's parents or guardian will be contacted immediately.
- A copy of any and all court orders prohibiting contact by a parent must be provided to the service. The Nominated Supervisor will take a photocopy of the order and make sure staff are aware of the requirements. Appropriate confidentiality will be maintained at all times.
- Where both parents/guardians have enrolled the child and one parent does not wish the other to collect the child, the centre will request that the parents resolve this issue amongst themselves. The centre cannot deny access to an enrolling parent without a court order.
- A person forbidden by a court order from having contact with a child attending a service will;
 - not be given any information concerning the child.
 - be prevented where possible from entering the service while the child is attending.
 - be prevented where possible collecting the child from the service.

Where we have concerns we will always protect the child.

- All staff of Northside Community Service will always act to keep children and themselves safe.
- If educators are concerned for the safety of a child or do not consider that a person is in a fit state to take responsibility for a child, they will exercise their duty of care by not allowing the child to be removed from the service by that person. In this circumstance, staff will contact another authorised nominee to collect the child. This includes situations where a parent or other authorised nominee seems to be ill or affected by drugs or alcohol and does not appear to be able to safely care for the child.

We will greet, welcome and farewell every child and family.

- On arrival at the centre, every child and their family is entitled to be greeted and welcomed by an educator. Educators will support children to manage the transition from their family to the centre, and will also be available to the family if any information, requests or requirements need to be communicated.
- Educators will make the family aware of where they will be joining the other children and educators of the Centre (e.g. the Preschool Room, outdoor learning environment).

ARRIVAL AND DEPARTURE OF CHILDREN

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



- Educators will make the family aware (if possible) of any staffing changes in their classroom and introduced to any new casual educators.
- On departure from the centre, every child and their family is entitled to be farewelled by an educator at the Centre. Educators will ensure that information about the child's day is available to the family, and that every effort is made to make an educator available to speak with the family in detail about their child if required without compromising the education and care of other children. Children will be provided with any required support or reassurance as they transition from the Centre to their family
- Families will have any incident reports provided to their family, and the incident explained and discussed.

Part 5 – Who will do what?

The Northside Board will:

- satisfy themselves that this policy follows the requirements of the Education and Care Services National Law and National Regulations and general duty of care to all children
- is updated as required
- is known by educators.

The Nominated Supervisor will:

- provide supervision, guidance and advice to all staff at the service to ensure this procedure is followed at all times.
- require children to not leave the service premises except as outlined in the procedure
- allow a parent of a child being educated and cared for by the service to enter the service at any time when the child is there—except when: permitting entry would pose a risk to the safety of the children and staff or conflict with the duty of the Nominated Supervisor under the National Law, or the Nominated Supervisor is aware the parent is prohibited by a court order from having contact with the child.
- ensure an unauthorised person (as defined in Clause 170, 171 of the National Law) is not at the service while children are present unless the person is under direct supervision.

Responsible Person will:

- ensure this procedure is followed by all staff
- not lock the premises until they are assured that a check of all areas has been done unless all children are signed out
- ensure a child is not removed from the service by a person who's capacity to do so is in question.

Educators will:

- monitor correct functioning of QK Kiosk each day
- check attendance for accuracy in the morning and sign in children where families have not done so
- sign out a child who is leaving with permission of the parents/guardian unaccompanied
- check photo ID of people other than parents against list of authorised nominees who arrive to pick up children
- check all areas of centre for children remaining if not all children have been signed out
- raise concerns with Responsible Person where capacity of person collecting child is in question.

ARRIVAL AND DEPARTURE OF CHILDREN

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Families will:

- authorise three people over the age of 18 in writing to pick up their child
- Use the QK Kiosk upon arrival and when leaving the service to transfer duty of care for their child to the centre
- communicate any changes of routine with educators
- leave their child in the direct care of a staff member
- ensure educators are aware their child has been collected from the service
- provide the service with any court orders relating to their child.

Part 6 - Definitions

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Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (usually the Centre Director) who has been legally appointed with relevant documentation as the Nominated Supervisor of a particular Centre.

Responsible Person: The person in charge of the service when the Nominated Supervisor is absent and marked as such on the Responsible Person Record.

Part 7 – Related Documents and Sources

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

Family Law Act 1975

Family Assistance Legislation Amendment (Jobs for Families Child Care Package) Act 2017

[Child Care Handbook](#)

Northside's *Code of Conduct for Families*

Northside's *Excursions Policy*

Northside's *Management of a Serious Incident Involving a Child Policy*

ARRIVAL AND DEPARTURE OF CHILDREN

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 8 – Policy Status and Details

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Part 9 – Revision History

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30/10/18	V2	Updates to reflect regulatory and quality standard changes.	Policy Status & details
20/12/19	V3	Major Revision	All sections.

CHILD PROTECTION AND MANDATORY REPORTING

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 - Purpose

To protect the children who attend Northside Community Service Early Childhood Centres from abuse and neglect.
To guide Educators through the process of reporting in a coordinated, consistent manner.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy and procedure relates to Quality Area Two of the National Quality Standard.

Part 3 - Policy

Early Childhood Educators employed by Northside Community Service are mandated reporters under the Child and Young People Act. Educators must report suspicions of abuse and/or neglect. Educators will report, but not investigate, suspicions of abuse and/or neglect. Northside Community Service will provide a copy of "*Keeping Children and Young People Safe – a shared responsibility*" upon commencement of employment, support in the workplace to report, annual training, and access to counselling through the Employee Assistance Program.

When making a Child Protection notification all workers will refer to the *Keeping Children and Young People Safe Guide*.

Part 4 - Procedures

- **If an Educator or Worker considers risk of harm to a child or young person, they are obliged to make a report by calling the Mandated Reporters 24-hour line – 1300 556 728.**
- Any suspicions of abuse or neglect must be reported to the Centre Director or Responsible Person in Charge, and documented in a concise manner in a file or educator diary separate to the child's file.
- Do not assume that another Mandated Reporter will have reported suspicions – delegating a report is not covered within the law and penalties can be applied. Educators are protected from litigation under the Act and do not have to prove their suspicions.
- If the child is known to Child and Youth Protective Services (CYPS) and has an assigned caseworker/Department officer, the Nominated Supervisor or Responsible Person in Charge should also contact the Department officer.
- If the subject of the concern is another Educator or Worker, their Supervisor must be notified immediately. If the person of concern is a Supervisor or Centre Director, the Executive Director or CEO must be notified immediately. The Educator or Worker in question will be stood down immediately with pay until an investigation is complete. The CEO must make a report under the Reportable Conduct Scheme.
- Educators are to cooperate with CYPS and the Australian Federal Police regarding any investigation into abuse and neglect.
- All records for children must be maintained in a secure location, where staff can access them in the event of making a report.
- Early Childhood Educators will incorporate protective behaviours into the curriculum where appropriate, including:
 - Help children to identify and discuss negative feelings and emotions (butterflies in the tummy, tight feelings in the throat) as well as happy and safe feelings.

CHILD PROTECTION AND MANDATORY REPORTING

CHILDREN'S HEALTH AND SAFETY



QUALITY AREA 2

- Listen to children so they know their questions and concerns are understood. ○ Respect choices and encourage children to respect other children's choices and views, especially where touching is concerned.
- Encourage children to talk to people they trust.
- Use correct terminology for all body parts.
- Help children to identify a network of people the child can trust and turn to when they feel unsafe.

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Responsible Person: the Approved Provider or a person with management or control, a Nominated Supervisor or a person in day-to-day charge of the service. At Northside, the Nominated Supervisor is the Responsible Person. In the absence of a Nominated Supervisor (e.g. when they are on leave or away from the service) a Responsible Person will be appointed using the Responsible Person Record and their name will be displayed in the service.

Worker: Any person engaging in paid or unpaid work on behalf of Northside Community Service.

Child and Youth Protection Services: Care and Youth Protection Services (CYPS) investigates and intervenes in cases of child abuse and neglect. CYPS is part of the Community Services Directorate (CSD) in the Office for Children, Youth and Family Support (OCYFS) branch. It is responsible for delivering the statutory care and protection response to children and young people.

Abuse: in relation to a child or young person means:

- Physical abuse; or
- Sexual abuse; or
- Emotional abuse (including psychological abuse) if the child or young person has suffered, is suffering or is likely to suffer in a way that has caused, is causing or is likely to cause significant harm to his or her wellbeing or development; or
- Emotional abuse (including psychological abuse) if- ○ The child or young person has been, is being, or is likely to be exposed to conduct that is domestic violence under the Domestic Violence and Protection Orders Act 2001; and

CHILD PROTECTION AND MANDATORY REPORTING

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QUALITY AREA 2



- Exposure has caused, is causing or is likely to cause significant harm to the child's or young person's wellbeing or development.

Neglect: ...of a child or a young person, means a failure to provide the child or young person with a necessity of life that has caused, is causing or is likely to cause the child or young person significant harm to his or her wellbeing or development. Examples of necessities of life include food, shelter, clothing and medical care.

Part 6 – Related Documents

Educational and Care Services National Law

Educational and Care Services National Regulations

Children and Young People Act (2008)

ACT Government Community Services (2017). Keeping children and young people safe – Reporting child abuse: a shared community responsibility. ACT Government Publishing Services: Canberra, ACT.

Child and Youth Protection Services (CYPs): <http://www.communityservices.act.gov.au/ocyfs>

Reportable Conduct Scheme (2018) <http://www.ombudsman.act.gov.au/reportable-conduct-scheme>

Education and Training Directorate (2010). Child Protection and Reporting Child Abuse and Neglect in ACT Public Schools. ACT Government Publishing Services: Canberra, ACT.

Barnardos Australia (n.d.). Allegations Against ACT Carers, Employees or Volunteers. Barnardos Australia: Canberra, ACT.

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>


CHILD PROTECTION AND MANDATORY REPORTING

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 8 – Policy Status and Details

Document Reference:	Children's Services – Keeping Children Safe
	Approved Anna Whitty – Chief Executive Officer
	
Approval Date:	10 September 2021
Effective Date:	10 September 2021
Review Date:	10 September 2022
Expiry Date:	10 March 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 9 – Revision History

Revision Date	Version No.	Change	Reference Sections
29/8/17	V2	Approval Authority updated & minor revisions	Policy Status & details
30/10/18	V3	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
10/09/21	V4	Updated Approval Authority	

1. Purpose

This Code of Conduct sets out the professional and ethical standards Northside expects of its employees and volunteers. It governs how employees and volunteers are to behave with those whom they have professional contact, and how they behave with each other. This code supports integrity, trust, respect, fair play and teamwork.

2. Scope

This Code of Conduct applies to all employees and volunteers of Northside Community Service (Northside).

3. Policy

As an Organisation, Northside is committed to being a Child Safe Organisation, protecting the rights of older citizens, and generally protecting the rights and safety of vulnerable people. As an employer, Northside wishes to maintain a professional and respectful work culture for all employees and volunteers, and consistent with that aim has expectations regarding employee and volunteer behaviour, that will ensure a climate of mutual respect.

All paid and unpaid staff, including volunteers, interns or trainees of Northside are responsible for the safety and wellbeing of children and young people, older citizens, and any members of our Community who engage with Northside. All paid and unpaid staff are expected to act in accordance with this Code of Conduct in their physical and online interactions with children, young people, older citizens and members of our Community experiencing vulnerability.

4. In signing this Code of Conduct I agree that I will:

- Conduct myself in a manner that will uphold the good name of Northside in dealings with colleagues, children, clients and the general public.
- Act in accordance with Northside's child safety and wellbeing policies and procedures at all times.
- Behave respectfully, courteously and ethically towards children and their families, young people, older citizens and clients experiencing vulnerability, and towards other staff.
- Listen and respond to the views and concerns of children, young people, older citizens and clients experiencing vulnerability, particularly if they communicate (verbally or non-verbally) that they do not feel safe or well.
- Promote the human rights, safety and wellbeing of all children, young people, older citizens and clients experiencing vulnerability in Northside.
- Demonstrate appropriate personal and professional boundaries.
- Consider and respect the diverse backgrounds and needs of children, young people, older citizens and clients experiencing vulnerability.
- Create an environment that promotes and enables participation and is welcoming, culturally safe and inclusive for all children and their families, older citizens and clients experiencing vulnerability.
- Involve children, young people, older citizens and clients experiencing vulnerability in making decisions about activities, policies and processes that concern them wherever possible.

Document Type: Policy	Doc Ref No.: HR-POL-6	Distribution: Org wide
Version No.: V2	Due for Review: 23/01/2023	Northside Community Service

- Report all suspected or disclosed harm or abuse to children, young people, older citizens and clients experiencing vulnerability, as required by laws and regulations and by Northside's policy and procedures on internal and external reporting. (Refer to Appendix A to this Code of Conduct).
- Adhere to all Northside's policies and procedures.
- Treat my work colleagues with respect and ensure a workplace free from discrimination, harassment and bullying.

5. In signing this Code of Conduct I agree that I will not:

- Engage in any unlawful activity with or in relation to a child, older citizen, or any client or member of the Community.
- Engage in any activity that is likely to physically, sexually or emotionally harm a child, young person, older citizen, or client experiencing vulnerability.
- Unlawfully discriminate against any child or their family members, young person, older citizen, or client experiencing vulnerability.
- Be alone with a child or vulnerable person unnecessarily.
- Arrange personal contact, including online contact, with children, young people, older citizens or clients I am working with, for a purpose unrelated to Northside activities.
- Disclose personal or sensitive information about a child, young person, older citizen, or client experiencing vulnerability, including images, unless the child or person, or their parent or legal guardian consent or unless I am required to do so by Northside's policy and procedures on reporting.
- Use inappropriate or offensive language in the presence of children, young people, older citizens, clients or staff, or show, or provide access to, inappropriate images or material.
- Work with children, young people, older citizens, clients or staff while under the influence of alcohol or prohibited drugs.
- Ignore or disregard any suspected or disclosed harm or abuse of a child, older citizen, or any client.

6. If I think this Code of Conduct has been breached by another person in Northside I will:

- Act to prioritise the best interests of children, young people, older citizens, or clients.
- Take actions promptly to ensure that children, young people, older citizens, or clients are safe.
- Promptly report any concerns to my manager, Northside's Safety and Risk Officer, the Chief Executive Officer, or another manager or leader in Northside.
- Follow Northside's policies and procedures for receiving and responding to complaints and concerns.
- Comply with Northside's policy and procedures on internal and external reporting (refer to Appendix A for more guidance).

7. Acknowledgement and Agreement

Document Type: Policy	Doc Ref No.: HR-POL-6	Distribution: Org wide
Version No.: V2	Due for Review: 23/01/2023	Northside Community Service

CODE OF CONDUCT



As a current staff member or volunteer of Northside Community Service, I agree to abide by the above Code of Conduct.

Full name: _____ Signature: _____

Date of signing: / /

Appendix A – Statutory reporting obligations and policy framework

Children's Services additional obligations

The National Quality Framework

Northside, as Approved Provider, is required under the Education and Care Services National Law (2011) and the Education and Care Services National Regulations (2011) to make notifications to the regulatory authority (Children's Education and Care Assurance) under the following circumstances (during operating hours, when the child/children involved are present):

- a serious incident, including:
 - the death of a child;
 - any incident involving serious illness of a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital;
 - any incident involving serious injury or trauma to a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner;
 - any emergency for which emergency services attended;
 - a child is missing or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent; and
 - a child is mistakenly locked in or out of the premises or any part of the premises.
- any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened;
- any incident that requires the approved provider to close, or reduce the number of children attending the service for a period;
- any circumstance at the service that poses a risk to the health, safety or wellbeing of a child attending the service;
- any incident where the approved provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service;
- allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by the service; or
- the centre-based service is educating and caring for extra child/ren due to an emergency

Child Protection Requirements

As an organisation that works with young children, Northside has a number of important obligations under overlapping and complementary legislation, specifically:

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Version No.: V2	Due for Review: 23/01/2023	Northside Community Service

- The Children and Young People Act (2008);
- The Working with Vulnerable People (Background Checking) Act (2011); and □ The Reportable Conduct Scheme for the ACT (2017).

Northside is committed to supporting employees' individual legal obligations as mandatory reporters to make a Child Concern Report to Child and Youth Protective Services (CYPS) if, through the course of their work, they believe on reasonable grounds a child is:

- being or has been sexually abused; or
- experiencing or has experienced non-accidental physical injury (physical abuse).

Northside is a designated entity under the Reportable Conduct Scheme for the ACT. As such, Northside must report allegations or convictions concerning child abuse and child-related misconduct by an employee to the ACT Ombudsman, including:

- ill-treatment of a child (including emotional abuse, and hostile use of force); □ neglect;
- psychological harm;
- misconduct of a sexual nature;
- sexual or physical offences and convictions where a child is a victim or is present; and
- inappropriate discipline or offences relating to protecting children from harm in accordance with the provisions of the Education and Care Service National Law (ACT) Act (2011).

Internal notifications

In addition to the notifications described above, in all such instances an internal Serious Incident Notification will also be completed. This notification will ensure the Approved Provider is aware of all serious incidents, allegations of misconduct and other events as required under legislation.

Community Services additional obligations

Legislation and regulatory standards to be aware of:

- Aged Care Quality Standards
- National Mental Health Standards
- Aged Care Act
- Charter of Age Care Rights
- Children and Young Peoples Act
- Mental Health Act

Policies to be familiar with:

- Conflict of Interest
- Professional Ethics and Boundaries
- Protection of Children and Young People
- Professional Boundaries
- Access and Equity
- Client Decision Making

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Version No.: V2	Due for Review: 23/01/2023	Northside Community Service

- Informed Consent
- Clients with Diverse Backgrounds
- Client rights and Responsibilities
- Privacy and confidentiality
- Feedback and Complaints
- Dignity and Choice
- Whistleblower
- Legislative and Regulatory Compliance
- Discrimination and Harassment
- Social Media (this will now need to be updated to match wording and reference in Code)

Part 9 – Policy Status and Details

Document Reference:	Community Services – Client Fees
Status:	Approved
Approval Authority:	Anna Whitty – Acting Chief Executive Officer
Signature of Approval Authority:	
Approval Date:	22 July 2021
Effective Date:	22 July 2021
Review Date:	23 January 2023
Expiry Date:	24 July 2023
Functional Unit:	Community Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Acting Chief Executive Officer Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 10 – Revision History

Revision Date	Version No.	Change	Reference Sections
02/04/2019	V1	New policy	
22/07/2021	V2	Approval Authority Updated & Minor Revisions	Part 9, Part 6, Part 5

Document Type: Policy	Doc Ref No.: HR-POL-6	Distribution: Org wide
Version No.: V2	Due for Review: 23/01/2023	Northside Community Service

DEALING WITH COMPLAINTS

QUALITY AREA 7



Purpose

To ensure that effective strategies and procedures are implemented to deal with complaints made to a Northside Children's Services Early Childhood Centre and that each Centre is compliant with the Education and Care Services National Law and Regulations.

Scope

This policy and procedure applies to Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area Seven of the National Quality Standard.

Policy

At Northside, we are committed to continuous improvement within our Early Childhood Centres to provide the highest quality early childhood education for children. We take complaints seriously and view them as an opportunity for critical reflection to help drive quality improvements within our services. Effective management of complaints and grievances give families confidence that any concerns or issues they may raise will be handled promptly and professionally and demonstrates to Northside educators and staff members the high standards and expectations within the organisation.

A complaint that must be reported to the regulatory authority is any complaint that:

- suggests a real and serious or immediate risk to the health, safety and wellbeing of a child;
- alleges that the safety, health or wellbeing of a child or children may have been compromised and/or; □ suggests that there may have been a contravention of the National Law.

Procedure

The Approved Provider will:

- Make the name and telephone number of the person to whom complaints may be addressed clearly visible at the service (Regulation 173(2)(b));
- Notify the relevant regulatory authority in writing, within 24 hours of the complaint, alleging that a serious incident has occurred or is occurring while a child is being educated and cared for by the service, or that the National Law and/or National Regulations have been contravened (Regulation 176(2)(b)).

The Nominated Supervisor will:

- Manage complaints directly (where possible), promptly and professionally;
- Support educators through the complaints management process;
- Inform the complainant that Northside takes complaints, especially issues regarding the health and safety of children, very seriously and that under no circumstances will the child/children of the complainant be adversely treated by any staff member of Northside as a result of the complaint.

Immediate Response to complaints (for Educators and Nominated Supervisors):

DEALING WITH COMPLAINTS

QUALITY AREA 7



(If the complaint is being made to an educator who is part of the educator:child ratio and they determine that they cannot actively supervise whilst talking to a parent, the educator will ask the parent to arrange a more appropriate time to discuss their concerns, or if possible, refer them directly to the Centre Director or Responsible Person on duty).

1. Listen to and aim to resolve the grievance in a positive way, empathising with the complainant and considering any specific needs they may have (e.g. an interpreter if English is a second language);
2. Attempt to diffuse emotions by acknowledging what the complainant is feeling, and state positively that you wish to seek a solution to the issue that is causing concern;
3. Actively listen to the complainant, and ask questions to clarify or improve your understanding of the issues;
4. Avoid responding immediately and defensively to the issues raised. (If the issues are complex, or if there are a number of concerns being raised at once, ask the complainant to put their concerns in writing);
5. Ask the complainant if they have any strategies or solutions that they feel could be put in place to resolve the issues;
6. Advise the complainant of Northside's procedure for making a formal complaint, informing them of the person who may be contacted and their details (which must be displayed at the service);
7. If the complaint is made to an educator or other staff member, they must immediately inform the Nominated Supervisor or the Responsible Person on duty of the details of the complaint and the actions taken by the educator thus far.
8. After the Nominated Supervisor is informed, the Nominated Supervisor will attempt to make contact with the complainant via phone or email to discuss, or arrange a time to discuss, the issue (following steps 1-6).
9. The Nominated Supervisor will explain that Northside is required by the Children's Services National Law and Regulations to report incidents and complaints as per Section 175. If the complaint is deemed 'reportable', the Nominated Supervisor will advise the complainant that it will be reported to the regulatory authority regardless of the complainant's wishes, reminding the complainant that their child and family will under no circumstance be disadvantaged or treated adversely as a result of the report.
10. The Nominated Supervisor will make every effort possible to communicate positively with the family following the complaint, demonstrating how the issues have been addressed (if applicable), and if not, the reasons as to why (referring to relevant Northside policies, procedures and documents).

Notification

As soon as possible following the immediate response, the Nominated Supervisor (or Responsible Person on duty) will ensure that:

- The Executive Director Children's Services is contacted and notified of the complaint and all existing steps taken thus far;
- Northside's internal [serious incident form](#) is completed;
- The Regulatory Authority is notified **within 24 hours** of receiving the complaint via the NQA IT System.

Investigation

Following the required notifications, the Executive Director Children's Services will conduct an investigation into the incident. This investigation will determine what, if any, further action may need to take place. This may include (but is not limited to):

- Reportable Conduct;
- Performance Improvement Plan;
- Formal workplace investigation;

DEALING WITH COMPLAINTS

QUALITY AREA 7



- Disciplinary action;
- Review of policies and procedures

Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Educators: Early childhood practitioners who work directly with children in early childhood settings.

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Responsible Person: At Northside, the Nominated Supervisor is the Responsible Person. In the absence of a Nominated Supervisor (e.g. when they are on leave or away from the service) a Responsible Person will be appointed using the Responsible Person Record and their name will be displayed in the service.

NQA IT System: (National Quality Agenda IT System): an online tool that offers providers a secure and direct way of communicating with regulatory authorities.

Complainant: A person, group, or company that makes a complaint.

Related Documents

Guide to the National Quality Standard, ACECQA (2018)

Children (Education and Care Services National Law Application) Act 2010

Education and Care Services National Regulations:

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+653+2011+cd+0+N>

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

Using Complaints to Support Continuous Improvement:

https://www.acecqa.gov.au/sites/default/files/201804/QA7_UsingComplaintsToSupportContinuousImprovement.pdf

NQA IT System: <https://public.ngaits.acecqa.gov.au/Pages/Landing.aspx>

Northside Reportable Incident Form: <https://tinyurl.com/NCSincident>

DEALING WITH COMPLAINTS

QUALITY AREA 7



1. Document Control & Version History

Document Reference:	Children's Services – Dealing with Complaints
Status:	Final
Approval Authority:	Anna Whitty – Chief Executive Officer
Signature of Approval Authority	
Approval Date:	10 September 2021
Effective Date:	10 September 2021
Review Date:	10 September 2022
Expiry Date	25 March 2023
Functional Unit	Children's Services
Author:	Anna Whitty
Enquiries Contact	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Revision History

Revision Date:	Version No.:	Change:	Reference Sections
10 September 2021	V2	Updated Approval Authority	

EMERGENCY AND EVACUATION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 - Purpose

To provide clear guidelines for the safe evacuation or lockdown of children and Educators within a Northside Early Childhood Centre.

Part 2 - Scope

This policy and procedure applies to all educators and support staff employed to work in an Early Childhood Centre, as well as to families of children enrolled in a Centre.

This policy and procedure relates to Quality Area Two of the National Quality Standard.

Part 3 - Policy

At Northside, safety is our first priority. In the event of a threatening situation (for example, fire) within an Early Childhood Centre, or externally (including but not limited to natural disaster, intoxicated trespassers etc.) employees will follow the below procedure to ensure the safety of all children. Emergency procedures will be practised quarterly as per the National Law and Regulation, and an evaluation form of this process will be completed.

Part 4 - Procedures

Evacuation

- Employees are to familiarise themselves with each Early Childhood Centre's building and evacuation plan. Plans will detail fire extinguisher, hose and blanket locations, and evacuation routes and assembly points.
- If you see or smell smoke, or you have information there is a danger to the Early Childhood Centre, you must immediately:
 - In a calm yet assertive voice, instruct educators to visually scan all areas and escort employees, visitors and children to the assembly point through the furthest evacuation route from the danger.
 - If possible, use the whistle located in reception. The whistle is not a requirement, and if the reception area poses a threat DO NOT attempt to retrieve it.
 - Attempt to extinguish the fire ONLY IF it is small and presents no danger to you and others to do so.
 - Alert the Centre Director/Nominated Supervisor, or the Responsible Person on Duty.
 - Gather attendance rolls, visitor log book and centre mobile/ cordless phone.
 - Call emergency services on 000 and notify the Executive Director Children's Services of the danger to the Centre.
 - Check attendance records to ensure all children, employees and visitors have been accounted for.
- Once clearance has been given by Fire Warden or Fire Department, employees and children may re-enter the building.
- If clearance is not given, all parents are to be called and asked to collect their children as soon as possible.
- Notify the Executive Director Children's Services of the incident immediately and compile all necessary reports.

Lockdown

- Management will alert staff quietly that a lockdown is taking place.
- All children outdoors are to be brought indoors immediately. Educators will gather children away from doors and windows. Centre Director/office staff/educators to gather attendance rolls.
- Room Leader will lock all doors and windows and close any blinds.

EMERGENCY AND EVACUATION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



- If the cause of the lockdown is occurring inside the centre the children are to be moved as far from the situation as possible, and an evacuation may be considered (following Centre's Evacuation Plan).
- Director/office staff/educator to call appropriate emergency service if required and notify Northside management (Executive Director) of lockdown.
- Educators to perform roll call to ensure all children are accounted for.
- Educators to initiate quiet group activities and maintain a calm environment.
- Educators to monitor one another and ensure children and educators are handling the situation.
- Manager to liaise with appropriate authorities and staff until it is appropriate to resume normal service.
- The Executive Director Children's Services will arrange appropriate debriefing and/or counselling for educators, families and children.
- The lockdown procedure will be reviewed in light of the situation and revised as necessary and any corrective actions will be implemented so as to prevent further incidents.

Complete Northside's online Incident Notification form.

Attendance of Emergency Services must be registered on NL01 Notification of Complaints and Incidents form and lodged with Children's Education and Care Assurance.

Audits

All Centres emergency evacuation and lockdown drills will be audited by the NQF Support Team at regular intervals.

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Responsible Person: the Approved Provider or a person with management or control, a Nominated Supervisor or a person in day-to-day charge of the service. At Northside, the Nominated Supervisor is the Responsible Person. In the absence of a Nominated Supervisor (e.g. when they are on leave or away from the service) a Responsible Person will be appointed using the Responsible Person Record and their name will be displayed in the service.

EMERGENCY AND EVACUATION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 6 – Related Documents

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

Part 7 – Policy Status and Details

Document Reference:	Children's Services – Emergency and Evacuation
Status:	Approved
Approval Authority:	Anna Whitty – Acting Chief Executive Officer
Signature of Approval Authority:	
Approval Date:	21 January 2020
Effective Date:	1 February 2021
Review Date:	30 April 2023
Expiry Date:	30 June 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
29/8/17	V2	Approval Authority updated & minor revisions	Policy status & details
30/10/18	V3	Updates to reflect regulatory and quality standard changes.	Policy Status & details
18/12/2020	V4	Minor updates	

ENROLMENT AND ORIENTATION

EDUCATIONAL PROGRAM AND PRACTICE

QUALITY AREA 1



Part 1 - Purpose

To ensure that children and families have a supportive and positive enrolment and orientation experience.

Part 2 - Scope

This policy and procedure applies to Directors, Educators and support staff employed to work in a Northside Early Childhood Centre.

This policy and procedure relates to Quality Areas One, Five and Six of the National Quality Standard.

Part 3 - Policy

The initial experiences a child and their family have at an Early Childhood Centre are critical, and lay the foundation for their learning and wellbeing throughout the course of their time at the Centre. Northside is committed to providing a framework for enrolment and orientation that gives each child and their family the most supportive and consistent experience possible.

Each child must have a minimum of at least 1 orientation visit to the Centre before the formal commencement of their enrolment. This is an opportunity for the child and their family to become familiar with the learning environments and educators, and ask any questions they may have about any aspect of the Centre.

Centre Directors will ensure that the team of Educators in the new child's room are prepared to provide a thorough orientation for that child and their family.

Part 4 - Procedures

Enrolment

Northside management and administrative team will ensure that the enrolment process for families is clear and consistent, through:

- Managing the waiting list for all Centres in accordance with Northside's *Fees and Enrolment Policy*.
- Providing families with a copy of Northside documents including: Orientation Guide; Our Approach; Documenting Learning, and Fee and Enrolment Policy.
- Explaining the Federal Government's Child Care Subsidy and how it relates to their enrolment, including referring families to the Family Assistance Office;
- Meeting the requirements of the National Quality Framework with regards to enrolment, as well as the Priority of Access Guidelines.

Prior to any child and family commencing their formal enrolment, they are entitled to meet with the Centre Director and be given a tour of the Centre. This can be conducted upon being placed on the Waiting List, or at any time prior to the child's first day. This meeting will include overviews of:

- The National Quality Framework including the Early Years Learning Framework and our approach to documenting and assessing children's learning ;
- The team of Educators (qualifications, experience and roles);
- Northside's policies and procedures;
- The Centre's approach to educational program and practice;

ENROLMENT AND ORIENTATION

EDUCATIONAL PROGRAM AND PRACTICE

QUALITY AREA 1



- The Centre's Quality Improvement Plan;
- The enrolment process;
- How the Centre communicates with families.

Orientation

Centre Directors and Educators will ensure that Orientation visits are conducted as per this Policy, and include:

- where the child's locker is for the storage of their bag;
- where/how to sign in and out;
- where the daily diary and educational documentation is displayed and kept;
- where medication is to be kept; □ where the emergency exits are;
- expectations within the learning spaces in both the indoor classroom and the outdoor environment.
- Families are able to share individual information about children, specifically regarding:
 - Eating and any dietary requirements;
 - Sleep and rest;
 - Toileting;
 - Medical and health requirements;
 - Cultural requirements;
 - Other important members of the child's family.

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 6 – Related Documents

Education and Care Services National Law

Education and Care Services National Regulations

Priority of Access Guidelines

https://docs.education.gov.au/system/files/doc/other/instruction_sheet_10_priority_of_access_guidelines_for_child_care_services_0.pdf

ENROLMENT AND ORIENTATION

EDUCATIONAL PROGRAM AND PRACTICE

QUALITY AREA 1



Northside documents including:

- Orientation Guide
- Our Approach to Early Childhood Education
- Documenting Learning
- Fee and Enrolment Policy

Part 7 – Policy Status and Details

Document Reference:	Enrolment and Orientation - Children's Services
Status:	Final
Approval Authority:	Anna Whitty – Chief Executive Officer
Signature of Approval Authority:	
Approval Date:	10 September 2021
Effective Date:	10 September 2021
Review Date:	10 September 2022
Expiry Date:	25 February 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
30/10/18	V2	Updates to reflect new Child Care Subsidy requirements	Policy Status & details
10/09/21	V3	Updated Approval Authority	

EXCURSIONS AND VISITORS TO CENTRES

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QUALITY AREA 1



Part 1 – Purpose

Northside Community Service has this policy because we want to provide great and frequent excursions and have great educational events in our centres that are well considered and planned, provide meaningful experiences and simultaneously ensure the safety and wellbeing of all children.

We also have this policy because it is required under R168, R98, R99, R100, R101, R102, R123 of the Education and Care Centres Regulation.

Part 2 - Scope

This policy and procedure applies to all Educators, Centre Directors and support staff employed at a Northside Children's Centres Early Childhood Centre.

This policy and procedure relates to Quality Areas 1, 2, 4 and 6 of the National Quality Standard.

Part 3 - Policy

Northside is committed to the importance of supporting children's learning and wellbeing through holistic and diverse teaching strategies, including engaging in planned and purposeful experiences outside of our Early Childhood Centres. Children gain first-hand knowledge about their world through the discovery of a range of interesting places and experiences and by engaging in meaningful ways with their communities. By planning for frequent excursions and visitors to the centre with special skills and knowledge we help children learn about the world in which they live.

Northside strongly believes in the rights of children to civic participation and the importance of children having strong connections and engagement with their local community.

Northside also wants to keep children as safe outside of our centres (or when there are visitors to the centres) as they are inside. Because excursions can increase the risk to children's safety we want to plan to minimise this risk and make sure we have families permission for all excursions.

Part 4 – Procedure

We will plan well for all excursions and visitors

We will always:

- Book venues.
- Book transport.
- Make alternative arrangements for bad weather if necessary.
- Make arrangements for any children who are not attending the excursion, and make arrangements so that any preplanning for the excursion does not alienate such children from social networks.
- Do special planning for excursions for children with additional needs. Where possible, our centres will make sure all children can go to all excursions and engage in them in meaningful ways.

We will undertake thorough risk assessments before excursions

- We will conduct a risk assessment (using the *Northside Risk Assessment Form*) before any excursion to identify and assess the risk the excursion may pose to the health, safety and wellbeing of any child and determine how we will manage these risks.

EXCURSIONS AND VISITORS TO CENTRES

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- The risk assessment will consider the destination and duration of the excursion; potential water hazards or any hazard associated with water based activities; transport to and from destination; number of educators, responsible persons, and children involved; proposed activities; and items to be taken on the excursion e.g. mobile phone, emergency contact numbers etc.
- Where the excursion is a regular excursion the risk assessment will only be carried out once every 12 months, as long as circumstances around the excursion have not changed in any way.

We will get authorisation to take children on excursions from families.

- We will follow the Northside Community Service policy on Acceptance and Refusal of Authorisations to get authorisation before any child is taken on an excursion.
- For all excursions families will be given an excursion permission form with full details of the excursion including:
 - date, description, duration and destination of proposed excursion
 - method of transport to be used
 - reason for the excursion, and proposed activities to be conducted on the excursion
 - the anticipated adult: child ratio – outlining number of educators and staff and other adults attending
 - a statement that a risk assessment has been prepared and is available at the centre for parents to view
- If the excursion is a regular outing, authorisation is required once a year. All families will be asked to sign permission forms for regular excursions on enrolment and at the beginning of each subsequent year.
- No child will be taken on an excursion unless written permission from parents or legal guardian has been received. Where a family emails permission, their signature will be sought after the excursion.

We will conduct excursions to minimise risk to children.

- All excursions will have a Responsible Person (as per Northside Community Service *Staffing Arrangements* policy) placed in charge of the excursion.
- Supervision will promote the safety and wellbeing of all children on the excursion taking into account possible risks. Adult : child ratios will be set in view of the risks.
- Families will be encouraged to participate in excursions to assist in maintaining suitable child/staff ratios. If the parent needs to bring their child's sibling because they cannot find suitable care, the siblings will be included in ratios.
- The venue will be assessed as safe for all children and adults on the excursion and will be easily supervised and accessible.
- If additional adults are required volunteers will be invited. Volunteers will be mature, responsible people who are aware of the hazards and responsibilities of taking a group of children out of the centre.
- Family members/volunteers will not to be left in sole charge of children and must be supervised by an educator at all times.
- All volunteers/family members' details will be entered into the staff record for that day.
- Travel methods will be chosen to protect children from harm and hazard.
- When walking educators will assist children to obey road rules and cross roads at a crossing or lights where available. Educators make sure no child runs ahead or lags behind the group.

EXCURSIONS AND VISITORS TO CENTRES

EDUCATIONAL PROGRAM AND PRACTICE

QUALITY AREA 1



- We will only use buses that are fitted with seat belts. Any car that is used in the transport of children on an excursion will be fitted with child restraints (forward facing restraints or booster seats), which will be used correctly for the children and which have been checked at an approved child restraint fitting centre.
- Where there are significant water hazards (such as rivers, lakes or beaches), risk management strategies will be implemented such as high adult to child ratios.
- All educators, volunteers and children attending will be informed of the excursion timetable/itinerary, special requirements, safety procedures, grouping of children and responsibilities.
- A list of children on the excursion will be left at the centre and a copy carried by the delegated Responsible Person.
- Before leaving on the excursion, a notice will be prominently displayed at the centre which includes: itinerary and timetable; and mobile contact phone number.
- Educators will take on every excursion a suitable stocked first-aid kit including EpiPen; a mobile phone; children's emergency contact numbers; children's medication and medical plans, if required; and other items as required e.g. sunscreen, drinking cups, jackets etc.

Part 5 – Roles

The Northside Board will:

- satisfy themselves that this policy follows the requirements of the Education and Care Centres National Law and National Regulations and general duty of care to all children.
- is updated as required.
- is known by educators.

The Nominated Supervisor will:

- operate the centre in line with the Education and Care Centres National Law and National Regulations at all times.
- make all educators and staff aware of their obligations through personal discussions, staff meeting activities and opportunities to critically reflect upon ethical practice.
- have a risk assessment prepared that identifies and assesses the risks, specifies how these will be managed and/or minimised, and includes all details required by Regulation 101 before a centre gets authorisation from families for an excursion.
- not let a child leave the centre premises on an excursion unless prior written authorisation has been provided in line with Northside Community Service *Acceptance and Refusal of Authorisations* policy.
- oversee that educator-to-child ratios are maintained at all times, including during excursions.

Responsible Person will:

- submit risk assessment form to the Nominated Supervisor for approval.
- inform all educators, volunteers and children of the excursion timetable/itinerary, special requirements, safety procedures, grouping of children and responsibilities.
- leave a list of children on the excursion at the centre and carry a copy with them.
- prominently displayed a notice at the centre which includes: itinerary and timetable; and mobile contact phone number before they leave on the excursion.

EXCURSIONS AND VISITORS TO CENTRES

EDUCATIONAL PROGRAM AND PRACTICE

QUALITY AREA 1



- take each child's personal medication and current medical management plan on the excursion.
- take a portable first aid kit on excursions.
- take a mobile phone, the emergency contact details for each child on excursions for notification in the event of an incident, injury, trauma or illness.
- Adequately supervise parents/guardians, volunteers, students and all adults participating in an excursion at all times and not leave them with sole supervision of individual children or groups of children.

Educators will:

- follow this policy.
- check that a parent/guardian or person named in the child's enrolment record has completed, signed and dated the excursion/centre event authorisation form prior to the excursion.
- allow a child to participate in an excursion or centre event only with the written authorisation of a parent/guardian or person named in the child's enrolment record.
- maintain the required educator-to-child ratios at all times, and adequately supervise children during excursions and centre events.
- supervise parents/guardians, volunteers, students and all adults participating in an excursion, so that they are not left with sole supervision of individual children or groups of children.
- include all children in excursions and centre events regardless of their abilities, additional needs or medical conditions.

Families will:

- complete, sign and date excursion and event authorisation forms.
- provide written authorisation for their child to leave the centre premises on routine outings annually.
- read the details of the excursion or centre event provided by the centre and asking for additional information if required.
- understand that, if they participate in an excursion or centre event as a volunteer, they will be under the immediate supervision of the Responsible Person at all times.

Part 6 - Definitions

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Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (usually the Centre Director) who has been legally appointed with relevant documentation as the Nominated Supervisor of a particular Centre.

Responsible Person: The person in charge of the centre when the Nominated Supervisor is absent and marked as such on the Responsible Person Record.

EXCURSIONS AND VISITORS TO CENTRES

EDUCATIONAL PROGRAM AND PRACTICE

QUALITY AREA 1



Part 7 – Related Documents and Sources

[The Education and Care Centres National Law](#)

[The Education and Care Centres National Regulations](#)

[Guide to the NQF](#)

Excursion risk management plan: <https://www.acecqa.gov.au/resources/applications/sample-forms-and-templates>

Part 8 – Policy Status and Details

Document Reference:	Children's Services – Excursions and Visitors to Centres
Status:	Approved
Approval Authority:	Anna Whitty – Acting Chief Executive Officer
Signature of Approval Authority:	
Approval Date:	21 January 2020
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Review Date:	30 April 2023
Expiry Date:	30 June 2023
Functional Unit:	Children's Centres
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Centres Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 9 – Revision History

Revision Date	Version No.	Change	Reference Sections
30/10/18	V2	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
20/12/2019	V3	Major revision	

Early Childhood Centre Fees and Enrolment Policy

From January 2022



Welcome to Northside.

At Northside Community Service, we believe that all children have the right to quality early childhood education. We advocate for each child's right to be heard, to belong to a safe learning community and to become active participants in their community and world.

This Fee and Enrolment Policy provides a guide to how we charge fees, and how we meet the requirements of the Federal Government's Child Care Package.

If you have any questions, please contact us at 02 6171 8035, or email earlychildhood@northside.asn.au.

Purpose

To provide information and a clear outline of requirements for the processing and payment of Early Childhood Centre Fees.

The Early Childhood Centre Fees and Enrolment Policy is current as at 4 January 2022 and is subject to change. All families will be provided with a new copy of the Policy should it be updated, with a notice period of 30 days before changes take effect.

Fees Payable

Fees are payable for all permanent and casual enrolments.

Permanent Enrolments - All Centres

The amount of fees payable is included on the fortnightly statement provided to the parent or guardian.

Fees are payable for all:

- Sick days
- Personal holidays
- Public holidays
- Other non-attendance with the exception of centre closure

Northside Community Service cannot swap days of enrolment, cannot arrange make up days, nor offer reduced rates for extended holiday periods.

Northside Early Childhood Centres are closed from close of business on the last business

day before 25 December and reopen the first business day in the New Year (January). Fees will not be charged during this close down period.

Full-time enrolments

For a child enrolled 5 days per week a standard enrolment session of 10 hours per day will be charged at the same daily rate.

This 10-hour session is only available to full-time enrolments, and is provided to ensure that families do not exceed the maximum 100 CCS hours provided by the Department of Human Services (DHS).

Casual enrolments

Casual enrolments are available for existing permanent enrolments at all centres.

Casual enrolments are not guaranteed and can only be booked if positions are available on any given day.

Cancellations of casual enrolments must be made 24 hours prior to your enrolled day by emailing earlychildhood@northside.asn.au. Cancellations after this time will incur the full fee for the session previously booked.

Late departure fees will apply to casual enrolments.

A Fee Schedule will be provided to you separately along with this Policy and other important enrolment information.

Child Care Subsidy

The Child Care Subsidy (CCS) is a payment provided by the Federal Government to lower the fees paid by families for their child's enrolment in early education and care.

The CCS system is managed by Services Australia and not by Northside Community Service. For more information visit servicesaustralia.gov.au.

The CCS is an estimate only and is shown in bold and underlined on your statement. This information is calculated and received from DHS.

The CCS may not be credited to your account until your child actually commences their enrolment and their Child Care Subsidy system enrolment is formalised.

As per the CCS System regulations, Northside submits attendances to Services Australia on a weekly basis. Services Australia confirms and, if required, amends the CCS, and any differences will be rectified on your next statement.

If you have a query about the CCS on your statement, please contact Centrelink to confirm your details including date of birth and Customer Reference Number (CRN).

Families are also advised to confirm with Northside that the CRNs and dates of birth for the account holder and the child(ren) provided to Northside are correct.

If any changes to your enrolment are made at any time (such as additional days), these changes must be confirmed in myGov at my.gov.au.

As per CCS system regulations, families are required to formally agree to the enrolment details for their child(ren) before their child commences their enrolment by signing a Complying Written Agreement. This process is completed in our online portal, and must be undertaken prior to the first enrolment day. Please speak to our Enrolments Officer if you are unsure of this requirement.

Payment Arrangement

Permanent Enrolment Fee Payments

Permanent Enrolment fee payments are to be made by direct debit from your nominated bank account or by credit card (Visa or MasterCard).

Please refer to the Terms and Conditions of our direct debit provider for information on fees and charges on credit card payments. A copy will be provided to you along with this document.

Permanent enrolment fees are invoiced fortnightly in arrears and a statement is emailed to you for information purposes. A direct debit schedule will be emailed to you upon confirming your child's enrolment. Direct debits will begin on the next scheduled direct debit day after your child's enrolment begins.

Casual Enrolment Payments

Casual enrolment fee payments will be paid in the next billing period.

Defaults and Dishonoured Payments

Each dishonoured payment will incur a dishonoured payment fee from our direct debit provider and from Northside of \$25.00. Once a payment is dishonoured Northside Community Service will start debt recovery.

If your account remains outstanding for 15 days from the initial dishonoured payment your child(ren)'s enrolment will be ceased and your account will be forwarded to a debt recovery agency unless approved alternative arrangements have been made with Northside via accountsreceivable@northside.asn.au.

3 consecutive direct debit dishonours may also result in your enrolment being ceased.

In the event of the account remaining unpaid and being referred to a debt collection agency and/or law firm, all collection and legal demand costs will be added to the outstanding amount.

Bond Payments

A bond must be paid to reserve your child(ren)'s enrolment and is payable by the due date on your letter of offer. The bond will be equivalent to 2 weeks full fees for each child and will be at the current fee rate and pattern of attendance prior to CCS being applied.

Where an increase in attendance occurs, the increased bond payment must be paid prior to commencement of such changes.

Where a bond refund is necessary due to a reduction of days, families may request a refund using the appropriate form, or your family may elect to have the bond held until the position ceases in full.

The bond will be refunded after your child(ren)'s enrolment ends subject to settlement of all fees and charges and after all attendances have been submitted and retrieved from the CCS.

Northside will retain the bond payment upon change of mind prior to enrolment commencing, but after accepting enrolment.

Bonds cannot be used to pay outstanding fees while your child (ren) is attending the Centre.

If Northside does not receive the bond payment by the due date, we reserve the right to offer the position to the next family on our waitlist.

Exceptional circumstances

For families who are experiencing exceptional circumstances and are unable to meet any of the bond payment requirements above, Northside has a range of support available to ensure that your child(ren)'s enrolment can still commence. Please let our Enrolments Team know if you need support as soon as possible.

Late Pick Up Fee

It is important to remember that the educators working at your child(ren)'s Early Childhood Centre finish their shifts at 6:00PM. We ask that families ensure they have arrived before 6:00PM to pick up their child(ren).

A late fee will apply when families depart with their child(ren) after centre close at 6:00pm. A flat fee of \$50.00 for each 10 minutes or part thereof will be charged and added to your next statement.

Cessation of Booking

2 weeks written notice (email is accepted) to earlychildhood@northside.asn.au is required to reduce or cease your permanent enrolment. Your child(ren) must attend their last day of enrolment in order to be eligible for CCS on all days up to and including their last day of attendance. The end-of-year closure period cannot be used as the notice period.

If your child(ren) does not attend the centre on their first or last scheduled day, CCS can only be paid from the first day of physical attendance up to, and including, their last day of physical attendance.

If fees are charged in lieu of notice, no CCS will be attributable to those bookings as they are classed as absent days and your child will not have attended their final day.

Please note this is a requirement of the Federal Government, not Northside Community Service, and we do not have any capacity to make exceptions to this requirement. Please refer all questions to Services Australia.

Absences without Notice

Families are requested to inform the Centre in advance, or by 9:00am on the day, if their child(ren) are going to be absent. A phone call or email is acceptable.

After an unadvised absence of 1 week with no contact from the family, an email will be sent by a Northside representative to the family requesting the Centre be notified if the enrolment is to continue.

If no contact has been made in the second week of absence, a second email will be sent to inform the family that all outstanding fees are required to be paid immediately. The child(ren)'s enrolment will be forfeited if they fail to contact the Centre by the end of the second week.

The family will be responsible for paying for the full fees that may result from the child(ren)'s absence/s on the last day of enrolment.

Extended Absences

CCS cannot be applied for absences greater than 6 continuous weeks or once a child has accrued 42 single absences within a financial year. The centre will charge a holding fee equivalent to the current daily fee to hold the position for families who wish to maintain their child's position at the centre after this time.

Other Important Information

If your family has applied for any benefit from the Australian Government (such as CCS), full fees are required to be paid by the family until the benefit is approved and formal documentation, such as a letter from Centrelink, has been provided to Northside.

Once benefits have been approved by Services Australia, Northside can only update accounts via the CCS portal within the current financial year. Any claims for benefits prior to the current financial year will need to be resolved with Services Australia and Centrelink directly, and Northside is not able to assist with this process.

If your family has ongoing issues regarding application and/or approval of any benefits, the issue must be resolved between you and Services Australia and/or the external organisation. Northside has no authority with CCS payments, and is limited in the guidance we can provide.

Under no circumstances will accounts be permitted to go into arrears. Any overdue amounts will be followed up using Northside Community Service's normal debt recovery process.

From 1 January 2016 the Australian Government introduced the 'No Jab No Pay' measure. If children's vaccinations are not current and up-to-date, you may not be eligible for the CCS. For further information please contact Centrelink.

Priority of Access

Northside is committed to ensuring that children at risk of vulnerability and disadvantage are given every opportunity to access early education and care.

Northside offers priority of access to children according to the following priorities:

1. a child at risk of serious abuse or neglect;
2. a child of a single parent;
3. an Aboriginal or Torres Strait Islander family;
4. a child of a family which includes a person with a disability;
5. any other child.

Acknowledgement

Child's Name
Parent/Guardian's Name
I have read and understand the Northside Community Service Early Childhood Centre Fee and Enrolment Policy and <input type="checkbox"/> agree to abide by it at all times.
Parent Signature
Date



Policy Status: Approved

Approval Authority: Anna Whitty, CEO

Approval Date: 26 November 2021

Effective Date: 4 January 2022

Review Date: 1 July 2024



northside.asn.au

earlychildhood@northside.asn.au

(02) 6171 8000

FOOD, NUTRITION AND DIETARY REQUIREMENTS

CHILDREN'S HEALTH AND SAFETY QUALITY AREA 2



Part 1 - Purpose

To ensure that all children are supported to meet their daily dietary requirements. The centre encourages healthy eating for healthy bodies through education and awareness with parents, children, staff and the community using the service.

Part 2 - Scope

This procedure applies to all Northside educators and Centre Directors, as well as families of children attending a Centre.

Part 3 - Policy

The centre encourages all children and families to have a healthy approach to food and eating. Families, educators and the community will be informed and educated through updates, parent meetings, staff meetings and information sessions about recent nutrition information and research in regards to young children's health. Children in the centre will be exposed to information on healthy eating, exercise, nutrition and hygiene through daily programs, excursions, special visitors to the service and within everyday routines such as mealtimes.

Part 4 - Procedures

The Approved Provider will:

- Maintain a current Food License in each relevant centre, in accordance with ACT legislation.
- Communicate regularly with families about food and nutrition related experiences within their centre and provide up to date information to assist families to provide healthy food choices at home and at the centre.
- Request that details of any food allergies or intolerances or specific dietary requirements be provided to the service and work in partnership with families to develop an appropriate response so that children's individual dietary needs are met.

The Nominated Supervisor will:

- Ensure water is provided throughout the day to all children;
- Work with families to ensure that children's lunchboxes and drinks are in accordance with our Nutrition Australia recommendations;
- Provide educators with opportunities for professional development on child nutrition and healthy eating;
- Ensure details of food eaten will be provided to parents, in written format for infants and toddlers;
- Ensure information about children's specific nutrition or dietary requirements is available to all educators, and prominently displayed throughout the centre.

Educators will:

- Implement adequate health and hygiene practices and safe practices for handling, preparing and storing food at the service to minimise risks to children;
- Plan for children to receive experience in all areas of food preparation through cooking experiences and self-serve opportunities at meal times;
- Respect medical and cultural food choices of children and their families;
- Discuss children's eating and nutrition experiences at the centre with families;
- Ensure mealtimes are relaxed and calm, allowing for discussion between children and educators. Educators will take this opportunity to discuss food, taste, textures and origin of food, as well as nutrition;
- Not at any time force a child to eat;

FOOD, NUTRITION AND DIETARY REQUIREMENTS

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



- Notify the child's family if a child is not drinking any fluids, and if necessary due to risk of dehydration families will be asked to collect their child.

Families of enrolled children will:

- Provide adequate nutritious lunches and snacks in accordance with Nutrition Australia recommendations (with the exception of Harrison and Yurauna Early Childhood Centre, where all meals are provided by the Centre);
- Provide the centre with information on children's food allergies or intolerances upon enrolment.

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 6 – Related Documents

[The Education and Care Centres National Law](#)

[The Education and Care Centres National Regulations](#)

[Guide to the NQF](#)

Nutrition Australia

<http://www.nutritionaustralia.org/>

ACECQA Information Sheet: Nominated Supervisor: <https://www.acecqa.gov.au/sites/default/files/2018-03/InformationSheetNominatedSupervisor.pdf>

FOOD, NUTRITION AND DIETARY REQUIREMENTS

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 7 – Policy Status and Details

Document Reference:	Food Nutrition and Dietary Requirements – Children's Services
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Signature of Approval Authority:	
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Effective Date:	1 February 2021
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Functional Unit:	Approved
Author:	Anna Whitty – Acting Chief Executive Officer
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 61718000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
29/8/17	V2	Approval Authority updated & minor revisions	Policy Status & details
30/10/18	V3	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
18/12/2020	V4	Minor updates	

ILLNESS AND INFECTIOUS DISEASES

CHILDREN'S HEALTH AND SAFETY

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1. Purpose

Northside Community Service is committed to ensuring we provide children with a safe and healthy environment. We have the policy because we recognise that children and adults are in close contact at our centres and diseases can quickly spread in a variety of ways and we can act to reduce the risk of this by strategies including effective hand washing; excluding ill children, educators and other staff; and immunisation.

We also want to provide a clear set of guidelines for when a child or adult displays symptoms or is diagnosed with an infectious disease by a medical professional to minimise conflict between parents/guardians with work and family commitments, and educators' obligations under the National Law and Regulations.

We also have it to meet R168 and R88 of the National Education and Care Regulations.

Part 2 - Scope

This policy and procedure applies to all educators and support staff employed to work in an Early Childhood Centre, as well as to families of children enrolled in a centre.

This policy and procedure relates to Quality Area 2 of the National Quality Standard.

Part 3 – Policy

Northside wants to:

- prevent, wherever possible, infectious diseases from occurring at our centres and limit the spreading of those diseases that do occur
- manage infection by using recognised guidelines and making sure we implement best infection control and management practice in our everyday program

Part 4 – Procedure

By providing information about infection and infectious diseases:

- Northside Community Service understands the three steps in the chain of infection (the germ has a source/the germ spreads from the source/the germ infects another person). Our strategies try to break the chain of infection at all three stages. We will provide appropriate information about infection control to families, educators and children.
- Each Early Childhood Centre will notify all parents whenever there is an incidence of infectious disease at the centre and will put a fact sheet about the disease on notice boards or will give a copy directly to parents. (Fact sheets will be taken from [Staying Healthy - Preventing infectious diseases in early childhood education and care services.](#))

By using and promoting effective hygiene:

Our staff will maintain and promote effective hygiene practices, including:

- regular handwashing by children and staff using proper handwashing methods especially on arrival, prior to serving or eating food and after toileting, nose blowing, outside play and handling animals.
- using gloves when cleaning contaminated areas, in contact with body fluids, handling soiled clothing or linen, wiping noses and handling chemicals.

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- using standard precautions when handling blood, all body fluids, secretions and excretions, dried blood and other body substances.
- raking sandpits often and/or securely covering them when not in use.
- disposing of soiled items in a container that is inaccessible to children.
- ensuring rubbish bins are regularly cleaned.
- only serving food with tongs.
- actively promoting handwashing and other hygiene practices with children and families.

By excluding ill children, educators and other staff:

- Northside wants to make sure we stop infection from spreading in our centres. Because of this we sometimes need to exclude infectious children from their centre until they are better.
- In order to prevent the spreading of infectious diseases children and staff will be excluded from attending our centres if they have an infectious disease. The less contact there is between people who have an infectious disease and others the less chance the disease has of spreading.
- Children and staff will be excluded for infectious disease as recommended by the National Health and Medical Research Council (see [Recommended minimum exclusion periods poster](#)) or as advised by the Disease Surveillance Unit of ACT Health. Exclusion periods are listed on the NHMRC poster and the ACT Health Communicable Diseases register (on display in each centre). They can also be [found here](#).
- If a child displays symptoms of, or is diagnosed with, an infectious disease by a medical practitioner, educators will advise the parent/guardian of exclusion periods which apply to that illness.
- We will report all children who have been diagnosed with a vaccine preventable disease or other [infection requiring notification](#) to the Disease Surveillance Unit of ACT Health (132 281).
- Children who are not immunised will be excluded from the centre if either there is an outbreak of vaccine preventable disease at the centre or if one is suspected until the centre is clear of the illness and the minimum exclusion period has passed. (Children for whom the centre does not have a complete immunisation record will be treated as unimmunised.)
- Children, educators and other staff who are unwell should stay home from the service.
- Doctors certificates stating that a child is well enough to attend a service will not be accepted where a child has had an infectious disease. Children with a diagnosed illness will be excluded for the period recommended by the NHMRC or until they are well enough to participate in the centre's program.
- Even if they do not have a condition that requires exclusion, the best place for an ill child to rest and recover is with someone who cares for them. An educator will contact parent/guardian to collect their child if the child is not able to participate in the program for health reasons (emotional or physical). The parent / guardian / emergency contact should collect the child as soon as reasonably possible.
- If a child suffers from symptoms not related to an infectious disease (i.e. diarrhoea associated with teething, temperature associated with middle ear infection, rash or conjunctivitis due to allergy), a letter from the child's doctor stating the related symptoms do not warrant exclusion, and the cause of the symptoms, is required for the child to attend. Children who are able to regulate their body temperature without analgesic will be permitted to return to the centre the following day.

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- If a child displays the following symptoms and/or is unable to participate in the program, educators may contact parent/guardians for the collection of the child:
 - Vomiting
 - Diarrhoea (loose, watery stools)
 - Uncharacteristic behaviour (e.g. child appearing emotional or uncomfortable)
 - Loss of appetite
 - Unusual spots or rashes
 - Headache or stiff neck
 - Severe, persistent or prolonged coughing
 - Breathing trouble
 - Yellowing skin or eyes
 - Overtired or falling asleep at times unusual for the child and for lengthy periods.
 - Sore throat or difficulty swallowing
- Children, educators and other staff with diarrhoea will be excluded until the diarrhoea has stopped for at least 24 hours.
- Children with head lice will not be excluded if effective treatment begins before the next day. The child does not need to be sent home immediately if head lice are detected.
- Children must remain away from the Centre for at least 24 hours after vomiting, and parents will be encouraged to pick up ill children as soon as possible. This 24-hour period may be waived on an individual basis, usually determined by a medical clearance or knowledge of a specific medical condition.

By promoting immunisation:

- Northside understands that immunisation is a reliable way to prevent some infections. We understand that immunisation also protects people who are not immunised, such as the infant siblings of children in our service who are too young to be immunised. We know that chance of an infection spreading in our community decreases if a large proportion of people are immunised.
- Two copies of each child's immunisation status will be kept in each child's enrolment record.
- We will encourage immunisation of children by having information about immunisation available in our service and discussing the importance of immunisation during each child's enrolment.
- Because Northside understands that educators and other staff who are not immunised place children—especially younger age groups—at greater risk of acquiring a vaccine-preventable disease, Northside will encourage each staff member to be fully immunised including having yearly flu shots.
- Each staff member of a children's centre will be advised when they start working with Northside of the recommended vaccinations for persons at increased risk of certain occupationally acquired vaccine-preventable diseases in particular against whooping cough, measles / mumps / rubella, chicken pox and hepatitis A and influenza annually. See - www.health.nsw.gov.au/immunisation/Pages/vaccination-early-childhood-staff.aspx
- Educators who are not fully immunised will be excluded from work during outbreaks of vaccine-preventable diseases as advised by the Disease Surveillance Unit.
- We will review the vaccination status of all children, educators and other staff every year.
- Pregnant staff are advised to read the chapters of [Staying Healthy - Preventing infectious diseases in early childhood education and care services](#) relating to infectious diseases in pregnancy that could hurt their unborn child. Northside will ensure that pregnant educators will not be required to change nappies.

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By washing hands, using gloves, teaching and using cough and sneeze etiquette and by cleaning the service:

Hands

- Hand hygiene helps break the chain of infection. Staff and children will be encouraged to wash hands using soap and water when they are visibly dirty or when they may have been picked up germs from touching contaminated surfaces. Hands will be washed by 1. Wetting hands with running water. 2. Applying soap to hands. 3. Lathering soap and rubbing hands thoroughly, including the wrists, the palms, between the fingers, around the thumbs and under the nails. Rubbing hands together for at least 15 seconds (for about as long as it takes to sing 'Happy birthday' once). 4. Rinsing thoroughly under running water. 5. Drying thoroughly.
- Hands will be washed by children and staff at the beginning of each session so germs are not introduced into the service, before and after eating or handling food and before going home, so germs are not taken home. Hands will also be washed after touching nose secretions, coming in and going out to outside play, using the toilet, touching animals. Staff will also wash hands before giving medication, putting on gloves, and after taking off gloves, cleaning the toilets, helping children use the toilet, handling garbage, cleaning up faeces, vomit or blood, applying sunscreen to children.

Gloves

- Gloves provide a protective barrier against germs. When staff wear gloves appropriately, they protect both themselves and children from potential infection. All staff will wash hands before putting gloves on (so they don't contaminate the box of gloves) and taking them off (so they don't contaminate their hands). Gloves will be worn where there is a chance that a staff member may come in contact with faeces, urine, saliva, vomit or blood, including when doing general cleaning.

Cough and sneeze etiquette

- Many germs can be spread through the air by droplets. All children and staff will be encouraged to covering their mouth and nose when they cough or sneeze, to reduce how far the droplets can travel and stop them from contaminating other surfaces. (Children and staff will be made aware that the best way to cover a cough or sneeze is by coughing or sneezing into your inner elbow, or by using a tissue to cover your mouth and nose. Put all tissues in the rubbish bin straight away, and clean your hands with (either soap and water or an alcohol-based rub.)

Cleaning the centre

- Because routine cleaning with detergent and water, vigorously rubbing a surface, followed by rinsing and drying, is the most useful method for removing germs from surfaces, staff will be encouraged to clean the centre using this technique. (Detergents help to loosen the germs, scrubbing reduces the number of germs on the surface and rinsing with clean water removes the loosened germs and any detergent residues from the surface. Drying the surface makes it harder for germs to survive or grow.)
- Diluted bleach will only be used when a surface has been contaminated with blood or body substances from someone with a known or suspected infectious disease.

By taking special steps to reduce infection via sandpits, blowing out candles, playdough and animals:

- Northside centres will follow the recommendations of [*Staying Healthy – Preventing infectious diseases in early childhood education and care services*](#) regarding these specific infection control risks. Sandpits will be cleaned regularly and covered, candles will not be blown out on a cake that will be eaten by all children, playdough will be made each week, children will be supervised with animals and cages will be cleaned regularly.

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By using Panadol and Nurofen appropriately

Panadol or Nurofen will only be given to a child when:

- The child has a fever (over 38.5 and is in pain/ is upset) and the parent cannot arrive to collect the child within 30 minutes. Verbal permission must be provided by the parent/authorised person, and this must be documented. A child will not be given Panadol/Nurofen for fever alone.
- If the child has a letter from a GP or other doctor saying why it is to be given, at what dose and how long. The family should provide their own appropriate labelled Panadol/ paracetamol or Nurofen/ibuprofen.
- A child will not be given Nurofen if they are vomiting or have ever been diagnosed with asthma.
- If a child develops a fever at the centre, the family will be notified immediately and asked to organise collection of the child as soon as possible and will be encouraged to visit a doctor to find the cause of the temperature. While waiting for the child to be collected, educators will implement the following procedures to reduce the child's fever and discomfort:
 - Remove excess clothing to cool the child down
 - Offer fluids to the child
 - Encourage the child to rest
 - Provide a cool, damp cloth for the child's forehead
 - Monitor the child for any additional symptoms
 - Maintain supervision of the unwell child at all times, while keeping them separated from children who are well.

Managing COVID-19 requirements

COVID-19 is a highly infectious illness that has been assigned "pandemic" status by the World Health Organisation. All employees and families will be required to uphold organisational responses to COVID-19 concerning hygiene and infection control.

As the requirements regarding managing risks associated with COVID-19 are likely to change, employees and families must ensure they keep up-to-date with any changes.

The Approved Provider will:

- Monitor updates from the ACT and Federal Governments regarding organisational requirements associated with COVID-19;
- Update all employees and families regarding changes to organisational requirements associated with COVID-19;
- Ensure all Centre have adequate supplies of cleaning and hygiene products at all times.

The Nominated Supervisor will:

- Ensure that organisational updates associated with COVID-19 are understood and acknowledged by all employees in their Centres;
- Ensure employees, families and visitors meet organisational and community requirements associated with COVID-19 (e.g., hand-washing).

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Part 5 – Roles

The Northside Board will:

- satisfy themselves that this policy follows the requirements of the Education and Care Services National Law and National Regulations and general duty of care to all children.
- is updated as required.
- is known by educators.

The Nominated Supervisor will:

- provide supervision, guidance and advice to all staff at the service to follow this policy at all times.
- contact ACT Health if they suspect an infectious disease outbreak is affecting the centre, such as outbreaks of gastro or respiratory illnesses.
- inform parents when an infectious disease has been diagnosed in a child at the service and will provide them with information about the disease from the *Staying Healthy* book.
- contact the parents of a child suspected of suffering from an infectious or vaccine-preventable disease and request that the child be collected as soon as possible.
- contact the parents of a child not immunised against vaccine preventable disease when an outbreak of a vaccine preventable disease happens at the service and request that the child be collected as soon as possible.
- exclude a child who is not immunised against a vaccine-preventable disease from the service when an infectious disease is diagnosed until the recommended minimum exclusion period is over.
- provide all staff with access to disposable gloves, detergent, bleach.
- establish good hygiene and infection control procedures, and require that they are adhered to by everyone at the service as far as possible.
- maintain confidentiality at all times.
- submit a *Notification of serious incident form* to ACECQA within 24 hours of any incidence of a disease that must be notified to ACT Health.
- check for changes to the exclusion periods annually and keep informed about current legislation about immunisation and best practice around infection control.

The Responsible Person will:

- notify the Nominated Supervisor when they are aware that a child at the service is suffering from Diphtheria, Mumps, Poliomyelitis, Haemophilus influenzae Type b (Hib), Meningococcal disease, Rubella ("German measles") Measles, Pertussis ("whooping cough") or Tetanus.
- contact the parents of a child suspected of suffering from an infectious or vaccine-preventable disease and request that the child be collected as soon as possible.
- contact the parents of a child not immunised against vaccine preventable disease when an outbreak of a vaccine preventable disease happens at the service and request that the child be collected as soon as possible.

Educators will:

- follow this process paying special attention to hand hygiene, use of gloves, and cleaning the service.
- maintain their own immunisation status, and advise the Nominated Supervisor of any updates to their immunisation status.
- provide varied opportunities for children to engage in hygiene practices, including routine opportunities, and intentional practice.

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- observe signs and symptoms of children who may appear unwell, and inform the Nominated Supervisor.
- monitor any symptoms in children that may indicate the presence of an infectious disease.
- respond to any children that is suspected of having an infectious illness and support their health and emotional needs at all times.
- provide information and resources for parents/ guardians to assist in the identification and management of infectious diseases and infestations.
- Stay home from the service when unwell, and for as long as required under exclusion periods for infectious diseases.
- Inform the Nominated Supervisor as soon as they are aware they are pregnant.
- maintain confidentiality at all times.

Families will:

- provide immunisation documentation upon enrolment and as administered.
- keep their children at home if they are unwell or have an excludable infectious disease.
- understand that their child must be collected by them or another adult if they are too sick to participate in the program, or are suspected of having an infectious disease. Understand that by implementing this policy and in particular this part of the policy we are trying to reduce the spread of infectious diseases at the centre for their child and other children.
- notify the service if their child has, or is suspected of having, an infectious disease or infestation or has been in contact with a person who has an infectious disease.
- keep their child at home when an infectious disease has been diagnosed at the service and their child is not fully immunised against that infectious disease, until there are no more occurrences of that disease and the exclusion period has ceased.

Part 6 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings.

Nominated Supervisor: The qualified staff member (usually the Centre Director) who has been legally appointed with relevant documentation as the Nominated Supervisor of a particular Centre.

Responsible Person: The person in charge of the service when the Nominated Supervisor is absent and marked as such on the Responsible Person Record.

Infectious disease – A disease that is caused by an infectious agent or that can be passed on by an infectious agent.

Exclusion period – A mandated period of time an infected person must remain out of physical contact with the community.

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Part 7 – Related Documents and Sources

[*The Education and Care Services National Law*](#)

[*The Education and Care Services National Regulations*](#)

[*Guide to the NQF*](#)

[*ACT Public Health Act*](#)

[*ACT Work Health and Safety Act 2011*](#)

Northside's *Administration of Medication Policy*


[*Staying Healthy – Preventing infectious diseases in early childhood education and care services*](#)

[*The Australian Immunisation Handbook*](#)

[*ACT immunisation requirements for entry into school, preschool and child care 2018*](#)

[*Recommended Minimum Exclusion Periods Poster NHMRC*](#)

Part 8 – Policy Status and Details

Document Reference:	Children's Services – Illness and Infectious Diseases
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Functional Unit:	Children's Services
Author:	Anna Whitty
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Part 9 – Revision History

Revision Date	Version No.	Change	Reference Sections
29/8/17	V2	Approval Authority updated & minor revisions	Policy Status & details
30/10/18	V3	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
18/12/20	V4	Major Revision	All sections.

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Part 1 – Purpose

Northside Community Service wants children at our centres to be safe and wants to store full and accurate records of incidents they may be involved in.

We have this policy because we recognise that the impact of an incident or injury to a child may not become apparent till later in their life and we need to keep accurate records of:

- any incidents in relation to a child
- any injuries received by a child
- trauma to which a child has been subjected
- an illness that becomes apparent at the centre.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

Part 3 – Policy

We want to:

- Minimise, as much as possible, the risk of children being injured, suffering trauma or illness at our services.
- Accurately record and store reports of all incidents, injury, trauma or illnesses that occur at the service until the child they relate to reaches the age of 25.

Part 4 – Procedures

By minimising the risk of possible incidents, injuries and trauma from occurring

- Northside will consider the planning of the physical environment and experiences, ensuring that the spaces are safe.
- we will thoughtfully group children to effectively manage supervision and any potential risks to children's health and wellbeing.
- educators will respond to children in a timely manner, provide reassurance and make children's emotional and physical wellbeing paramount at all times.
- educators will regularly check equipment in both indoor and outdoor areas for hazards, and take the appropriate action to promote the safety of the children when a hazard is identified.
- the Nominated Supervisor will review the cause of any incident, injury or illness and take appropriate action to remove the cause if required.
- we will provide staff with access to appropriate up to date information, or professional development on the management of incidents.
- We will maintain high levels of supervision at all times.

By ensuring children are actively and adequately supervised:

Educators will:

- develop supervision plans for the indoor and outdoor areas so that:
 - children are supervised in all areas of the service;
 - children are in sight and hearing at all times, including during eating or drinking, toileting, sleep, rest, and during transition routines;

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- children are unable to access unsupervised or unsafe areas in the service;
 - children are closely supervised when they are in a situation that presents a higher risk of injury—for example, on an excursion near a road or water.
- adjust their levels of supervision depending on the area of the service and the skills, age mix, dynamics and size of the group of children they are supervising. Equipment, furniture and activities will be arranged to allow effective supervision while also allowing children to access private and quiet spaces.
- inform new and/or relief educators of the service's supervision arrangements and what they are required to do in relation to supervising children.
- make supervision arrangements flexible to allow supervision of individuals or small groups of children, such as, children while sleeping and when indoor and outdoor experiences are offered to the children. Educators will complete a Risk Assessment including supervision needs when planning excursions.

By taking every reasonable precaution to protect children from harm and hazards likely to cause injury.

Educators and other staff will:

- consistently implement safety checks and monitor the maintenance of buildings, equipment and the general environment;
- consistently implement the service's policy regarding the use and storage of dangerous products;
- remove identified hazards immediately or secure the area to prevent children from accessing the hazard;
- implement risk minimisation plans for children enrolled at the service who have a specific health care need, allergy or a relevant medical condition;
- follow the service's policies for collection of children so that children are collected only to parents or authorised nominees;
- supervise every person who enters and leaves the service in areas where children are present;
- talk with children about safety issues and correct use of equipment and the environment and, where appropriate, involve children in setting safety rules;
- discuss sun safety with children and implement appropriate measures to protect children from overexposure to ultraviolet radiation;
- minimise the risk that children are able to access power points, double adaptors and power boards and that other electrical equipment and electrical cords are secure;
- make sure the service is tobacco, drug and alcohol free;
- identify poisonous or hazardous plants, and explain this to children and if required remove such plants;
- make and consume hot drinks and hot food away from areas that are accessible to children;
- where drinks, food and cooking utensils/appliances are used as part of the program, they make them as safe as possible for children;
- check that climbing equipment and large pieces of furniture have stable bases and/or are securely anchored and are located over areas with soft fall surfaces;
- closely supervise children at all times when they have access to animals.
- check that any transport used is suitable and safe for all children.

By developing and practice plans to effectively manage incidents and emergencies

- Northside centres will follow the organisation's *Emergency and Evacuation Policy*.

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By notifying parents any time their child is involved in any incident, injury, trauma or becomes ill while at the service.

- We will notify parents of a child involved in any incident, injury, trauma or who becomes ill while at the service as soon as practicable, but not later than 24 hours after it occurred.

By lodging a Notification of Serious Incident Form via the ACECQA NQA ITS system within 24 hours as required

- Northside centres will follow the organisation's *Management of a Serious Incident Involving a Child* Policy.

By lodging an internal notification in Northside's risk management program within 24 hours as required

- Northside centres will follow the organisation's *Management of a Serious Incident Involving a Child* Policy.

Part 5 – Who will do what?

The Board will:

- satisfy themselves that this policy follows the requirements of the Education and Care Services National Law and National Regulations 2011 and general duty of care to all children,
- is updated as required.
- is known by educators.
- require 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.

The Executive Director, Children's Services will:

- keep and store incident, injury, trauma and illness securely until the child is 25 years old as per Regulations 87, 183).
- notify or have notified the family of any child involved in any incident, injury, trauma or who becomes ill while at a service as soon as practicable, but not later than 24 hours after it occurred.
- review and analyse accident, injury, incident and 'near miss data' and report to the Board periodically.

The Nominated Supervisor will:

- notify parents immediately after an incident, injury, trauma or medical emergency, or as soon as is practicable.
- request that the parents make arrangements for the child or children involved in an incident or medical emergency to be collected from the service, or informing parents if an ambulance has been called.
- notify other person/s as authorised on the child's enrolment form when the parents/guardians are not contactable.
- where necessary complete a Notification of Serious Incident form and lodge it via the NQA IT system, and Northside's internal notification system.
- where a lodgement is not needed complete or assist an educator to complete a Northside Incident, injury, trauma and illness form and file the form as soon as possible.

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- maintain all enrolment and other medical records in a confidential manner.
- regularly check equipment in both indoor and outdoor areas for hazards, and take the appropriate action to promote the safety of the children when a hazard is identified.
- review the cause of any incident, injury or illness and take appropriate action to remove the cause if required.
- Assist educators to understand what incidents need to be reported to the Children's Education and Care Assurance (CECA) and which don't.

The Responsible Person will:

- monitor and assist staff to follow this policy;
- take on whatever duties of the Nominated Supervisor are time dependent in relation to an accident/illness/trauma/injury.

Educators will:

- take every reasonable precaution to protect children from harm and hazards likely to cause injury as outlined in this policy.
- notify the Nominated Supervisor as soon as possible of any incident/injury/illness/trauma.
- record details of every incident, injury or illness on a Northside Incident, Injury, Trauma and Illness Record as soon as possible (even if that does not need to be reported to the Children's Education and Care Assurance (CECA))
- assist the Nominated Supervisor to submit a Notification of Serious Incident form to Children's Education and Care Assurance (CECA) where required.
- seek further medical attention for a child if required.
- be aware of the signs and symptoms of illness/trauma.
- be aware of individual children's allergies and immunisation status and use this knowledge when attending/responding to any incident, injury or illness.
- respond to children showing signs of illness and begin monitoring the symptoms of the child, and recording as appropriate.

Families will:

- respond promptly to all calls concerning accidents/illnesses or trauma to their child.
- ensure their emergency contact information is always up to date.

Part 6- Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (usually the Centre Director) who has been legally appointed with relevant documentation as the Nominated Supervisor of a particular Centre.

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Responsible Person: The person in charge of the service when the Nominated Supervisor is absent and marked as such on the Responsible Person Record.

Incident, Injury, Trauma and Illness Record: Contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for by the Centre. Any incident, injury, trauma or illness must be recorded as soon as is practicable but not later than 24 hours after the occurrence.

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 a Centre in contravention of the regulations or is mistakenly locked in/out of a Centre (Regulation 12). A serious incident should be documented in an Incident, Injury, Trauma and Illness Record as soon as possible and within 24 hours of the incident.

NQAITS: The National Quality Agenda IT System. The NQAITS is the IT system where Serious Incident forms are lodged.

Part 7 – Related Documents and sources

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

Northside Policies and Procedures:

Administration of First Aid

Medical Administration

Medical Conditions

Illness and Infectious Disease

Keeping Children Safe

Management of a Serious Incident Involving a Child

Part 7 – Policy Status and Details

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INCIDENT, INJURY, TRAUMA AND ILLNESS

CHILDREN'S HEALTH AND SAFETY

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Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
29/8/17	V2	Approval Authority updated & minor revisions	Policy Status & details
30/10/18	V3	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
20/12/19	V4	Major revision	All sections

KEEPING CHILDREN SAFE

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 – Why do we have this policy?

Northside Community Service wants every child we educate to be safe at all times.

We have this policy to:

- make our environment safe for children
- make our organisation Child Safe
- support mandatory reporters to fill their role
- demonstrate our **strong** commitment to the safety of children and maintaining child safe environments

Part 2 - Scope

This policy and procedure applies to all educators and Nominated Supervisors employed at a Northside Children's Services Early Childhood Centre.

Part 3 – What do we want to do?

We want to:

- maintain children's safety at all times they are at a Northside Centre.
- stop people from our organisation from acting in ways that are not in the best interests of any child
- report children we believe to be at risk of harm and protection to Child and Youth Protection Services (CYPS)

Part 4 – How will we do it?

By following expert advice

We have adopted and will follow the *National Principles for Child Safe Organisations:**

Northside Community Service will adopt strategies and take action to promote child wellbeing and prevent harm to children. We strive to consciously and systematically:

- create an environment where children's safety and wellbeing is the centre of thought, values and actions.
- place emphasis on genuine engagement with and valuing of children.
- create conditions that reduce the likelihood of harm to children and young people.
- create conditions that increase the likelihood of identifying any harm.
- respond to concerns, disclosures, allegations or suspicions of any harm.
- have strong links to external agencies supporting.

We underpin our work to protect children with our commitment to uphold the United Nations Convention on the Rights of the Child:

The convention emphasises that:

- All children have equal rights to protection from abuse and neglect.
- All children should be encouraged to fulfil their potential and inequalities should be challenged.
- All children should be encouraged to participate fully in cultural and artistic life and appropriate and equal opportunities should be provided for cultural, artistic, recreational and leisure activity.
- Everybody has a responsibility to support the care and protection of children.
- Organisations shall take all appropriate legislative, administrative, social and educational measures to protect children from all forms of abuse, neglect or negligent treatment, while in their care.
- Organisations have a duty of care to children with whom they work.

KEEPING CHILDREN SAFE

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



By making our environment safe

We work to create and maintain safe environments for all children.

Our services will:

- adequately supervise children at all times:
 - by employing sufficient numbers of educators and teachers
 - by having clear supervision procedures in place for inside and outside areas of the service
 - grouping children in ways that minimise inadequate supervision
 - by adjusting supervision when children are participating in activities that present a higher risk of injury
- organise our rooms and environments to minimise risks to children.
- monitor and minimise hazards and safety risks in the environment by:
 - only purchasing equipment and materials that meet relevant safety standards
 - maintaining the equipment and resources in the centre
 - removing and replacing damaged or faulty or worn equipment and resources
 - conducting risk assessments of the centre annually and of all excursions prior to the excursion and put in place controls to minimise identified risks
 - following our *WHS Policy*
- involve children in decision making.
- identify, assess, manage and record hazards and potential risks for children, such as potentially dangerous products (including chemicals), plants, objects and animals service.
- implement our *Incident, Injury, Trauma and Illness Policy* and our *Administration of First Aid Policy*.
- take every reasonable precaution to protect children being educated and cared for by the preschool from harm and from any hazard likely to cause injury.

By protecting children from harm from people who work at Northside

We will strive to be a Child Safe Organisation and be a safe and friendly setting where children feel respected, valued and encouraged to reach their full potential.

Northside Community Service will:

- make a public commitment to child safety.
- treat children at our service with the same amount of care as we would our own.
- advertise the fact we are a Child Safe Organisation in all of our recruitment materials.
- maintain a rigorous and consistent recruitment, screening and selection process by thorough interviews, thorough reference checking, and only engaging staff and volunteers and students with the appropriate Working with Vulnerable People Card. These will be confirmed before appointment.
- provide appropriate induction training about keeping children safe, including appropriate and acceptable
- require staff to follow our *Code of Conduct* at all times.
- help all staff to understand that all adults who work with children and young people have a responsibility to promote their wellbeing and protect them from harm.

KEEPING CHILDREN SAFE

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- inform employees and volunteers about whom they can approach to express concerns – The Nominated Supervisor, Executive Director Children's Services or any Board member.
- inform children about their rights.
- teach child protective behaviours to children including what is meant by feeling and being safe.
- listen to children's views, respect what they say and involve them when we make decisions, especially about matters that will directly affect them.
- make it clear that a child can approach any person in the organisation to express concerns about their treatment and they will be taken seriously.
- encourage families to participate in decisions about their child.
- pay particular attention to the needs of Aboriginal and Torres Strait Islander children, children with disability, and children from culturally and linguistically diverse backgrounds at our preschool.
- take all complaints of inappropriate conduct by staff/volunteers/students seriously and act on them promptly.
- report as required to the Ombudsman, the Department of Education, Child and Youth Protection Services, ACT Policing.

Northside educators and teachers will not:

- put children at risk of abuse.
- be unnecessarily physical with children.
- have discussions of a mature or adult nature when children are there.
- develop special relationships with individual children.
- discriminate against children or express personal views on cultures, race or sexuality.
- leave children alone with an individual educator.
- assist children with changing and toileting when they no longer need assistance.

Northside will comply with all reporting requirements

- Under the *Children and Young People Act 2008* Northside educators and staff are required to make a Child Concern Report where they suspect a child is being or has been sexually abused or is experiencing or has experienced non-accidental physical injuries by calling ACT Policing on 131 444.
- Under the *Education and Care Services Law* and the *Education and Care Services Regulations* Northside must notify the ACT Regulatory Authority, Children's Education and Care Assurance (CECA) (online through the ACECQA NQA IT System) within 24 hours of becoming aware of any incident or allegation that physical or sexual abuse of a child has occurred while the child or children are being educated and cared for by the service.

By acting on our child protection responsibilities

- By following our Mandatory Reporting Obligations. All educators, teachers and staff members of Northside who have contact with children are mandatory reporters under the *Children and Young People Act 2008*. They are required to make a Child Concern Report about any instances where they suspect a child is being or has been sexually abused or is experiencing or has experienced non-accidental physical injuries. They can also voluntarily report any incidences where a child is being abused, neglected, exposed to family violence or at risk of abuse or neglect.
- By following our *Child Protection Policy*.

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The Northside Board will:

- satisfy themselves that this policy follows the requirements of the Education and Care Services National Law and National Regulations 2011, *Children and Young People) Act 2008*, and general duty of care to all children, is updated as required and is known by educators.
- satisfy themselves that every reasonable precaution is taken to protect children at each service from harm and hazards likely to cause injury (Section 167).
- make a public commitment on behalf of the organisation to child safety.

The Executive Director Children's Services will:

- review and analyse child safety incident and 'near miss data' and report to the Board periodically.
- take all complaints of inappropriate conduct by staff/volunteers/students seriously and act on them promptly.
- advertise the fact we are a Child Safe Organisation in all recruitment materials.
- organise regular refresher training on child protection.

The Nominated Supervisor will:

- operate the service in line with the Education and Care Services National Law and National Regulations 2011.
- keep up to date with any changes in child protection policy and update policies and procedures as required.
- check that all staff members receive professional development around current child protection legislation, its application, and any obligations that they may have under that law.
- guide staff in regularly conducting risk assessments of the environment to determine likely injuries and illnesses that might occur, and rectify their potential causes.
- introduce preventative measures to eliminate risks, or control the measures to minimise risks to children.
- operate the service in line with the *National Principles for Child Safe Organisations* and *UNCRC*.
- report or ensure that all reporting requirements listed in this policy are undertaken within the required timeframes.
- assist all staff who work with children to implement this policy in the centre.
- protect the rights of children and families, and encouraging their participation in decision-making at the service.
- maintain a rigorous and consistent recruitment, screening and selection process.
- conduct an in-depth workplace induction before educator's first day of work, which includes:
 - Reading and signing their acknowledgement of key *Northside Policies and Procedures*, including the
 - *Code of Conduct*;
 - reading and signing their acknowledgement of key sector documents relating to working with young children, including *Keeping Children & Young People Safe: a guide to reporting child abuse and neglect in the ACT* and *Early Childhood Australia Code of Ethics*;
 - a formal meeting with the Nominated Supervisor, which outlines their expectations regarding interactions and engagement with children.
- report all complaints of inappropriate conduct by staff/volunteers/students to the Executive Director, Children's Services promptly.
- maintain prominent signage in the centre advertising the fact that we are a Child Safe Organisation.

Educators will:

- follow Northside's *Code of Conduct* at all times.
- be familiar with the *National Child Safe Organisations Principles*.
- provide a child safe environment and undertake regular checks of the environment to ensure safety.
- report any maintenance issues to the Nominated Supervisor.
- inform children about their rights and involve children in decision making.
- provide adequate supervision at all times and not leave children alone with an individual educator.

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- teach child protective behaviours to children and assist them to develop safety assessment skills.
- report as required as a Mandatory reporter.
- report any concerns at the centre in regard to child safety to the Nominated Supervisor or Executive Director, Children's Services.
- pay particular attention to the needs of Aboriginal and Torres Strait Islander children, children with disability, and children from CALD backgrounds and not discriminate against children or express personal views on cultures, race or sexuality.
- take any complaint that a child makes about their safety, seriously.
- not put children at risk of abuse.
- not be unnecessarily physical with children.
- not have discussions of an adult nature when children are there.
- not develop special relationships with individual children.
- not assist children with changing and toileting when they no longer need assistance.

Families will:

- not ask educators and staff to act in ways that would compromise child safety.
- report any child safety concerns promptly to the Nominated Supervisor or Executive Director, Children's Services.
- be aware of the *National principles for Child Safe organisations*.

Part 6 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (usually the Centre Director) who has been legally appointed with relevant documentation as the Nominated Supervisor of a particular Centre.

Responsible Person: The person in charge of the service when the Nominated Supervisor is absent and marked as such on the Responsible Person Record.

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.

Incident, Injury, Trauma and Illness Record: Contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for by the Centre. Any incident, injury, trauma or illness must be recorded as soon as is practicable but not later than 24 hours after the occurrence.

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 a Centre in contravention of the regulations or is mistakenly locked in/out of a Centre (Regulation 12). A serious incident should

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be documented in an Incident, Injury, Trauma and Illness Record as soon as possible and within 24 hours of the incident.

Working with Vulnerable People Card: The WWVP Act requires those who work or volunteer with vulnerable people to have a background check and be registered. The Working with Vulnerable People Card is a card supplied to those who have had their application assessed and been deemed appropriate to work with people experiencing vulnerability, including young children.

***National Principles for Child Safe Organisations**

1. Child safety and wellbeing is embedded in organisational leadership, governance and culture.
2. Children and young people are informed about their rights, participate in decisions affecting them and are taken seriously.
3. Families and communities are informed and involved in promoting child safety and wellbeing.
4. Equity is upheld and diverse needs respected in policy and practice.
5. People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice.
6. Processes for complaints and concerns are child focused.
7. Staff and volunteers are equipped with the knowledge, skills and awareness to keep children and young people safe through ongoing education and training.
8. Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed.
9. Implementation of the national child safe principles is regularly reviewed and improved.
10. Policies and procedures document how the organisation is safe for children and young people.

Part 7 – Related Documents and Sources

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

Northside's *Code of Conduct*

Early Childhood Management Services Child Safe Environment Policy September 2015

The [National Statement of Principles for Child Safe Organisations](#)

[United Nations Convention on the Rights of the Child](#)

[Child Safe Resources](#) - NSW Office of the Children's Guardian

Early Childhood Australia's [Code of Ethics](#)

[Keeping Children & Young People Safe: a guide to reporting child abuse and neglect in the ACT](#)

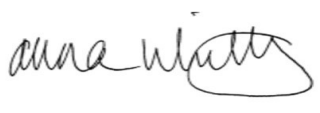
KEEPING CHILDREN SAFE

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Part 8 – Policy Status and Details

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Functional Unit:	Children's Services
Author:	Anna Whitty
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Part 9 – Revision History

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29/8/17	V2	Approval Authority updated & minor revisions	Policy Status & details
30/10/18	V3	Updates to reflect regulatory and quality standard changes.	Policy Status & details
20/12/19	V4	Major revision	
10/09/21	V5	Updated Approval Authority	

LEADERSHIP AND SERVICE MANAGEMENT

QUALITY AREA 7



Purpose

To ensure that robust and effective governance strategies are in place to manage each Northside Children's Services Early Childhood Centre and that each Centre is compliant with the National Quality Framework and meets or exceeds the National Quality Standard.

Scope

This policy and procedure applies to all staff members, both paid and unpaid and Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area Seven of the National Quality Standard.

Policy

At Northside, we are committed to providing the highest quality early childhood education for children. Strong leadership and service management enable our Early Childhood Centres to function as a learning community and contribute to the development of quality environments for children's learning and development.

This policy is to ensure that relevant records are maintained and well-documented policies and procedures, shared values, clear direction and reflective practices are in place at each of Northside's Early Childhood Centres to create a setting for continuous improvement.

Procedure

The Approved Provider will:

- Ensure that systems are in place to manage risk and enable the effective management and operation of a quality service;
- Ensure that effective self-assessment and quality improvement processes are in place, including regular quality area audits and policy review;
- Support the Nominated Supervisor to provide strong pedagogical and operational leadership which ensures compliance with the National Quality Framework;
- Ensure administrative processes are in place to comply with regulations around children's enrolment and that all Northside policies and procedures align with the Education and Care Services National Law and Regulations;
- Ensure that policies, procedures and systems are in place to implement the Australian Human Rights Commission's National Principles for Child Safe organisations;
- Develop and comply with vigorous processes that ensure the integrity of Northside staff working with young children in a Northside Early Childhood Centre, including reference checks, Working With Vulnerable People (WWVP) Card registration and a comprehensive induction;
- Ensure processes are in place to ensure that staff are aware of their mandatory reporting and reportable conduct obligations and that new staff are provided with relevant information including position descriptions, Northside policies and procedures and Northside documents such as *Our Approach to Early Childhood Education* and *Working with Young Children*;
- Ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner and that ACECQA is notified of any relevant changes to the operation of a Northside Early Childhood Centre, serious incidents and any complaints which allege a breach of legislation.

The Nominated Supervisor will:

LEADERSHIP AND SERVICE MANAGEMENT

QUALITY AREA 7



- Develop and regularly review a statement of philosophy for each Northside Early Childhood Centre which guides every aspect of the Centre's operations;
- Ensure that all new educators, including casual educators, volunteer staff and students on placement, are provided with a comprehensive induction of the early childhood Centre/Centres in which they are commencing and that Northside's induction checklist is completed and returned to HR by the required date;
- Ensure that all educators understand their roles and responsibilities, have read and signed the required policies and have an opportunity to ask questions before the commencement of their first shift;
- Regularly evaluate educators' performance and ensure that individual plans are in place to support professional learning and development;
- Develop effective processes for communicating with families regarding their child's enrolment, development and learning.

Educators/staff members will:

- Ensure that they understand their roles and responsibilities, and clarify with their Centre Director if any information they have been provided, before or during the course of their employment, is unclear to them in any way.

Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Educators: Early childhood practitioners who work directly with children in early childhood settings.

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Authorised Officer: Officer employed by state and territory regulatory authorities to monitor education and care services and compliance.

Related Documents

Guide to the National Quality Standard, ACECQA (2018)

Children (Education and Care Services National Law Application) Act 2010

Education and Care Services National Regulations:

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+653+2011+cd+0+N>

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

National Principles for Child Safe Organisations

https://childsafe.humanrights.gov.au/sites/default/files/201902/National_Principles_for_Child_Safe_Organisations2019.pdf

LEADERSHIP AND SERVICE MANAGEMENT

QUALITY AREA 7



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Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Children's Services Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Version History

Revision Date: 6 September 21 **Version No.:** V2 **Change:** Updated Approval Authority Reference Sections

MEDICAL CONDITIONS

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 - Purpose

To ensure that children's medical conditions and health needs are supported and met.

Part 2 - Scope

This policy and procedure applies to Centre Directors and all Educators and support staff employed to work in an Early Childhood Centre, as well as to families of children enrolled in a Centre.

This policy and procedure relates to Quality Area Two of the National Quality Standard.

Part 3 - Policy

At Northside safety is our first priority. Northside will ensure that children with medical conditions are supported and the specific requirements of managing their health and wellbeing are met. Northside will follow legislative guidelines and standards in order to ensure the health of children, their families and educators at all times.

In supporting the health and wellbeing of children with medical conditions and/or health needs attending our Early Childhood Centres, the use of medication may be required (Refer to *Medical Administration Policy*).

Part 4 - Procedures

The Nominated Supervisor will:

- Ensure that any child with a medical condition and/or health need has a current individualised Medical Action Plan dated within 12 months and that a Risk Minimisation Plan is developed for the child in consultation with the child's parents or guardians. All educators working with the child must be aware of the necessary procedures to follow in the event of a medical emergency involving the child or any incident relating to the child's medical or health needs and must sign the *Educator Communication Plan (Medical Conditions)* form to indicate they have read the child's Risk Minimisation Plan .
- Ensure that a medication record is developed for each child with medical and/or health conditions requiring medication at the Early Childhood Centre and that medication is administered as per the *Medical Administration* policy.
- Ensure that written and verbal notifications are given to a parent or emergency contact of a child as soon as practicable in the occurrence of any incident relating to the child's medical or health needs.
- Ensure that enrolment records for each child outline the details of persons permitted to authorise the administration of medication to the child and that accurate medication records are maintained on the premises.
- Keep medication forms in a secure and confidential manner and ensure the records are archived for the regulatory prescribed length of time (Refer to *Record Keeping Policy*).
- Ensure that educators receive information about the *Medical Conditions* policies during their induction.
- Inform families of the *Medical Conditions* policy and the need to ensure that safe practices are adhered to for the wellbeing of both the child and educators.
- Ensure that all educators that administer medication have current First Aid qualifications recognised by ACECQA and documentation of qualifications are kept on the premises.

Educators will (with the support from the Nominated Supervisor):

- Administer and store **authorised** medication as per the requirements of the *Medical Administration Policy*.
- Share any doubts or concerns about children's individual medical conditions, health needs and/or the Risk Minimisation Plans with the Nominated Supervisor and/or the family to ensure the safety of the child.

MEDICAL CONDITIONS

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



- Call an Ambulance IMMEDIATELY and follow instructions from Paramedic if a child is suspected of having an asthma attack, anaphylactic reaction or other life-threatening episode, but does not have a Medical Management Plan.

Families will:

- Explain the medical conditions and/or health needs of their child both verbally and in writing on the child's enrolment form at the time of a child's enrolment.
- Provide the service with any current (within 12 months) individualised Medical Management Plans for their child such as an *Asthma Management Plan* or *Anaphylaxis Action Plan*. If a Medical Management Plan has expired the families are required to have these renewed.
- Inform the Centre Director/Team Leader in writing as soon as practicable of any changes to the medical conditions and/or health needs of their child.

Sign a *Request for Medical Administration* form and provide labeled medication with the child's name and date of birth within the date of expiry as per the *Medical Administration* policy.

Medical Conditions

Allergy

Common medications used to treat allergies include antihistamines, intranasal corticosteroid nasal sprays (INCS) and medicated eye drops and can be administered as per the requirements of the *Medical Administration* Policy. If a child has a known allergy, including a Management Plan and/or required medical treatment, families must notify the Early Childhood Centre and follow the procedures outlined in Part 4 of this Policy.

Anaphylaxis

Any child who has previously experienced anaphylaxis or has a known severe allergy is required to have an Anaphylaxis Action Plan and appropriate medication on site when the child attends. In the case of anaphylaxis, educators are required to abide by this plan as it outlines the individual treatment required for each child.

The most common treatment for Anaphylaxis is an Adrenaline Autoinjector (commonly known as EpiPen) which works rapidly to reverse the effects of anaphylaxis. Adrenaline autoinjectors contain a single, fixed dose of adrenaline, and have been designed to be given by non-medical people such as educators. An adrenaline autoinjector should only be prescribed as part of a comprehensive Anaphylaxis Management Plan, which includes an ASCIA Action Plan for Anaphylaxis and education on how to reduce the risk of allergic reactions.

If a child is suspected of experiencing anaphylaxis, but does not have an Anaphylaxis Action Plan:
Call an Ambulance IMMEDIATELY and follow instructions from paramedic.

If a child experiences a non-severe allergic reaction:

1. Remove the suspected allergen from the child if applicable.
2. Administer antihistamine if provided with the child's Action Plan.
3. Contact the parent or guardian.

Asthma

Any child with an asthma diagnosis is required to have a current Asthma Management Plan, no older than 12 months, kept at the centre for referral by educators, and appropriate medication on site when the child attends. In the case of an asthma attack, educators are required to abide by this plan as it outlines the individual treatment required for each child.

MEDICAL CONDITIONS

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



If a child is suspected of having an asthma attack, but does not have an Asthma Management Plan:
Call an Ambulance IMMEDIATELY and follow instructions from paramedic.

Type 1 Diabetes

Any child with Type 1 diabetes is required to have a current Diabetes Management Plan, no older than 12 months, and appropriate medication on site when the child attends. In the case of diabetes, educators are required to abide by this plan as it outlines the individual treatment required for each child.

If a child is suspected of suffering a diabetic episode, but does not have a Diabetes Management Plan:
Call an Ambulance IMMEDIATELY and follow instructions from paramedic.

Fever

If a child presents with a fever the parent/guardian/emergency contact will be notified immediately. *If the child is also showing signs of:*

- Lethargy and/or;
- Irritability and/or;
- Clamminess and/or;
- Being unable to participate in the program while at the Early Childhood Centre

the parent/guardian will be asked to organise the collection of the child as soon as possible.

The family will be encouraged to visit a doctor to find the cause of the temperature and to rule out any illness. While waiting for the child to be collected, educators will implement the following procedures to reduce the child's fever and discomfort;

- Remove excess clothing to cool the child down
- Offer fluids to the child
- Encourage the child to rest
- Provide a cool, damp cloth for the child's forehead
- Monitor the child for any additional symptoms
- Maintain supervision of the child at all times, while keeping them separated from other children.

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services.

Approved Provider: A person who holds a provider approval under the National Quality Framework. A provider approval authorises a person to apply for one or more service approvals and is valid in all jurisdictions.

Nominated Supervisor: A person who has been nominated by the Approved Provider to accept day-to-day management of the Early Childhood Centre and has consented to that nomination.

Certified Supervisor on Duty: A certified supervisor is placed in day-to-day charge of an education and care service if the approved provider or nominated supervisor nominates the certified supervisor as the person in day-to-day charge, and the certified supervisor accepts this nomination in writing.

MEDICAL CONDITIONS

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 6 – Related Documents

Education and Care Services National Regulations
Regulations 90, 168(2)(d)

The National Quality Standard
<https://www.acecqa.gov.au/ngf/national-quality-standard>

Staying Healthy in Early Childhood Education and Care (5th ed).

Children's Services Policies and Procedures:

- Medical Conditions Policy
- Record Keeping Policy
- Incident, Injury, Trauma and Illness Policy

Children's Services Forms:

- Medication Form
- Incident, Injury, Trauma and Illness Record
- Asthma Action Plan
- Anaphylaxis Action Plan

Part 7 – Policy Status and Details

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Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

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9/10/2020	V2	Nil	Policy Status & details

RELATIONSHIPS WITH CHILDREN

CHILDREN'S SERVICES

QUALITY AREA 5



Part 1 – Purpose

To ensure that the dignity and rights of all children are upheld at all times within Northside's Early Childhood Centres. This includes all children regardless of age, ability, culture, ethnicity, family history and circumstance. At Northside, all children are provided with the opportunity to interact and develop respectful, meaningful and positive relationships with themselves, each other and Educators.

Part 2 – Scope

This policy and procedure applies to all Educators, Directors and support staff employed to work in an Early Childhood Centre.

This policy and procedure relates to Quality Area Five of the National Quality Standard.

Part 3 – Policy

'Educators who give priority to nurturing relationships and providing children with consistent emotional support can assist children to develop the skills and understandings they need to interact positively with others. They also help children to learn about their responsibilities to others, to appreciate their connectedness and interdependence as learners, and to value collaboration and teamwork'

Early Years Learning Framework, p. 13.

When children have positive relationships with themselves, each other and their educators, they feel respected and valued, have increased wellbeing and are involved and successful learners. This policy is to ensure that the dignity and rights of each child are maintained at all times and that respectful and equitable relationships are developed between all children and their Educators by ensuring that:

- Interactions with each child are warm, responsive and build trusting relationships;
- Every child is able to engage with Educators in meaningful, open interactions that support the acquisition of skills for life and learning;
- Each child is supported to feel secure, confident and included.

Part 4 – Procedure

The Approved Provider will:

- Ensure that children are provided with opportunities to interact and develop respectful and positive relationships with each other and with Educators and volunteers at the service;
- Have regard to the size and composition of the groups of children at the service.

The Nominated Supervisor will:

- Support Educators to have positive interactions with children through guidance and mentoring and, when required, ensure the arrangement of professional development opportunities that support educators' to develop meaningful, responsive and trusting relationships with children;

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- Ensure that all educators understand their individual responsibilities outlined in Quality Area 5 of the National Quality Standard.

Educators will:

- Maintain the dignity and rights of all children at all times;
- Offer opportunities for children to learn how to interact with others, supporting children to collaborate, learn from and help each other;
- Show respect, care and empathy to all children and guide interactions between children that are respectful of the rights of others' and show care and empathy;
- Be responsive, respectful and appropriately assertive to support each child to:
 - regulate their own behaviour
 - respond appropriately to the behaviour of others and;
 - communicate effectively to resolve conflicts.
- Encourage children to express themselves and their opinions;
- Allow children to undertake experiences that develop independence and self-esteem;
- Give each child positive guidance and encouragement toward acceptable behaviour;
- Respect family and cultural values, age, and physical and intellectual development and abilities of each child;
- **Never use unreasonable discipline to manage a child's behaviour.**

Part 5 – Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Educators: Early childhood practitioners who work directly with children in early childhood settings.

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Positive guidance: Meeting children's needs and safeguarding the rights of surrounding adults and children by using strategies such as listening, being assertive, giving positive instructions, solving problems collaboratively, and coaching children to self-regulate their emotions and impulses (Porter, 2016).

Behaviour: The way in which one acts or conducts oneself, especially towards others.

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Unreasonable discipline: Physical punishment or any behaviour management strategy likely to cause emotional or physical harm to a child.

Part 6 - Related Documents

Educational and Care Services National Regulations

ACT Work Health and Safety Act 2011 and the ACT Work Health and Safety Regulation 2011
Guide to the National Quality Standard, ACECQA (2018)

Children (Education and Care Services National Law Application) Act 2010

Porter, L. (2016). *Young children's behaviour: guidance approaches for early childhood educators* (4th ed.). Australia: Allen & Unwin.

Belonging, Being and Becoming: The Early Years Learning Framework for Australia. (2009). Australian Government Department of Education and Training for the Council of Australian Governments:

https://www.acecqa.gov.au/sites/default/files/2018-02/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf

Education and Care Services National Regulations:

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+653+2011+cd+0+N>

Children and Young People Act 2008:

located at: <http://www.legislation.act.gov.au/a/2008-19/current/pdf/2008-19.pdf>

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

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>


RELATIONSHIPS WITH CHILDREN

CHILDREN'S SERVICES

QUALITY AREA 5



Part 7 – Policy Status and Details

Document Reference:	Children's Services – Access to Early Childhood Centres
Status:	Final
Approval Authority:	Anna Whitty – Chief Executive Officer
Signature of Approval Authority:	
Approval Date:	23 September 21
Effective Date:	23 September 21
Review Date:	23 September 22
Expiry Date:	23 March 23
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
23/09/21	V2	Updated Approval Authority	

STAFFING ARRANGEMENTS

STAFFING ARRANGEMENTS

QUALITY AREA 4



Part 1 – Purpose

To ensure that staffing arrangements in each of Northside's Early Childhood Centres enhance all children's learning, development and wellbeing. Staffing arrangements will support educators to develop and sustain a strong sense of professional identity and wellbeing.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy and procedure relates to Quality Area Four of the National Quality Standard.

Part 3 - Policy

Educator-to-child ratio and qualification requirements are to be maintained in line with the requirements of the Education and Care Services National Law. Northside Early Childhood Centres will meet or exceed the staffing arrangements as required in the National Quality Framework (including the Early Years Learning Framework, the National Quality Standards and National Law).

All educators work collaboratively and affirm, challenge, support and learn from each other to further develop their skills and to improve practice and relationships. All interactions between educators convey mutual respect, equity and recognition of each other's strengths and skills. All Educators understand and can articulate their legal responsibilities as educators.

In all Northside Early Childhood Education Centres:

- The Centre Director is formally appointed as the Nominated Supervisor (as per National Education and Care Regulations).
- The Centre Director is formally appointed as the Educational Leader (as per National Education and Care Regulations).

Part 4 - Procedures

The Nominated Supervisor will ensure that:

- At all times educator to child ratios and staffing qualification requirements are met as per the National Law and Regulations;
- At any time the Nominated Supervisor is not on the premises, they have determined an Educator to be the Responsible Person;
- All Educators have current work plans (reviewed annually) and that they have regular supervision sessions;
- All organisational policies and processes in relation to employee entitlements (planned, unplanned leave etc.) are adhered to.
- Processes are in place to ensure that educator logs are available in all rooms, completed accurately and stored as per Regulation 151.
- All staff members at their respective Centres have read and signed this policy at the commencement of their employment;
- Each staff member has read and understands their individual responsibilities outlined in Quality Area Four of the National Quality Standard;

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- Each staff member has read, understands and signed off on Northside's process for raising grievances and complaints, including the Whistleblowing Policy;

Educators will:

- Ensure that educator to child ratios are met at all times before leaving the room for a break (excluding bathroom breaks) or finishing their shift;
- Complete educator logs any time they enter or exit a room between breaks or move to work between rooms as required (excluding exiting and entering room for bathroom breaks).

Appointment of Nominated Supervisor

The Approved Provider will ensure that:

- Each Centre Director has completed the Nominated Supervisor Consent Form and Educational Leader Consent Form
- That any changes to a Centre's Nominated Supervisor are lodged with Children's Education and Care Assurance with an NS02 Notification of Change to Nominated Supervisor via the NQA ITS.
- A Responsible Person (in the absence of a Nominated Supervisor) is present at a Northside Early Childhood Centre at all times that the service is educating and caring for children

Determining the Responsible Person present

As per the National Regulations, the Nominated Supervisor accepts day-to-day responsibility for the running of the Centre. At any time they are on the premises, they are deemed to be the responsible person present.

At any time the Nominated Supervisor is not on the premises, they are to ensure that they have determined an Educator to be the Responsible Person. This person must be appointed as the Responsible Person, have signed a Responsible Person Consent Form and their appointment as Responsible Person (for any length of time) must be recorded in the Responsible Person Record and displayed in the service.

In the event of the Nominated Supervisor being on longer periods of leave (such as annual leave), the responsibility for determining the Responsible Person present will be assumed by the person acting in the role of Centre Director during that time.

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early Childhood Practitioners who work directly with children in early childhood settings.

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to

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quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Responsible Person: the Approved Provider or a person with management or control, a Nominated Supervisor or a person in day-to-day charge of the service. At Northside, the Nominated Supervisor is the Responsible Person. In the absence of a Nominated Supervisor (e.g. when they are on leave or away from the service) a Responsible Person will be appointed using the Responsible Person Record and their name will be displayed in the service.

Professional Identity: A framework of ethical principles and professional standards used by Educators to guide decisions-making and practice, in accordance with the Early Childhood Australia Code of Ethics, the Early Years Learning Framework and the Northside Community Service Code of Conduct.

NQAITS: The National Quality Agenda IT System. The NQAITS allows you to submit online application and notifications for providers, services and supervisors that are approved (or seeking approval) under the National Quality Framework.

Part 6 – Related Documents

The Education and Care Services National Regulations
Regulation 151, 168(2)(i)

The National Quality Standard
Standard 4.1

Northside Policies and Procedures

Code of Conduct

Whistleblower

Grievance

Risk Management


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Part 7 – Policy Status and Details

Document Reference:	Children's Services – Staffing Arrangements
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Signature of Approval Authority:	
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Expiry Date:	21 February 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date:	Version No.:	Change:	Reference Sections
6 September 21	V2	Updated Approval Authority	

STUDENTS AND VOLUNTEER PARTICIPATION

STAFFING ARRANGEMENTS

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Part 1 – Purpose

Northside Community Service wants volunteers and students to learn and enjoy their time with us and wants children to be safe at all times.

We have this policy so volunteers and students are:

- aware that Northside has made a public commitment to child safety
- cleared by holding a current Working With Vulnerable People Card before they start at the service.
- clear about what is expected of them, especially via our Educator Handbook and Working with Young Children guides.
- able to learn from being at our services.
-

We also have this policy because it is required under R168 and R149 and R177 of the Education and Care Services Regulations.

Part 2 - Scope

This procedure applies to all Directors and students or volunteers working or volunteering in a Northside Children's Services Early Childhood Centre.

Part 3 – Policy

Northside will:

- Accept students on placement to ensure the early education sector has enough educators who have had professional placements in services like ours where they can learn great practices.
- Ensure students and volunteers do not make our service less safe for children and ensure students and volunteers have clear roles which help them gain from working at a Northside centre.

We will accept students on placement as part of our obligations to the wider education and care workforce:

- To observe practical application of early childhood education pedagogy and to acquire practical knowledge through interaction with educators and children.
- To enable students to observe, experience and acquire knowledge of high quality educational practices, through interaction with educators and through undertaking meaningful duties and tasks.

We will vet volunteers and students before they work at our service:

- by ensuring all volunteers provide a photo ID and a letter of application explaining why they wish to volunteer.
- by ensuring all students provide the service with a photo ID and documentation from their institution outlining the requirements of the placement.
- by confirming all volunteers and adult students hold a current Working With Vulnerable People Card and registration.
- by requiring all volunteers and students to sign the *Volunteer/Student Placement Agreement* form stating that:
 - they are not a prohibited person under the Education and Care Services National Law,
 - they are aware of and will always follow the policies of Northside Community Service and are aware

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that Northside upholds the requirements of the National Principles for Child Safe Organisations, and that they must always follow Northside's Code of Conduct.

- they are aware that if they breach any Northside policies they may be asked to cease the placement, effective immediately.
- they will not subject any child to any form of corporal punishment; or any unreasonable discipline; or in any other way engage with children in a way that does not protect children from harm;
- they will seek guidance at all times from educators at the service.
- by requiring all volunteers and students to complete the Northside Educator Induction.

We will require volunteers and students to follow administration requirements:

- by signing in and out every time they enter and leave the centre.
- volunteers and students are not part of the educator:child ratio and, as such, must not replace educator roles. (The exception is where volunteers accompany educators on an excursion and higher than usual ratios are set – volunteers can be counted in these ratios.)

We will give volunteers and students the information they need:

- access to all policies and time to read them before they start at the service.
- an induction at the centre including WHS and Code of Conduct. (Volunteers and students will be asked to sign a Northside *Volunteer/Student Placement Agreement* form after their induction agreeing that they understand what is required of them at the service.)

We will assist students and volunteers to learn how to work with children well by:

- helping them respect the individual needs, cultural practices and beliefs of children and families.
- providing them with an environment that encourages positive interactions and supports constructive feedback.
- providing guidance through positive role modelling and, when appropriate, clear and respectful directions.
- explaining wherever possible why we do, what we do, and how it impacts on children.

We will have clear expectations of VET and University student placements by:

- encouraging students to closely follow their practicum guidelines as laid down by their University or VET institution.
- offering support and guidance so students can successfully complete all aspects of their practicum.
- the Nominated Supervisor will act as supervisor to the student if their supervising teacher is absent for any days during the practicum.
- the supervising Northside teacher liaising closely with University and VET personnel to monitor each student's progress. Students will only be placed "at risk" when all other opportunities for improvement have been exhausted. The supervising teacher will provide feedback and discuss any concerns on the student's progress with the Nominated Supervisor.

Where we have concerns we will always protect the child

- All volunteers and students at Northside will always act to keep children and themselves safe.
- No volunteer or student will be placed in a situation where they are alone with a child or group of children.
- If staff members are concerned for the safety of a child or do not consider that a person working at the

STUDENTS AND VOLUNTEER PARTICIPATION

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service as a volunteer or student is safe for children, they will exercise their duty of care by raising their concerns with the Nominated Supervisor.

Part 4 – Roles

The Northside Board will satisfy themselves that this policy:

- follows the requirements of the Education and Care Services National Law and National Regulations and general duty of care to all children.
- is updated as required.
- is known by educators.

The Executive Director, Children's Services will:

- approve all volunteer placements prior to the start of the placement.

The Nominated Supervisor will:

- provide supervision, guidance and advice to all staff at the service to ensure this procedure is followed at all times.
- ask all people interested in becoming a volunteer or doing a student placement to provide photo ID and a letter of application or documentation from their institution outlining the requirements of the placement.
- sight all Working with Vulnerable People Cards of potential volunteers/student on placements.
- seek approval of the Executive Director for all proposed volunteer placements.
- assess and confirm all volunteer/student placement applications.
- give each volunteer/ student access to all policies and an induction at the service, with a focus on child protection and safety.
- let students and volunteers know that they must not subject any child to any form of corporal punishment; or any discipline that is unreasonable in the circumstances at any time.
- Get each volunteer or student to sign an Northside *Volunteer/Student Placement Agreement* form.
- appoint a teacher to supervise all students.
- have all volunteers/students adequately supervised at all times.
- immediately cease the placement where a student or volunteer breaches a Northside policy (at the Nominated Supervisor's discretion).
- remind staff regularly that volunteers/students and parents/guardians are not to be left with sole supervision of a child or groups of children.

A Responsible Person will:

- help staff always implement this policy.
- check that all volunteers/ students sign on/out when entering or leaving premises.
- make sure that volunteers/students are adequately supervised at all times.
- make sure that volunteers/students and parents/guardians are not left with sole supervision of a child or groups of children.

STUDENTS AND VOLUNTEER PARTICIPATION

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Educators will:

- assist to adequately supervise volunteers/students at all times.
- not leave volunteers/students and parents/guardians with sole supervision of a child or a group of children.
- raise concerns with the responsible person where capacity of student/volunteer is in question.
- not ask volunteers and students to perform tasks that they are untrained, unqualified or too inexperienced to do or that put the children or themselves in a vulnerable or unsafe situation.
- assist students and volunteers to learn the skills and duties they need.

Volunteers and students will:

- follow the directions of staff at the service at all times to ensure that children are protected.
- follow the service's policies.

Families will:

- treat all students and volunteers with respect.
- raise any concerns they may have with students and volunteers with the Centre Director.

Part 5 – Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings.

Nominated Supervisor: The qualified staff member (usually the Centre Director) who has been legally appointed with relevant documentation as the Nominated Supervisor of a particular Centre.

Responsible Person: The person in charge of the service when the Nominated Supervisor is absent and marked as such on the Responsible Person Record.

Part 6 – Related Documents and sources

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

www.hrc.act.gov.au/wp-content/uploads/2018/07/Child-Safe-Child-Friendly-Canberra-Information-Resource-1.pdf
Accessed 20th December 2019

www.childsafe.humanrights.gov.au/ Accessed 20th December 2019


STUDENTS AND VOLUNTEER PARTICIPATION

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Part 7 – Policy Status and Details

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Review Date:	30 April 2023
Expiry Date:	30 June 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 9 – Revision History

Revision Date	Version No.	Change	Reference Sections
29/8/17	V2	Approval Authority Updated & minor revisions	Policy status & details
30/10/18	V3	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
20/12/20	V4	Major revision	

SUN PROTECTION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 – Purpose

Northside Community Service wants to promote positive attitudes toward sun protection and promote lifestyle practices that can help reduce exposure to and damage from the sun. We also want to promote personal responsibility for, and decision-making about, skin protection among children, staff/educators and families.

We have this policy so our service will meet requirements under the Cancer Council Guidelines for Sun Smart Centres. We also have this policy because it is required under R168 of the *Education and Care Services Regulation*.

Part 2 - Scope

This procedure applies to all Northside's Children's Service Educators and Directors, as well as families of children attending a Centre. This policy and procedure relates to Quality Area 2 and 4 of the *National Quality Standard*.

Part 3 – Policy

Northside Community Service wants to:

- Reduce the risk of children and educators developing sun related illness and diseases in later life.
- Recognise that children spend the majority of their day at our centres including the hottest part of the day.
- Act appropriately on our understanding that:
 - Australia has the highest incidence of skin cancer in the world.
 - The sun's UV rays have some important health benefits. Vitamin D which is needed to develop and maintain strong and healthy bones is made in the body when skin is exposed to UV radiation.
 - Exposing face, arms and hands to the sun for 10 minutes in summer, 15-20 minutes in Spring and Autumn, and 30 minutes in Winter, outside peak UV times 10am – 2pm or 11am – 3pm in daylight saving should give sufficient Vitamin D.
 - Most children at our centres should be getting enough Vitamin D by just going about their daily outdoor activities although people with darker skin may need longer exposure time to the sun to receive sufficient Vitamin D than those with fair skin.
 - Anyone can be at risk of developing skin cancer – even those with darker skin – although the higher levels of melanin in dark skin reduce the risk because the melanin works to absorb UV radiation. However, this natural protection is limited and is not enough to prevent skin cells being damaged.

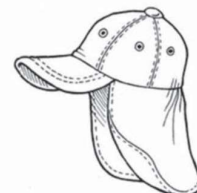
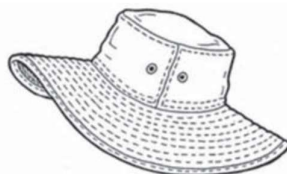
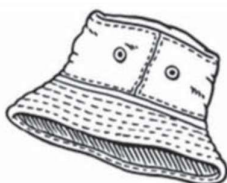
This sun protection policy is in force from the **beginning of August through to the end of May** with particular care taken between 10am and 2 pm (11am-3pm during daylight saving time) when UV levels are at their peak.

Part 4 – Procedure

All educators and children will use sun protection methods at all times when outside:

Children will be required to:

- Wear hats that cover their faces, necks and ears; broad brimmed, bucket style or legionnaire's hat, **NO caps**.



SUN PROTECTION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



- Wear shirts that cover their shoulders when outside; no strappy tops or singlets for outdoor play, parents are to pack a shirt with sleeves and collar for outdoor play if their child arrives at the centre wearing a singlet or strappy top.
- Apply SPF30+ broad spectrum sunscreen at least 20 minutes before going outside, with assistance from staff. (Children will be encouraged by educators to apply sunscreen to themselves as this is part of their learning.)
- Sunscreen should be reapplied after 2 hours however should not be used to extend time outside and should always be used in combination with the other sun protection messages.
- Play in shaded areas where possible at all times while outdoors.
- Infants (under 12 months) should not be directly exposed to sunlight when UV levels are 3* or higher.
- The centre will use a variety of brands of sunscreen. If a child has sensitive skin their family will be asked to provide their own sunscreen for outdoor play.

The Nominated Supervisor and all educators will ensure that a combination of the 5 sun protection measures [below] is applied to all children from the beginning of August to the end of May (or when UV levels are 3 or higher). Children will wear appropriate hats and clothing whenever outdoors, except during the months of June and July or when UV is low (under 3).

The ACT Cancer Council provides the following advice for children and adults to protect themselves in the sun:

1. Hats – covering faces, necks & ears;
2. Clothing – covering shoulders and necks;
3. Sunscreen – broad spectrum SPF30+ sunscreen applied 20 minutes before exposure;
4. Sunglasses – where used must comply with Australian safety standards;
5. Shade – is provided and should be encouraged for use.

We will provide alternative activities when needed

Those children that do not have the appropriate hat or clothing will be offered alternative activities either indoors or within appropriate shaded areas of the playground under staff supervision.

We will provide education about sun protection

- Northside Community Service will supply sun protection information and promote our Sun Protection Policy for families, educators and visitors as part of their ongoing sun protection education.
- Educators will be active participants and model correct sun protection strategies for the children to follow, e.g. applying sunscreen, wearing a hat that provides adequate coverage and by wearing suitable clothing outdoors.
- Educators, families and visitors will be informed that the centre is a Sun Smart facility.
- Sun protection information will be promoted to educators, families and visitors via displays, newsletter articles and pamphlets/brochures for distribution.

Part 5 – Roles

The Northside Board will:

- satisfy themselves that this policy follows the requirements of the Education and Care Services National Law and National Regulations and general duty of care to all children.
- is updated as required.
- is known by educators.
- provide funding to ensure adequate shade in all outdoor areas of all Centres.

The Executive Director Children's Services will:

- Ensure Northside Centres retain their Sun Smart status.

The Nominated Supervisor will:

- provide supervision, guidance and advice to all staff at the service to ensure this procedure is followed at all times.
- Give sun protection information to all staff, families and visitors.
- Support and advise staff with regard to implementation of the sun protection policy.

The Responsible Person will:

- ensure sun protection procedures are followed by all educators.

Educators will:

- follow the strategies and practices of the *Sun Protection Policy*
- act as role models and demonstrate sun safe behaviour by:
 - wearing a sun safe hat
 - wearing sun safe clothing
 - applying SPF30+ broad-spectrum water-resistant sunscreen 20 minutes before going outdoors
 - using and promoting shade.

Families will:

- dress children in cool clothing that covers as much skin as possible e.g. tops that cover the shoulders, arms and chest, collared shirts, longer style shorts.
- provide a sun protective hat that shades the face, neck and ears (e.g. wide brimmed, bucket or legionnaire style).
- give permission for educators/staff to apply SPF 30 or higher broad spectrum, water resistant sunscreen supplied by the service to all exposed parts of my child's skin including their face, neck, ears, arms and legs.
- practise Sun Smart behaviours themselves when at the service.

Part 6 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

SUN PROTECTION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (usually the Centre Director) who has been legally appointed with relevant documentation as the Nominated Supervisor of a particular Centre.

Responsible Person: The person in charge of the service when the Nominated Supervisor is absent and marked as such on the Responsible Person Record.

Broad Spectrum Sunscreen: protects skin against both UVA & UVB rays.

SunSmart : is an Australian program designed to help lower the risk of skin cancer. Northside Early Childhood Centres are accredited as being SunSmart.

UV levels: UV levels are ultraviolet radiation levels – UV radiation is the main cause of skin cancer. In Canberra from the beginning of August through to the end of May UV levels are typically 3 and above for part or most of the day. UV levels can be checked on the Sun Smart App or the Bureau of Meteorology website.

Part 7 – Related Documents

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations – 113, 114 and 168\(2\)\(a\)](#)

[Guide to the NQF](#)

[The ACT Cancer Council Website](#)

Belonging, Being and Becoming: The Early Years Learning Framework for Australia. (2009)

Part 8 – Policy Status and Details

Document Reference:	Children's Services – Sun Protection
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Functional Unit:	Children's Services
Author:	Anna Whitty
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SUN PROTECTION

CHILDREN’S HEALTH AND SAFETY

QUALITY AREA 2



Part 9 – Revision History

Revision Date	Version No.	Change	Reference Sections
29/8/17	V2	Approval Authority Updated & minor revisions	Policy Status & details
30/10/18	V3	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
20/12/19	V4	Major Revision	All sections

SUPPORTING CHILDREN'S SLEEP AND REST

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 – Purpose

Northside Community Services wants to promote children's health and each child's need for sleep, rest and relaxation when using our services.

We have this policy to support educators to:

- Provide a range of active and restful experiences.
- Use sleep procedures that minimise the risk of Sudden Infant Death Syndrome with babies.
- Meet each child's individual needs for rest or sleep.
- Allow children to choose to be restful as needed and have appropriate down time.

We also have this policy because it is required under R168 of the *Education and Care Services Regulations*.

Part 2 - Scope

This policy and procedure applies to all Educators and Nominated Supervisors employed at a Northside Children's Services Early Childhood Centre.

This policy and procedure relates to Quality Areas 2 and 5 of the National Quality Standard.

Part 3 – Policy

We want to:

- Maintain children's health and safety at all times they are at the service.
- Allow children to rest when they are tired by ensuring our program and environment provides for restful and active experiences.

Part 4 – Procedure

We will recognise issues that affect children's need for sleep and rest:

- Educators will allow children options to choose to be more active or restful according to their needs and to have downtime or sleep as required.
- Educators will be aware of issues that influence a child's individual requirement for sleep or rest, including the child's age, activities undertaken during the day, disrupting factors impacting from home e.g. unstable housing, family conflict, return from travel; child's general health and wellbeing.

We will provide for a range of active and restful procedures:

- Educators will provide a range of active and restful experiences
 - in daily routines
 - in program and excursion planning; and
 - in environment set-up.
- Educators will providing opportunities for rest and relaxation, as well as sleep.
- We will attempt to meet each child's sleep, rest and relaxation needs.
 - We will provide children who do not wish to sleep with alternative quiet activities and experiences, while those children who do wish to sleep are allowed to do so, without being disrupted. If a child requests a rest, or if they are showing clear signs of tiredness, regardless of the time of day, there will be a comfortable, safe area available for them to rest.
 - We will consider a range of strategies that can be used to meet children's individual sleep and rest

SUPPORTING CHILDREN'S SLEEP AND REST

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QUALITY AREA 2



needs.

- Educators will look for and respond to children's cues for sleep (e.g. yawning, rubbing eyes, disengagement from activities, crying, decreased ability to regulate behaviour and seeking comfort from adults).
- We will avoid using settling and rest practices as a behaviour guidance strategy so children do not relate the sleep and rest environment, which should be calm and secure, as a disciplinary setting.
- We will minimise any distress or discomfort around sleeping and acknowledge children's emotions, feelings and fears.
- Northside understands that younger children (especially those aged 0–3 years) settle confidently when they have formed bonds with familiar carers.
- We will make the physical environment safe and conducive to sleep by providing quiet, well-ventilated and comfortable sleeping spaces. Wherever viewing windows are used, all children will be visible to supervising educators.

We will provide safe sleep and rest practices as per Red Nose recommendations

For children of all ages we will:

- enable children to sleep and rest with their face uncovered.
- designate quiet places for rest and sleep - if designated for rest, the space will allow for a calm play experience.
- have sleep and rest environments and equipment that are safe and free from hazards.
- have educators able to adequately supervise sleeping and resting children.
- closely monitor sleeping and resting children and the sleep and rest environments. This involves checking/inspecting sleeping children at regular intervals, and always being within sight and hearing distance of sleeping and resting children so we can assess a child's breathing and the colour of their skin.
- *Not "pat" children to sleep.*

For babies and toddlers:

- Place babies on their back to sleep when first being settled. Once a baby has been observed to repeatedly roll from back to front and back again on their own, we will leave them to find their own preferred sleep or rest position (this is usually around 5–6 months of age). Babies aged younger than 5–6 months, and who have not been observed to repeatedly roll from back to front and back again on their own, will be re-positioned onto their back when they roll onto their front or side. (A baby's risk of dying suddenly and unexpectedly is increased if baby is sleeping on the tummy and that risk is even further increased if baby is sleeping on the tummy under heavy bedding or if baby's head becomes covered by bedding in any position. Placing babies to sleep on the side doubles the risk of SIDS and fatal sleeping accidents and is not recommended as a safe alternative to sleeping a baby on the back. The side position is unstable: a baby is likely to roll into the high risk tummy position, placing the baby at nine times the risk of SIDS and fatal sleeping accidents).
- If a medical condition exists that prevents a baby from being placed on their back, the alternative practice must be confirmed in writing by the child's medical practitioner.
- Babies over four months of age can generally turn over in a cot. When a baby is placed to sleep, we will should check that any bedding is tucked in securely and is not loose. To prevent a baby from wriggling down under bed linen, they will be positioned with their feet at the bottom of the cot.
- Use safe wrapping processes. We will leave all babies arms free once the startle reflex disappears at around three months of age, and discontinue the use of a wrap when the baby can roll from back to tummy to back again (usually four to six months of age). We will only use lightweight wraps such as cotton or muslin.

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- Northside understands that if a young child is observed attempting to climb out of a cot, and looking like they might succeed, it is time to move them out of a cot. This usually occurs when a toddler is between 2 and 3 ½ years of age, but could be as early as 18 months. We will move a child out of a cot at this stage or when a parent informs us they have done this at home and are aware of the Red Nose recommendations.

We will provide safe sleep equipment as per recommendations of Red Nose

- Our cots will meet the current mandatory Australian Standard for Cots (AS/NZS 2172).
- Babies will not be left in a bassinet, hammock or pram/stroller to sleep, as these are not safe substitutes for a cot.
- Mattresses will be in good condition; they will be clean, firm and flat, not elevated or tilted and will fit the cot base with not more than a 20mm gap between the mattress sides and ends. All mattresses will be compliant with the new AS/NZS Voluntary Standard (AS/NZS 8811.1:2013)
- Any waterproof mattress protectors that are used will be strong, not torn, and a tight fit.
- In any portable cots that we use we will use the firm, clean and well-fitting mattress that is supplied with the portable cot and will not add any additional padding under or over the mattress or an additional mattress.
- All cots/stretchers will be equipped with light bedding tucked in to the mattress to prevent the child from pulling bed linen over their head. UTSCC understand that overheating has been implicated in SIDS for many years and therefore we should dress babies for sleep so they avoid overheating.
- Educators will undertake a safety check of sleep and rest environments on a regular basis.
- If hazards are identified, they will be reported to the Nominated Supervisor for rectification.
- We will ensure hanging cords or strings from blinds, curtains, mobiles or electrical devices are away from cots and mattresses. We will keep heaters and electrical appliances away from cots.
- We will remove anything (e.g. amber teething necklaces or bracelets) from around the neck or arms of child prior to sleep.

Part 5 – Who will do what?

The Board will:

- satisfy themselves that this policy follows the requirements of the Education and Care Services National Law and National Regulations 2011 and general duty of care to all children,
 - is updated as required.
 - is known by educators.
- allocate finances to ensure provision of adequate bedding.

Executive Director Children's Services will:

- will check that all cots and bedding purchased and in current use meet relevant standards.

Nominated Supervisor will:

- operate the service in line with the Education and Care Services National Law and National Regulation at all times.
- require programming to be done to allow adequate down time especially after high energy activities or return from excursions.

SUPPORTING CHILDREN'S SLEEP AND REST

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QUALITY AREA 2



- make educators aware of this policy and the need for children to have time for sleep and rest that suits their individual needs.
- provide plentiful soft furnishings to allow time for rest and relaxation and have them cleaned on a regular basis.

Educators will:

- allow all children adequate time for rest and sleep and look for and respond to children's cues for sleep.
- provide children who do not wish to sleep with alternative quiet activities and experiences.
- help children access soft furnishings and quiet spaces as required.
- be aware of individual children's signs of tiredness / need for rest and encourage children to rest/have downtime as required.
- use safe wrapping processes and dress babies lightly for sleep.
- make babies beds so the baby sleeps at the bottom of the cot and the blankets can only reach as far as the baby's chest.
- place babies on their backs to sleep.
- minimise any distress or discomfort around sleeping.
- use safe wrapping processes.
- offer babies dummies under 12 months where they are used and older babies as per parents request.
- undertake a safety check of sleep and rest environments on a regular basis and report hazards to the nominated supervisor.
- remove necklaces and bracelets from children before sleep.
- closely monitor sleeping and resting children and the sleep and rest environments by checking the breathing of each sleeping child at least every 15 minutes.
- undertake a safety check of sleep and rest environments on a regular basis and report hazards to the Nominated Supervisor .

Families will:

- report any time their child/children may be in need of more rest/sleep while at the service.
- report when they move a baby from a cot to a bed.

Part 6- Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings.

Nominated Supervisor: The qualified staff member (usually the Centre Director) who has been legally appointed with relevant documentation as the Nominated Supervisor of a particular Centre.

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Responsible Person: The person in charge of the service when the Nominated Supervisor is absent and marked as such on the Responsible Person Record.

Part 7– Related Documents and Sources

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

[Safe Sleeping Guidelines – Red Nose](#)

Part 7 – Policy Status and Details

Document Reference:	Children's Services – Supporting Children's Sleep and Rest
Status:	Approved
Approval Authority:	Anna Whitty – Acting Chief Executive Officer
Signature of Approval Authority:	
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Effective Date:	1 February 2021
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Expiry Date:	30 June 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

SUPPORTING CHILDREN'S SLEEP AND REST

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
30/10/18	V2	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
20/12/19	V3		

WATER SAFETY

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 – Purpose

Northside Community Service knows that drowning is the leading cause of death for children aged 1-4 years in Australia. Although most drowning occurs in backyard swimming pools, children can drown in as little as 6 cm of water.

Whilst water hazards at our centres are kept to a minimum, we know that water troughs, sinks and toilets can all be hazardous for children and we need exercise constant supervision around these. We want children to be able to play with water safely - children's access to experiences with water is a key part of our curriculum planning in Centres.

We also have this policy because it is required under R168 and R101 of the *Education and Care Services Regulations*.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

Part 3 - Policy

We want to:

- Protect the health, safety and wellbeing of each child at all times.
- Ensure no child drowns or has a water safety incident while in our care.
- Give children access to safe water play activities to help develop reading and maths skills as well as scientific discovery abilities and environmental awareness in children. We want them to learn to grasp, measure, pour, discover the basic concept of water displacement and water energy.

Part 4 – Procedure

Closely supervise children around water

- Children will be supervised at all times in and around any water including water troughs, ponds and toilets.
- Children will be encouraged to safely explore the properties of water, building water safety messages into our programming as appropriate. Staff will supervise all water play.
- A risk assessment will be conducted prior to any excursion taking place. Particular attention will be focused upon water safety and supervision where the excursion is near a body of water.

Eliminate hazards

- Water containers of any sort will be emptied or covered when not in use.
- Any problems that may cause a water hazard will be dealt with as soon as possible.
- Staff will check outdoor areas prior to use for water hazards, such as puddles, drains, especially after rain.
- Blocked sinks will be attended to immediately.
- Maintenance requests will be submitted to the Nominated Supervisor to fix water hazards if required.
- Appropriate maintenance will be carried out on areas where deep puddles occur.
- Staff will monitor toilet / bathroom facilities at all times.

WATER SAFETY

CHILDREN'S HEALTH AND SAFETY

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- Staff will fully supervise all play involving water and empty any water on the garden when children go inside.
- Buckets in which soiled articles are soaked will have a secure lid, be used in a place that children cannot access, emptied after use and stored securely.
- Laundry doors will be kept closed at all times. If the laundry door handle is accessible to children the door must be locked or latched at all times.
- In centres where the kitchen is entered from a playroom, the kitchen door will be kept closed at all times. Where a kitchen is not directly entered from a playroom the kitchen door will be kept closed at all times, unless a screen door or half door has been installed to allow ventilation but prevent access by children.
- Chairs will not be left near sinks so that children can't climb up to them.
- The thermostat on the hot water system is set to a medium temperature (43.5 degrees C) and thermostatic valves will be tested and serviced by a licensed plumber annually to ensure children are not able to scald themselves when washing hands.
- Children requiring bathing will be bathed using a washcloth and warm water or a shower.
- Educators will not consume hot drinks in any area accessible to children.

Educate children and families

- We will provide water safety messages and information for parents as part of their ongoing water safety education, e.g. the need for supervision of children and Learn to Swim programs, the advantages of learning to resuscitate, installation of fences and gates.
- Children will be taught about safe water play as part of all water play activities.
- Children will be taught that we live in a dry country and water is a resource that we need to conserve.

Ensure water hygiene

- Educators will monitor children's usage of water jugs and glasses, and ensure they are cleaned as required.

Processes for resuscitation will be implemented

- CPR charts will be displayed inside and outside each centre.
- All educators will have completed CPR training annually.

Part 5 – Roles

The Northside Board will:

- satisfy themselves that this policy follows the requirements of the Education and Care Services National Law and National Regulations and general duty of care to all children.
- is updated as required.
- is known by educators.

The Nominated Supervisor will:

- set up systems so that children are adequately supervised and are protected from harms and hazards.
- set up systems so that children are supervised, guided and given advice so that this policy is followed at all times.
- require risk assessments for excursions planned near water and identify a higher adult to child ratio so that children are adequately supervised.
- check that First Aid and CPR qualifications and requirements are met at all times.
- provide families with community messages regarding safe water practices.

WATER SAFETY

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



The Executive Director Children's Services will:

- organise for each centre's hot water thermostat to be checked yearly

Responsible Person will:

- assist staff to follow this policy

Educators will:

- plan for access to safe water play activities.
- embed water safety messages into the children's education.
- fill water troughs or containers for water play to a safe level and empty or cover them securely after use.
- empty buckets used for cleaning immediately after use.
- not leave cleaning buckets in areas accessible to children.
- provide clean drinking water at all times.

Families will:

- Reinforce water safety practices with children.

Part 6 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (usually the Centre Director) who has been legally appointed with relevant documentation as the Nominated Supervisor of a particular Centre.

Responsible Person: The person in charge of the service when the Nominated Supervisor is absent and marked as such on the Responsible Person Record.

Part 7 – Related Documents and Sources

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

Northside's *Excursions Policy*

Northside's *Management of a Serious Incident Involving a Child Policy*

Belonging, Being and Becoming: The Early Years Learning Framework for Australia. (2009)

www.kidsafensw.org/water-safety accessed 13 December 2019.

WATER SAFETY

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Policy Status and Details

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Signature of Approval Authority:	
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Expiry Date:	30 June 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
29/8/17	V2	Approval Authority Updated & minor revisions	Policy Status & details
30/10/18	V3	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
20/12/19	V4	Major Revision	All sections

NORTHSIDE
CHILDREN'S SERVICES

QUALITY AREA 1 **EDUCATIONAL** **PROGRAM AND** **PRACTICE**



EDUCATIONAL PROGRAM AND PRACTICE

QUALITY AREA 1



1. Purpose

To ensure that an educational program is in place that meets the requirements of the National Regulations, is based on the developmental needs, interests and experiences of each child and is designed to take into account the individual differences of each child.

Northside Community Service acknowledges the inter-connectedness between educational programs, its translation into practice and relationships with children.

2. Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area One and Five of the National Quality Standard.

3. Policy

This Policy is to ensure that at Northside, the Early Years Learning Framework (EYLF) underpins the development of curriculum programs for children that support and strengthen children's sense of identity, connections and contributions to their world, sense of wellbeing, involvement in learning and communication skills. The EYLF is used by educators to foster children's creativity and curiosity through play-based intentional teaching and spontaneous teachable moments that assess and plan for each child's ongoing learning and development against the five learning outcomes.

Programs for children's learning are enacted by educators in ways that are consistent with the Principles and Practices of the EYLF and are underpinned by principles of social justice, where difference and diversity are visible and honoured and each child's dignity and rights are upheld at all times (see *Relationships with Children Policy*). A commitment to continuous improvement and critical reflection is embedded and sustained in every day practice.

4. Procedure

The Approved Provider will:

- Ensure that curriculum decision making contributes to each child's learning and development outcomes in relation to their identity, connection with community, wellbeing, and confidence as learners and effectiveness as communicators.
- Provide opportunities for educators to engage and participate in professional development and research.

The Nominated Supervisor will:

- Lead the development and implementation of the educational program and support educators to effectively implement the cycle of planning to enhance programs and practices;
- Collaborate with educators and provide curriculum direction and guidance;

EDUCATIONAL PROGRAM AND PRACTICE

QUALITY AREA 1



- Ensure that children's learning and development are guided by the Principles, Practices and Learning Outcomes of the EYLF;
- Guide and develop educators' and families' understandings about play-based learning, and the significance of the early years for children's learning, development and wellbeing.
- Build the knowledge, skills and professionalism of educators and promote a culture of professional inquiry to develop professional knowledge, reflect on practice and generate new ideas.
- Ensure the completion of regular summative assessments for each child.

Educators will:

- Ensure that all children know that their values and beliefs are recognised and respected by educators, families and other members of the classroom and wider community;
- Ensure that each child's current knowledge, strengths, ideas, culture, abilities and interests are the foundation of the program and that each child is encouraged to participate meaningfully in their own learning;
- Ensure that all aspects of the curriculum, including rituals, intentional teaching and spontaneous teachable moments are implemented in ways that foster children's agency and maximise opportunities for each child's learning;
- Analyse children's learning and development and their progression towards the five Learning Outcomes of the EYLF as part of an ongoing cycle of observation, analysis, documentation, planning, implementation and reflection;
- Implement intentional teaching practices that are purposeful, thoughtful and respectful in their decisions and actions;
- Respond to children's ideas and play and extend children's learning through open-ended questions, interactions and feedback;
- Promote each child's agency and enable them to make choices in regards to matters affecting them and be involved in decision-making that affects and influences them and their local and wider community;
- Ensure that critical reflection on children's learning and development, both as individuals and in groups, drives program planning and implementation;
- Ensure meaningful engagement with the local and wider community, particularly the Ngunnawal people;
- Ensure that the cultures, perspectives, histories and present experiences of Indigenous children are honoured and respected;
- Ensure that every effort is made to build strong and respectful partnerships with families that value the contribution that families make to the educational program.

Families will:

- Receive a regular summative assessment informing them of their child's participation in the learning program and individual progress towards the learning outcomes.
- Receive regular Centre updates including information about children's participation in the educational program.
- Contribute to decision-making regarding their child and their child's involvement in the educational program.

EDUCATIONAL PROGRAM AND PRACTICE

QUALITY AREA 1



5. Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Intentional teaching: Planning for learning that involves educators being deliberate, purposeful and thoughtful in their decisions and actions.

Spontaneous teachable moment: An unplanned event that occurs during the day which is used by educators as an opportunity to extend on a child's interest and to support and develop their understanding.

Rituals: Special actions that help us navigate emotionally important events or transitions in our lives as well as enhance aspects of our daily routines to deepen our connections and relationships.

Curriculum programs: All the interactions, experiences, rituals and events, planned and unplanned, that occur in an environment designed to foster children's learning and development.

Agency: Being able to make choices and decisions, to influence events and to have an impact on one's world.

6. Related Documents & References

Early Childhood Australia Code of Ethics

<http://www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/>

The National Quality Framework [NQF], including the National Care and Education Law and The Early Years Learning Framework. (Australian Children's Education & Care Quality Authority (ACECQA)

<https://www.acecqa.gov.au>

EDUCATIONAL PROGRAM AND PRACTICE

QUALITY AREA 1



The Educator's Guide to the Early Years Learning Framework: http://files.acecqa.gov.au/files/National-QualityFramework-Resources-Kit/educators_guide_to_the_early_years_learning_framework_for_australia.pdf

The United Nations Convention on the Rights of the Child: <https://www.humanrights.gov.au/convention-rights-child>
ACT Children and Young People ACT (2008)

Keeping Children and Young People Safe

http://www.communityservices.act.gov.au/_data/assets/pdf_file/0015/1132080/Keeping_Children_and_Young_People_Safe.pdf

Australian Children's Education & Care Quality Authority [ACECQA], the role of the educational leader: https://www.acecqa.gov.au/sites/default/files/2018-05/QA7_TheRoleOfTheEducationalLeader.pdf

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

Northside Documents:

Relationships with Children Policy; Our Approach to Early Childhood Education; Documenting Learning at Northside;


Northside Children's Services Strategic Priorities 2018 – 2020.

EDUCATIONAL PROGRAM AND PRACTICE

QUALITY AREA 1



Part 7-Policy Status and Details

Document Reference:	Children's Services – Educational Program and Practice
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Signature of Approval Authority:	
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Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 61 71 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
8/10/21	V2	Updated Approval Authority	

NORTHSIDE
CHILDREN'S SERVICES

QUALITY AREA 2

CHILDREN'S HEALTH AND SAFETY



ANIMALS IN THE ENVIRONMENT

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Part 1 - Purpose

Quality Area 2

At Northside, safety is our first priority. Educators are “encouraged to foster children’s capacity to understand and respect the natural environment and the interdependence between people, plants, animals and the land.” (NQS element 3.2) Responsible ownership of pets, animals or birds that may reside or visit the Early Childhood Centre is vital. Role models of appropriate and respectful behaviors and guidance in caring for the needs of animals is beneficial for children. This policy also considers the management of unwanted visitors such as pests and vermin.

Part 2 - Scope

This procedure applies to all of Northside’s Children’s Services Educators and Centre Directors.

Part 3 - Policy

The National Quality Framework

Education and Care Services National regulations: 103, 168

National Quality Standards/Elements : 2.1.4, 2.3.2, 3.2

Strategies

3.1 Early Childhood Centre Pets and Invited Visitors

- Educators will ensure that all pets and their enclosures are kept clean and hygienic. Educators must ensure that pets have clean bedding and water. Food is available for the pet, but kept out of reach of children at all times.
- Children must be supervised at all times when interacting with pets or animals. Educators will manage any health or safety risk for the children that may be caused by animals, such as asthma and allergies.
- Pets and animals will not have access to children’s bedding, toys food preparation areas, eating surfaces or utensils.
- Animals and birds visiting the Early Childhood Centre as part of the program are the responsibility of the owner. The Nominated Supervisors and the Educators will ensure the environment remains safe and hygienic at all times during the visit. Educators will complete risk assessment paperwork in relation to the visit.

3.2 Animals and Birds Other than Pets or Invited Visitors

- There are situations that spontaneously occur, involving animals. For example there may be a situation where an animal or bird has made its way into the Early Childhood Centre. Educators may see this as a spontaneous teaching/learning experience for the children. At all times educators will ensure the safety and wellbeing of children.
- If an animal or bird is potentially dangerous; such as a snake or spider, educators will contact an appropriate authority for assistance.
- The animal’s movements should be monitored to ensure a speedy and efficient capture by a professional, but priority is to be given to educator, child and their family’s safety. At no time is a potentially dangerous
 - Animal, insect or bird to be approached or touched by children, their families or educators.

3.3 Pests and Vermin

- Pest control will occur at the Early Childhood Centre on an annual basis. Educators will monitor any occurrence in the Centre to determine the success of control measures.

ANIMALS IN THE ENVIRONMENT

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



- If pests and vermin are seen, educators will advise the Nominated Supervisor immediately. The Approved Provider is responsible for ensuring necessary and additional pest control visits occur as required.
- Where appropriate, educators discuss safety issues with children relating to dangerous products, plants, vermin and objects.
- Educators will thoroughly clean all areas that animals or pests have accessed in the Early Childhood Centre with hot, soapy water. If the remains of an animal or animal faeces have been found, the remains will be disposed of according to ACT government guidelines and the area where the remains were found will be thoroughly disinfected with hot, soapy water.
- Educators will be responsible for assessing any situation in the Early childhood Centre where animals are involved to ensure the health, safety and wellbeing of children, their families, educators and animals.

Part 4 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (an educator nominated to fill the position, or the Approved Provider) who holds a Supervisor Certificate and is identified within the Service and accompanying documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 5 - Related Documents and Sources

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

Part 6 - Policy Status and Details

Document Reference:	Children's Services – Administration of First Aid
Status:	Approved
Approval Authority:	Anna Whitty – Acting Chief Executive Officer

ANIMALS IN THE ENVIRONMENT

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Signature of Approval
Authority:

anna whitty

Approval Date: 21 January 2020

Effective Date: 1 February 2021

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Expiry Date: 30 June 2023

Functional Unit: Children's Services

Author: Anna Whitty

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Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
18/12/2020	V2	Minor updates.	

BOTTLE SAFETY AND PREPARATION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 – Purpose

Children are more susceptible to food borne illnesses making it necessary for Northside's Early Childhood Centres to implement adequate health and hygiene practices at all times. Safe practices for handling, storing, preparing and heating breast milk or formula must be adhered to at all times to minimise risks to children attending Northside's Early childhood Centres. Northside's Early Childhood Centres will ensure that food safety standards for food preparation are followed at all times. Any specific cultural, religious or health requirements will be respected and supported.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area Two and Five of the National Quality Standard.

Part 3 - Policy

The Approved Provider will:

- Ensure that the Nominated Supervisor and educators are aware of the procedures for preparing, heating and storing bottles of formula and breast milk;
- Ensure that children have access to safe drinking water at all times and are regularly offered food and beverages appropriate to their individual needs.

The Nominated Supervisor will:

- Ensure that educators implement the procedures for preparing, heating and storing bottles of formula and breast milk.

Educators will:

- Implement safe food handling practices;
- Seek to provide a supportive environment for breastfeeding;
- Store all bottles in an appropriate area for food preparation and storage that complies with the food safety standards for kitchens and food preparation areas, including regular checking of expiry dates;
- Communicate regularly with children's families about children's bottle and feeding requirements;
- Communicate with families about the amount of milk/formula/breast milk taken by the child and any changes in feeding patterns or rituals while attending the Early Childhood Centre.

Families will:

- Be informed during orientation that children's bottles must be clearly labelled with the child's name;
- Be encouraged to supply breast milk in well labelled, multiple small quantities to prevent wastage or;
- Be encouraged to provide formula that is premeasured in a formula dispenser container with bottles that are premeasured with water. The formula dispenser and bottles must be clearly labelled with the child's name;

BOTTLE SAFETY AND PREPARATION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



- Be asked to provide a labelled bottle(s) for use at the Early Childhood Centre for children having regular cow's milk in their bottles;
- Be encouraged to communicate regularly with educators about their children's bottle feeding requirements.

Part 4 - Procedures

- Thoroughly wash hands and wear gloves when preparing bottles.
- ***Once formula is made it must be used or kept in the refrigerator. Left over formula must be discarded.***
- Be aware that breast milk can be stored frozen at the Centre for up to two weeks, but must be used within 24 hours if stored in the refrigerator.
- **Bottles must not be stored in the door of the refrigerator, but on the main shelves.**
- Do not shake thawed breast milk, but gently roll to mix separated contents.
- Ensure that two educators check the label before a bottle is given to a child.
- Do NOT use a microwave for heating bottles.
- Gently heat bottles by placing them in a container of warm water or in a bottle warmer. Bottles cannot remain standing in the warm water for longer than 15 minutes.
- Test the temperature of bottle contents by placing a few drops on the inside of the wrist before feeding the child.
- Supervise children with bottles at all times. Children MUST NOT be placed on beds or in cots for feeding as this can be a choking hazard.
- Give bottles to children before laying down in bed to reduce the risk of tooth decay.
- Discard any leftover milk, formula or breast milk at the completion of feeding.

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

BOTTLE SAFETY AND PREPARATION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 6 - Statutory Legislation and Considerations

Educational and Care Services National Law

Educational and Care Services National Regulations

Australia New Zealand Food Standards Code www.foodstandards.gov.au

Guide to the National Quality Standard, ACECQA (2018)

Staying Healthy: Preventing infectious diseases in early childhood education and care services:

<https://www.nhmrc.gov.au/guidelines-publications/ch55>

Part 7 – Related Documents

NSW Food Authority: www.foodauthority.nsw.gov.au

Food standards Australia: www.foodstandards.gov.au

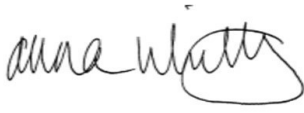
National Health and Medical Research Council: www.nhmrc.gov.au

Australian Breastfeeding Association: www.breastfeeding.asn.au

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

Policy Status and Details

Document Reference:	Children's Services – Bottle Safety and Prep
Status:	Final
Approval Authority:	Anna Whitty– Chief Executive Officer
Signature of Approval Authority:	
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Review Date:	8 October 2022
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Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

BOTTLE SAFETY AND PREPARATION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
30/10/18	V2	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
8/10/21	V3	Updated Approval Authority	

CLOTHING AND FOOTWEAR

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Part 1 – Purpose

At Northside, safety is our first priority. Children need protective, comfortable and appropriate clothing and footwear to explore their environments. Clothing needs to protect children from injury and sun exposure while promoting self-help abilities. Educators will dress to prevent injury and sun exposure and will be encouraged to dress in a professional and respectful manner. We will respect cultural differences and individual family and educator needs when recommending suitable clothing. We are committed to ensuring that the comfort, protection, dignity and rights of all children are upheld at all times of the day.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy and procedure relates to Quality Area 2 of the National Quality Standard.

Part 3 – Policy

Strategies

3.1 The Approved Provider will;

- Ensure that a sun protection policy is developed and maintained
- Ensure that educators are provided with personal protective equipment (gloves, goggles etc.) to facilitate cleaning and health protection measures

3.2 The Nominated Supervisor will;

- Provide information for educators about suitable clothing and footwear expectations for Early Childhood Centres
- Ensure educators are aware of and understand the *Sun Protection Policy*
- Provide information for families about suitable clothing and footwear. This information will be made available at the Early Childhood Centre

3.3 Educators will;

- Consult with families about the individual needs of children with respect to different values and beliefs associated with clothing and footwear
- Monitor children's clothing and footwear to ensure compliance with *Sun Protection Policy* and to support the safety, comfort and wellbeing of every child
- Consider clothing and footwear needs associated with excursions or planned learning experiences and communicate clearly with families about the need for extraordinary protective clothing requirements
- Provide protective clothing, such as aprons, for messy play experiences.
- Encourage children to remove shoes and heavy /excess layers of clothing during rest times and to reflect the room temperature, as recommended by SIDS and Kids
- Encourage children to utilize their self-help skills as appropriate to put on and remove clothing and shoes to meet their needs. For younger children educators will use observation and monitoring skills to ensure children's clothing and footwear is appropriate for the environments and weather conditions.
-

CLOTHING AND FOOTWEAR

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



3.4 Families will be encouraged to;

- Provide spare clothing in children's bags to allow for dirty and soiled clothing and changing weather conditions. Spare clothing will be available at the Early Childhood Centre for emergency clothing needs
- Dress children appropriately.

Part 4 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (an educator nominated to fill the position, or the Approved Provider) who holds a Supervisor Certificate and is identified within the Service and accompanying documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 5 - Related Documents and Sources

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

CLOTHING AND FOOTWEAR

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Part 6 - Policy Status and Details

Document Reference:	Children's Services – Clothing and Footwear
Status:	Approved
Approval Authority:	Anna Whitty – Acting Chief Executive Officer
Signature of Approval Authority:	
Approval Date:	21 January 2020
Effective Date:	1 February 2021
Review Date:	30 April 2023
Expiry Date:	30 June 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 6257 2255 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
18/12/2023	V2	Minor updates.	

DENTAL HEALTH

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Part 1 – Purpose

To ensure that all children are supported and encouraged to develop good dental hygiene practices.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area Two and Three of the National Quality Standard.

Part 3 - Policy

At Northside, conversations and information exchange about dental health is encouraged to promote good dental hygiene practices and lifelong learning for children and their families. Dental Health will be included and promoted as part of everyday practice in our Early Childhood Centres. We will provide nutritious foods for children, avoiding food and drinks that have a sweet, sugary content. Water will be available at all times.

The Approved Provider and the Nominated Supervisor will:

- Ensure the daily menu contains a nutritional balance of foods;
- Minimise the provision of sugary foods;
- Ensure access to safe drinking water at all times.

Educators will:

- Include dental health practices and discussions into the daily program;
- Support children to access dental health resources for research, exploration and identification;
- Pay particular attention to meal and snack times where children will be encouraged to drink water after eating and before rest times and to rinse their mouths;
- Give children bottles *before* they go to bed. Tooth decay can be reduced by allowing the child to finish the bottle before going to bed and not letting milk settle on their teeth.

Families will:

- Provide adequate nutritious lunches and snacks in accordance with Nutrition Australia recommendations (with the exception of Harrison and Yurauna Early Childhood Centre, where all meals are provided by the Centre). See Northside's *Food, Nutrition and Dietary Requirements* policy.

Part 4 – Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

DENTAL HEALTH

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 5 - Statutory Legislation and Considerations

- Educational and Care Services National Regulations
- Children (Education and Care Services National Law Application) Act 2010
- Guide to the National Quality Standard, ACECQA (2018)

Part 6 – Related Documents

Northside's *Food, Nutrition and Dietary Requirements* policy

Nutrition Australia

<http://www.nutritionaustralia.org/>

Raising Children Network: www.raisingchildren.net.au

Health Direct: www.healthdirect.gov.au

Health and Safety in Children's Centres: Model Policies and Practices (2nd ed.)

ACECQA Information Sheet: Nominated Supervisor: <https://www.acecqa.gov.au/sites/default/files/2018-03/InformationSheetNominatedSupervisor.pdf>

Part 7 – Policy Status and Details

Document Reference:	Children's Services - Dental Health
Status:	Final
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Functional Unit:	Children's Services
Author:	

DENTAL HEALTH

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Enquiries Contact: Anna Whitty
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Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
8/10/21	V2	Updated Approval Authority	

Part 1 - Purpose

To ensure the health, safety and wellbeing of all children, families and Educators through ensuring preventative measures are in place to reduce the spread of infections and illness.

Part 2 - Scope

This policy and procedure applies to all educators and support staff employed to work in an Early Childhood Centre, as well as to families of children enrolled in a Centre.

This policy and procedure relates to Quality Area Two of the National Quality Standard.

Part 3 - Policy

At Northside the safety and wellbeing of children, their families and Educators is our first priority. We believe that it is important that all Educators role model positive health practices, and that children are appropriately supervised, assisted and encouraged in their daily health and hygiene routines. Our Early Childhood Centres are hygienically maintained to reduce the possible spread of infection and illness.

Part 4 - Procedures

Preventative Measures

The Approved Provider will:

- Ensure policies and procedures that prevent the spread of infectious diseases are available to Educators and volunteers;
- Ensure the Nominated Supervisor, Educators and volunteers are aware of the need to implement health and hygiene practices and safe food handling and storage practices in order to minimise risks for the children in Northside's Early Childhood Centres.

The Nominated Supervisor will:

- Ensure that Educators and volunteers implement health and hygiene practices and safe food handling and storage practices in order to minimise risks for the children in the Early Childhood Centre;
- Ensure that in the event of an infectious disease being identified with the children, families or educators at the Centre, steps are taken to prevent the spread of the infectious disease and that parents/guardians (and where they are not able to be contacted, emergency contacts) are notified about the occurrence of an infectious disease as soon as possible;
- Maintain up to date immunisation records for all children. If any outbreak occurs within the Centre children who are not immunised will be excluded as per the *Infectious Disease Policy*;
- Ensure cleaning systems that prevent contamination and cross-infection are utilised. Cleaning buckets, cloths and mops will be clearly labeled or coded to indicate their specific use and stored in a location inaccessible to children;
- Ensure when required, professional development and training on hygiene and infection control practices is made available for educators;
- Discourage families from providing toileting equipment (such as a potty) to help reduce the spread of infection and disease in the centre.
- Place a copy of hand-washing procedures near all hand washing areas for educators to follow;
- Monitor sand cleanliness and arrange for annual change or topping up as needed.

Educators will:

- Engage in training, research and professional development about current hygiene and infection control practices where required;

- Be responsible for routine cleaning of classrooms and the outdoor environment. This will include sweeping floors after meals and experiences, mopping the floor at least once a day, wiping tables with soapy water before and after meals, sanitising toys and resources after use, particularly after children have mouthed toys. The sandpits will be raked daily, covered each night and the sand changed as required;
- Model correct hand washing techniques and give verbal reminders to children when washing hands;
- Monitor children's health and wellbeing while they are at the Centre. Educators will observe children's activity carefully. If a child shows symptoms such as lethargy, high temperature, vomiting, skin rash, difficulty in breathing, diarrhea or when educators have concerns about a child's health they will immediately inform the Nominated Supervisor and the child's parents/guardians. (Implement the *Incident, Injury, Trauma and Illness Policy* and the *Illness and Infectious Disease Policy*);
- Wear gloves at all times when assisting a child with soiled or wet clothing and during nappy change and toileting routines;
- Cover any cuts, abrasions, dermatitis or open skin on hands with a water resistant dressing;
- Clean nappy change mats and areas after each use following each nappy change;
- Spot clean nappy change and bathroom areas as required during the day and clean the areas thoroughly once daily;
- Effectively manage bodily fluids spills and accidents. Blood or bodily fluids spills will be isolated with barricades until the educator can remove the spill hygienically. The educator will:
 - Avoid direct contact with the spill;
 - Use personal protective equipment;
 - Contain the spill as far as possible using paper towels, disposing of it in a sealed clinical waste bag;
 - Clean the spill using neutral detergent;
 - Dry and ventilate the area;
 - Notify the work cover authority if there has been exposure to bodily fluids that may present the risk of the transmission of blood borne diseases.
- Administer first aid to any educator who has blood or bodily fluids splash into their eyes or mouth by irrigating the eyes for 5-10 minutes and/or blow nose and spit and rinse out the mouth;
- Encourage children to cover their noses and mouths when sneezing or coughing and to wash and dry their hands afterwards. Model this behavior;
- Wear gloves when preparing food. Children's glasses, cups, plates and bowls, along with all kitchen utensils will be washed in the dishwasher;
- Use every precaution to minimise the risk of infection within the Early Childhood Centre for themselves, children and their families.

Managing Incidents of Infectious Disease

The Approved Provider will:

- Ensure procedures that prevent the spread of infectious diseases are designed to be implemented by educator and volunteers (see *Illness and Infectious Disease Policy*).

The Nominated Supervisor will:

- Ensure that, if required, notifications are made to Children's Education and Care Assurance and ACT Health;
- Ensure that families are notified of any outbreak of infectious disease, through both email and displays in centres;
- Liaise with the centre cleaners to identify additional sanitising cleaning options, if required.

HYGIENE AND INFECTION CONTROL

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Managing COVID-19 requirements

COVID-19 is a highly infectious illness that has been assigned “pandemic” status by the World Health Organisation. All employees and families will be required to uphold organisational responses to COVID-19 concerning hygiene and infection control.

As the requirements regarding managing risks associated with COVID-19 are likely to change, employees and families must ensure they keep up-to-date with any changes.

The Approved Provider will:

- Monitor updates from the ACT and Federal Governments regarding organisational requirements associated with COVID-19;
- Update all employees and families regarding changes to organisational requirements associated with COVID-19;
- Ensure all Centres have adequate supplies of cleaning and hygiene products at all times.

The Nominated Supervisor will:

- Ensure that organisational updates associated with COVID-19 are understood and acknowledged by all employees in their Centres;
- Ensure employees, families and visitors meet organisational and community requirements associated with COVID-19 (e.g., hand-washing).

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings.

Approved Provider: The person or organisational body who holds a provider approval. A provider approval authorises a person to apply for one or more service approvals and is valid in all jurisdictions.

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 6 – Related Documents

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

HYGIENE AND INFECTION CONTROL

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Staying Healthy: Preventing infectious diseases in early childhood education and care services:

<https://www.nhmrc.gov.au/guidelines-publications/ch55>

ACECQA Information Sheet: Nominated Supervisor: <https://www.acecqa.gov.au/sites/default/files/2018-03/InformationSheetNominatedSupervisor.pdf>

Australian Health Protection Principal Committee (AHPPC) statement on early childhood and learning centres: <https://www.health.gov.au/news/australian-health-protection-principal-committee-ahppc-statement-on-early-childhood-and-learning-centres> (25 May 2020)

Northside's *Illness and Infectious Disease* Policy

Northside's *Administration of Medication* Policy

Northside's *COVID-19 – Workplace Health and Safety* Policy

Part 7 – Policy Status and Details

Document Reference:	Hygiene and Infection Control – Children's Services
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Expiry Date:	30 June 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
29/8/17	V2	Approval Authority updated & minor revisions	Policy Status & details
30/10/18	V3	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
18/12/2020	V4	Updates to reflect updated health requirements due to COVID-19	Policy Status & details

MANAGEMENT OF A SERIOUS INCIDENT INVOLVING A CHILD

QUALITY AREA 2



Purpose

To ensure that any serious incident involving a child within a Northside Early Childhood Centre is appropriately managed, reported and investigated.

Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area Two of the National Quality Standard.

Policy

In the event of a serious incident taking place involving a child at a Northside Early Childhood Centre, the Nominated Supervisor (or Responsible Person on duty) will act to ensure the immediate safety of the child, then report the incident to all the appropriate authorities, including immediate notification of the child's family. (The regulatory authority must be notified within **24 hours** of becoming aware of the serious incident). Northside will then ensure an investigation is carried out into the incident.

As per the Education and Care Services National Law, a serious incident is defined as any of the following:

- The death of a child while being educated and cared for by the service or following an incident while being educated and cared for by the service;
- Any incident involving a serious injury or trauma to a child while that child is being educated and cared for, which:
 - a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
 - the child attended or ought reasonably to have attended a hospital (e.g. broken limb);
 - any incident involving serious illness of a child while that child is being educated and cared for by a service for which the child attended, or ought reasonably to have attended, a hospital e.g. severe asthma attack, seizure or anaphylaxis).
- Any emergency for which emergency services attended;
(NOTE: This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at an education and care service. It does not mean an incident where emergency services attended as a precaution).
- A child appears to be missing or cannot be accounted for at the service;
- A child appears to have been taken or removed from the service in a manner that contravenes the National Regulations;
- A child is mistakenly locked in or locked out of the service premises or any part of the premises.

Procedure

Immediate Response

In the event of a serious incident involving a child at a Northside Early Childhood Centre, the Nominated Supervisor (or Responsible Person on duty) will immediately ensure that:

MANAGEMENT OF A SERIOUS INCIDENT INVOLVING A CHILD

QUALITY AREA 2



- The child is safe from immediate harm;
- First Aid is administered (as required);
- Emergency services (000) have been contacted (if required).

Notification

As soon as possible following the immediate response and risk mitigation process, the Nominated Supervisor (or Responsible Person on duty) will ensure that:

- The family of the child is contacted and given as many details of the incident as possible;
- The Executive Director Children's Services is contacted and notified of the incident and all existing steps taken;
- Northside's Incident and Illness Record is completed;
- The Regulatory Authority is notified (**within 24 hours** of becoming aware of serious incident) via the NQA IT System.

Investigation

Following the required notifications, the Executive Director Children's Services will conduct an investigation into the incident. This investigation will determine what, if any, further action may need to take place. This may include (but is not limited to):

- Reportable Conduct;
- Performance Improvement Plan;
- Formal workplace investigation;
- Disciplinary action;
- Review of policies and procedures;
- Review of Centre supervision plans.

Part 4 – Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

NQA IT System: (National Quality Agenda IT System): an online tool that offers providers a secure and direct way of communicating with regulatory authorities.

MANAGEMENT OF A SERIOUS INCIDENT INVOLVING A CHILD

QUALITY AREA 2



Part 6 – Related Documents

Educational and Care Services National Regulations

Guide to the National Quality Standard, ACECQA (2017)

ACECQA Reporting Requirements: <https://www.acecqa.gov.au/resources/applications/reporting>

NQA IT System: <https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx>


ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

Northside Reportable Incident Form: <https://tinyurl.com/NCSincident>

Reportable Conduct Scheme: <http://www.ombudsman.act.gov.au/reportable-conduct-scheme>

Part 7 – Policy Status and Details

Document Reference:	Children's Services – Management of a Serious Incident Involving a Child
Status:	Final
Approval Authority:	Anna Whitty – Chief Executive Officer
Signature of Approval Authority:	
Approval Date:	8 October 2021
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Review Date:	8 October 2022
Expiry Date:	8 April 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 61 71 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
8/10/21	V2	Updated Approval Authority	

MEDICAL ADMINISTRATION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 - Purpose

To ensure that children's medical needs are supported and met through the appropriate administration of medication.

Part 2 - Scope

This policy and procedure applies to all educators and support staff employed to work in an Early Childhood Centre, as well as to families of children enrolled in a Centre.

This policy and procedure relates to Quality Area Two of the National Quality Standard.

Part 3 - Policy

At Northside safety is our first priority. In supporting the health and wellbeing of children, the use of medication may be required while children are attending our Early Childhood Centres. Any medication must be administered as prescribed by medical practitioners and relevant first aid guidelines to ensure continuing health for the child and the child's safety and wellbeing.

Families requesting the administration of medication will be required to follow the guidelines and procedures developed by Northside to ensure the safety of children and educators. Northside will follow legislative guidelines and standards in order to ensure the health of children, their families and educators at all times.

Northside will ensure that children with medical conditions are supported and the specific requirements of managing their health and wellbeing are met (Please also refer to Northside's *Medical Conditions Policy*).

Part 4 - Procedures

The Nominated Supervisor will:

- Ensure that a medication record is developed for each child requiring medication at the Early Childhood Centre. The medication record must detail the name of the child and have authorisation to administer medication signed by the parent/or person named on the enrolment form as authorised to consent to the administration of medication.
- Ensure that medication is not administered to a child attending the Early Childhood Centre unless;
 - The administration is authorised and administered as prescribed by a registered medical practitioner (with instructions either attached to the medication, or in written/verbal form from the medical practitioner.);
 - The medication is from the original container with the original label clearly showing the name of the child;
 - The medication is within the expiry/use by date.
- Ensure that written and verbal notifications are given to a parent or other family member of a child as soon as practicable, if medication is administered to the child in an emergency when consent was either verbal or provided by medical practitioners.
- Ensure that if medication is administered without authorisation in the event of an asthma or an anaphylaxis emergency, that the parent or guardian is notified as soon as practical.
- Ensure that enrolment records for each child outline the details of persons permitted to authorise the administration of medication to the child.
- Ensure that accurate medication records are maintained on the premises.
- Keep medication forms in a secure and confidential manner and ensure the records are archived for the regulatory prescribed length of time. (Refer to *Record Keeping Policy*).
- Ensure that educators receive information about the medical conditions of children in the Centre during their induction.

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- Request written consent from parent or guardian on the enrolment form to administer *Emergency Asthma Kit* if required (Refer to *Medical Conditions Policy* for further details).
- Inform families of the *Medical Administration* policy and the need to ensure that safe practices are adhered to for the wellbeing of both the child and educators.

Educators will (with the support from the Nominated Supervisor):

- **NOT** administer any medication without the authorisation of a parent or guardian – except in the case of an emergency when the verbal consent from an authorised person, a registered medical practitioner or medical emergency services will be acceptable if the parent or guardian/emergency contacts cannot be contacted.
- Ensure that medications are stored in the refrigerator in a labeled and locked medication container with the key kept in a separate location, **inaccessible** to children
- Ensure that two Educators are present when administering medications at all times. The Educator administering the medication must have a Diploma of Children's Services qualification at the minimum. One of these Educators must have approved First Aid qualifications in accordance with current legislation and regulations. Educators are responsible to check the *Medication Form*, the prescription label and the amount of medication being administered. Both educators must sign, date and note the time on the *Medication Form*. Medications will be returned to the locked container after use.
- Follow hand washing procedures before and after administering medication.
- Share any doubts or concerns about the safety of administering medications with the Nominated Supervisor to ensure the safety of the child. The Nominated Supervisor may seek further information from the family or the prescribing doctor before administering medication.
- Ensure that the instructions on the *Medication Form* are consistent with the doctor's instructions and the prescription label.
- Request that the family request an English translation from the medical practitioner for any instructions written in a language other than English.
- Ensure that the *Incident, Injury, Trauma and Illness Record* documents any medication given (refer to *Incident, Injury, Trauma and Illness Policy*).

Families will;

- Notify educators, both via enrolment forms and verbally when children are taking medications. This includes short and long term medication use.
- Complete a *Medication Record Form* and a Medical Management Plan as applicable for children requiring medication while they are at the Early Childhood Centre. Documents for long-term medication use will be developed with the family and the medical practitioner completing and signing the plan. Plans must be updated as the child's medication needs change.
- Be requested to sign consent to use creams and lotions (list of items in the First Aid kit provided at enrolment) should first aid treatment be required.
- Be required to keep prescribed medications in original containers with pharmacy labels. Medication will only be administered as directed by the medical practitioner and only to the child whom the medication has been prescribed for. Expired medications will not be administered.
- Keep children away from the Early Childhood Centre while **any symptom of an illness remain and for 24 hours from commencing antibiotics** to ensure they are well enough to return to and that they do not have any side effects to the medication.
- NOT leave any medication in children's bags.
- Give any medication for their children to an educator who will provide the family with a *Medication Form*. The family will complete the *Medication Form* and the educator will sign to acknowledge the receipt of the medication. No medications will be administered without written consent from the parent/family or authorized person.

MEDICAL ADMINISTRATION

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- Provide any herbal/naturopaths remedies or non-prescribed medications (including paracetamol or cold medications) with a letter from the doctor detailing the child's name, dosage and the expiry date for the medication.

Medications Stored at the Early Childhood Centre

The expiry dates for any medication, cream or lotion stored on the premises of an Early Childhood Education Centre will be checked every three months. Medications that have passed the expiry date will be disposed in a bin that is **inaccessible** to children. A list of First Aid contents close to expiry or running low, will be given to the Nominated Supervisor who will arrange for the purchase of the replacement supplies.

If a child's individual medication is due to expire or running low, the family will be notified by educators that replacement medication is required.

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services.

Approved Provider: A person who holds a provider approval under the National Quality Framework. A provider approval authorises a person to apply for one or more service approvals and is valid in all jurisdictions.

Nominated Supervisor: A person who is a certified supervisor, has been nominated by the Approved Provider to accept day-to-day management of the Early Childhood Centre and has consented to that nomination.

Certified Supervisor on Duty: A certified supervisor is placed in day-to-day charge of an education and care service if the approved provider or nominated supervisor nominates the certified supervisor as the person in day-to-day charge, and the certified supervisor accepts this nomination in writing.

Part 6 – Related Documents

Education and Care Services National Regulations
Regulations 90, 168(2)(d)

The National Quality Standard
Standard 2.1.1, 2.1.2, 2.2.1,

Staying Healthy in Early Childhood Education and Care (5th ed).

Children's Services Policies and Procedures:

- Medical Conditions Policy
- Record Keeping Policy
- Incident, Injury, Trauma and Illness Policy

Children's Services Forms:

- Medication Form
- Incident, Injury, Trauma and Illness Record

Part 7 – Policy Status and Details

Document Reference:	Medical Administration – Children's Services
Status:	Final
Approval Authority:	Bruce Papps – Chief Executive Officer

MEDICAL ADMINISTRATION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Signature of Approval
Authority:

A handwritten signature in black ink, appearing to read "Anna Whitty".

Approval Date:	9 October 2020
Effective Date:	9 October 2020
Review Date:	October 2022
Expiry Date:	October 2022
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
9/10/20	V2	Nil	Policy Status & details

NAPPY CHANGING

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Part 1 - Purpose

At Northside we will follow best practice guidelines for nappy changing to ensure the area is hygienic and to reduce the spread of infectious disease. The nappy change experience will be a relaxed and respectful experience that provides an opportunity for educators and children to further develop respectful and trusting relationships.

"Nappy changing and toileting rituals are also valuable opportunities to promote children's learning, meet individual needs and to develop strong relationships with children. Having their needs met in a caring and responsive way builds children's sense of trust and security- which relates strongly to the Early Years Learning Framework." Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011.

Part 2 - Scope

This procedure applies to all Northside's Children's Services Educators and Directors.

Part 3 - Policy

The National Quality Framework

Education and Care Services National Regulations: 77, 106

National Quality Standards/Elements : 2.3.2

Strategies

3.1 The Approved Provider will;

- Provide adequate and appropriate hygienic facilities for nappy changing
- Ensure that nappy change facilities are designed and located in a way that prevents unsupervised access by children
- Ensure that adult hand washing facilities are located within the nappy change area
- Consider access to children's hand washing facilities located within the nappy change area
- Consult the Building Code of Australia for requirements concerning nappy change benches
- Ensure that the nappy change facilities are designed and maintained in a way that facilitates supervision of children at all times, having regard to the need to maintain the rights and dignity of the children

3.2 The Nominated Supervisor will;

- Develop and implement policies and procedures with educators to ensure nappy change procedures that support children's safety, protection, relationships and learning.
- Develop systems with educators to ensure that soiled clothing and spoiled nappies are disposed of or stored in a location children cannot access.
- Ensure educators are following correct handling procedures, including for the use of cloth nappies.

3.3 Educators will;

- Discuss children's individual needs with families to ensure practices are reflective of the home environment and are culturally sensitive
- Ensure, where required, that families are aware of the use of cloth nappies across our centres, and how they are used and cleaned for each child.
- Provide information to families regarding children's nappy change patterns
- Utilise nappy change times to interact with children on an individual basis. The nappy change time will allow educators to talk with children in a meaningful, respectful and an unhurried way. ☑ Maintain effective supervision at all times by;
 - Fully supervising and maintaining physical contact with children throughout the nappy change experience. No child will be left alone on a nappy change mat at any time.
 - Keeping nappy change areas fully stocked with all required materials at all times. Educators are responsible for maintaining the supplies to meet the needs individual children. Supplies will be readily accessible to staff to ensure efficiency and the health and safety of each child.
- Encourage mobile children to walk to the nappy change area. Educators will assist the child to walk up the steps onto the nappy change bench to reduce repetitive movements to promote children's agency. Where a child is not walking, educators will follow manual handling practices to lift and carry the child to the nappy change mat
- Always talk with and explain to every child the process of having their nappy changed, seeking their active participation during the procedure.
- Practice effective hygiene practices by utilising the 'Staying Healthy in Child Care' practices when changing a nappy to reduce the spread of infection.

Part 4 - Procedure

4.1 Disposable Nappies

4.1.1 Preparation

1. Wash your hands.
2. Place paper on the change table.
3. Unlock the stairs and assist the child onto the change mat where applicable.
4. Put disposable gloves on both hands.

4.1.2 Changing

1. Remove the child's nappy and put in a hands-free lidded bin.
2. Clean the child's bottom. Place any soiled clothes in a plastic bag.
3. Remove the paper and put it in a hands-free lidded bin.
4. Remove your gloves and put them in the bin.
5. Place a clean nappy on the child.
6. Dress the child.
7. Assist the child down where applicable and lock the stairs.
8. Wash your hands and the child's hands.

4.1.3 Cleaning

NAPPY CHANGING

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



1. Clean the change table and bench with general cleaner after each nappy change table.
2. Wash your hands.

4.2 Cloth Nappies

4.2.1 Preparation

1. Wash your hands
2. Place paper towel on the change table.
3. Put disposable gloves on both hands.
4. Unlock the stairs and assist the child onto the change mat where applicable.
5. Have a clean cloth nappy ready to put back on child. Ensure snaps are at appropriate size for child.

4.2.2 Changing

1. Remove the child's nappy and place on the bench beside you.
2. Clean the child's bottom and place any soiled clothes in a plastic bag.
3. Remove your gloves and place them in the hands free-lidded bin along with the soiled bamboo liner from the cloth nappy.
4. Place a clean nappy on the child. Ensure snaps are done up correctly.
5. Dress the child
6. Assist the child down where applicable and lock the stairs.
7. Wash your hands and the child's hands.

4.2.3 Cleaning

1. Clean the change table and bench with general cleaner after each nappy change table.
2. Wash your hands.

4.2.4 Rinsing Nappies

1. Place apron and gloves on.
2. Put nappy bag next to you on bench in the bag.
3. Take out one nappy out at a time, taking out the liner and placing in hands free-lidded bin. Place nappy shell in the sink.
4. Once all nappies have been put in sink, take gloves off and place in bin. Place rubber gloves on.
5. Using hot water, rinse the nappies until no solid pieces are left.
6. Wring out very well and place in hands-free lidded bin.
7. Once all nappies are cleaned, use disinfectant to spray down the sink, rubber gloves and bench top.
8. Take off rubber gloves and place next to sink to dry.
9. Take off apron and place in sunlight.
10. At the end of the day, place soiled bag in the large outdoor red bin.

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

NAPPY CHANGING

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (an educator nominated to fill the position, or the Approved Provider) who holds a Supervisor Certificate and is identified within the Service and accompanying documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 6 - Statutory Legislation and Considerations

- Educational and Care Services National Regulations
- Children (Education and Care Services National Law Application) Act 2010
- The ACT Work Health and Safety Act 2011 and the ACT Work Health and Safety Regulations 2011
- Guide to the National Quality Standard (3) ACECQA (2011)
- Australian Standard for storage and handling of hazardous chemicals and materials (AS3780)

Part 7 – Related Documents

- Guide to the National Quality Standard (3) ACECQA (2011)
- Staying Healthy in Child Care-Fifth Edition
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations
- Health and Safety in Children's Centres: Model Policies and Practices (2nd ed.)
- Community Child Care Co-operative (NSW) www.ccccnsw.org.au
- The ACT Work Health and Safety Act 2011
- ACECQA Information Sheet: Nominated Supervisor:
<http://files.acecqa.gov.au/files/Information%20sheets/ACECQA%20Information%20Sheet%20%20Nominated%20Supervisors.pdf>

NAPPY CHANGING

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Policy Status and Details

Document Reference:	Children's Services – Nappy Change
Status:	Approved
Approval Authority:	Anna Whitty – Acting Chief Executive Officer
Signature of Approval Authority:	
Approval Date:	21 January 2020
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Review Date:	30 April 2023
Expiry Date:	30 June 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
20/12/19	V2	Updated to include information about use of cloth nappies	Policy and procedure
10/11/2021	V3	Updated procedure to include use of locking staircase	Part 4

SAFE STORAGE OF DANGEROUS GOODS

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Part 1 - Purpose

To ensure that children, families and educators are protected from the potential hazards of chemicals and equipment by ensuring safe storage of dangerous goods.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area Two of the National Quality Standard.

Part 3 - Policy

At Northside the safety of children, their families and our educators is our first priority. By minimising the potential hazards of chemicals and equipment, we reduce the risk of harm to children, their families and educators by ensuring dangerous products are safely stored and their use is minimised in all areas of our Early Childhood Centres.

Part 4 - Procedures

The Approved Provider will:

- Ensure that every reasonable precaution is taken to protect children being educated and cared for by the Early Childhood Centre from harm and hazard likely to cause injury (National Law section 167).

The Nominated Supervisor will:

- Ensure that there are emergency procedures and practices for accidental spills and contamination and corresponding First Aid plans for all dangerous goods handled and stored at the Early Childhood Centre.
- Ensure that at all times there is an educator on the premises with ACECQA approved First Aid qualifications
- Ensure that there are appropriate storage facilities in the Early Childhood Centre in which dangerous products are stored. Dangerous products will preferably be stored in areas of the Centre not accessible to children or in cupboards fitted with child-proofs locks.
- Develop a hazardous substances register and a risk assessment for any dangerous materials stored in bulk within the Early Childhood Centre. The register will record the product name, application, whether the MSDS (Material Safety Data Sheet) is available, what class risk the chemical has, controls for prevention of exposure required, what First Aid, medical or safety action should be taken if a person is exposed.

Educators will:

- Seek medical advice as needed by contacting the **Poisons Information Line- 131126** or by calling **000**.
- Wear Personal Protective Clothing when handling dangerous materials.
- Strictly adhere to the 'Directions for use' on the product label.
- Dispose of all products safely, in accordance with the manufacturer's instructions on the product label and Work Health and Safety Regulations.
- Complete daily Health and Safety checklists to ensure that any dangerous products used within the Early Childhood Centre have current MSDS sheets and are stored appropriately.
- Store all dangerous products in well-labeled and original containers that preferably have child resistant lids and caps.

SAFE STORAGE OF DANGEROUS GOODS

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



- Only administer children's medications with family authorisation and in accordance with medical directions. (See *Medical Administration* and *Medication Conditions* policies). All medications will be stored in areas inaccessible to children. If any medications or dangerous substances require refrigeration, they must be placed in a labeled child-proof container, preferably in a separate compartment of the fridge.

Part 5 - Definitions

Hazardous substances: Substances, mixtures and articles that can cause either immediate or long term health effects (e.g. poisoning, irritation, chemical burns, sensitisation, cancer, diseases or birth defects).

Dangerous goods: Substances that may be corrosive, flammable, explosive, spontaneously combustible, toxic, oxidising, or water-reactive and can cause immediate physical or chemical effects to property, environment or people (e.g. fire, explosion, corrosion).

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 6 - Statutory Legislation and Considerations

- Educational and Care Services National Regulations
- Guide to the National Quality Standard, ACECQA (2018)
- Children (Education and Care Services National Law Application) Act 2010, Section 167
- The ACT Work Health and Safety Act (2011) and the ACT Work Health and Safety Regulation (2011)
- Australian Standard for storage and handling of hazardous chemicals and materials (AS 3780)

Part 7 – Related Documents

Victorian Trades Hall Council OHS Reps <http://www.ohsrep.org.au/>

Safe Work Australia <https://www.safeworkaustralia.gov.au/chemicals>

Guide to the National Quality Standard: <https://www.acecqa.gov.au/nqf/national-quality-standard>

Guide to the Education and Care Services National Law and the Education and Care Services National Regulations

SAFE STORAGE OF DANGEROUS GOODS

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Staying Healthy: Preventing infectious diseases in early childhood education and care services:
<https://www.nhmrc.gov.au/guidelines-publications/ch55>

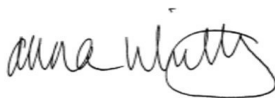
First Aid Qualifications & Training: <https://www.acecqa.gov.au/qualifications/requirements/first-aid-qualificationstraining>

Storage and Handling of Workplace Dangerous Goods:
https://www.safeworkaustralia.gov.au/system/files/documents/1702/codeofpracticestorageandhandlingdangerousgoodsnohsc2017-2001_pdf.pdf

The ACT Work Health and Safety ACT (2011)

ACECQA Information Sheet: Nominated Supervisor:
<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

Part 8 – Policy Status and Details

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Status:	Final
Approval Authority:	Anna Whitty – Chief Executive Officer
Signature of Approval Authority:	
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Expiry Date:	8 April 2023
Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 9 – Revision History

Revision Date	Version No.	Change	Reference Sections
8/10/21	V2	Updated Approval Authority	

SMOKE FREE ENVIRONMENT

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Part 1 – Purpose

To ensure that children, families and educators are protected from the harmful effects of second-hand smoke while on the premises of a Northside Early Childhood Centre.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area Two, Four and Five of the National Quality Standard.

Part 3 - Policy

At Northside, safety is our first priority. All workplaces have a regulatory and legislative duty of care to provide a safe, healthy and smoke free environment. All Northside's Early Childhood Centres will be smoke free. The health benefits of smoke free environments will be promoted.

Part 4 - Procedures

The Approved Provider will:

- Ensure that the Early Childhood Centre environment is free from the use of tobacco or other smoking substance at all times;
- Take precautions to promote the health and wellbeing of children attending the Early Childhood Centre by protecting them from exposure to tobacco smoke.

The Nominated Supervisor will:

- Seek to protect children from passive smoking environments during excursions;
- Ensure that educators receive an induction to the Early Childhood Centre and that they are informed of the *Smoke Free Environment* procedure;
- Inform educators who choose to smoke while employed at the Early Childhood Centre that they are only allowed to leave the premises during allocated break periods. If smoking on a break, they **MUST** leave the premises and **MUST NOT** be within view of the Early Childhood Centre. At such times educators must sign themselves in and out of the Centre. When they return to the Early Childhood Centre, they must wash their hands thoroughly and minimise the smell of tobacco on their clothing. If their clothing smells of tobacco smoke, they must change their clothes;
- Ensure that during centre tours and orientation, families are reminded that the Early Childhood Centre is a smoke free environment;
- Encourage educators and families to dispose of cigarette butts appropriately to ensure the safety of all children.

Educators will:

- **NOT** smoke within view of the Early Childhood Centre if choosing to smoke on a break;
- Wash hands thoroughly and minimise the smell of tobacco on their clothing after smoking. If clothing smells of tobacco smoke, educators must change their clothes;
- Dispose of cigarette butts appropriately to ensure the safety of all children.

SMOKE FREE ENVIRONMENT

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 6 - Statutory Legislation and Considerations

- Educational and Care Services National Regulations
- ACT Work Health and Safety Act 2011 and the ACT Work Health and Safety Regulation 2011
- Guide to the National Quality Standard, ACECQA (2018)
- Smoke Free Environment Act 2000
- Public Health (Tobacco) Act 2008
- Children (Education and Care Services National Law Application) Act 2010

Part 7 – Related Documents

Rednose: <https://rednose.com.au/>

Cancer Council of Australia: www.cancer.org.au

Raising Children Network: www.raisingchildren.net.au

Guide to the National Quality Standard: <https://www.acecqa.gov.au/nqf/national-quality-standard>

Centre for Community Child Health: www.rch.org.au/ccch

ACECQA Information Sheet: Nominated Supervisor:
<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

SMOKE FREE ENVIRONMENT

CHILDREN'S HEALTH AND SAFETY (QUALITY AREA 2)



Part 8 – Policy Status and Details

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Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 9 – Revision History

Revision Date	Version No.	Change	Reference Sections
8/10/21	V2	Updated Approval Authority	

SUPERVISION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 – Purpose

At Northside, children's safety is our first priority. We are committed to ensuring that children must be actively supervised at all times while they are attending a Northside early childhood centre or on an excursion with a Northside early childhood centre. Our early childhood centres are safe and secure environments where children are free to explore and learn more about their world. Each and every interaction with children will be respectful and meaningful. Supervision can prevent injuries and accidents through early detection of potential hazards and an awareness of children and their experiences in both the indoor and outdoor environments. At Northside, we prioritise regular assessment of supervision practices in order to ensure children's ongoing safety, to increase educators' awareness of their duty of care and to continuously improve approaches to supervision.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area Two, Three, Four and Five of the National Quality Standard.

Part 3 - Policy

The Approved Provider will:

- Ensure that the premises are designed and maintained to facilitate supervision of children at all times while considering the rights and dignity of all children;
- Notify the regulatory authority within 24 hours where a child appears to be missing, cannot be accounted for, appears to have been taken or removed from the premises, or has mistakenly been locked in or out of the Early Childhood Centre.

The Nominated Supervisor will:

- Carefully plan rosters that ensure continuity of care and adequate supervision at all times for children both while at the Early Childhood Centre and on excursions;
- Ensure that a risk assessment is carried out before authorisation is sought for an excursion. The risk assessment will consider and identify the number of adults required to ensure continuous adequate supervision throughout the excursion;
- Support all educators to develop and maintain, and review as appropriate, supervision plans for all areas.

Educators will:

- Document a supervision plan and strategies for both the indoor and outdoor environments. This will assist educators to position themselves effectively for supervising and engaging with children's play and learning. They will take into consideration the layout of the premises and grounds, any higher risk experiences/activities and the location of the bathroom and nappy change facilities;
- Inform new and casual educators about supervision arrangements and what is required of them in relation to supervising and engaging with children;
- Regularly review the supervision plan and strategies to evaluate the effectiveness of the plan and its implementation by educators. The supervision plan will be displayed for families in all rooms and in the outdoor environment;

SUPERVISION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



- Arrange classrooms and the outdoor environment to maximise the ability of educators to supervise all areas accessible to children. Particular focus will be on gates, the fence line and doors during arrival and departure times;
- Be aware of the importance of communicating with each other about their location within the environment;
- Ensure that the correct child: educator ratios are maintained at all times during the day. All children will be in sight or hearing of educators at all times. No child will be left alone while eating or at nappy change and toileting times;
- Supervise children during rest periods. Children will be positioned and supervised according to the *Supporting Children's Sleep and Rest* policy;
- Ensure that hazardous equipment, machinery, and chemicals are inaccessible to children;
- Ensure that supervision arrangements are respectful and that interactions with children are meaningful. Educators will encourage children's independence while respecting individual abilities and needs;
- Implement consistent supervision strategies and not perform other duties while responsible for the supervision of children.

Part 4 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 6 – Related Documents

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

ECA Code of Ethics (2016) Early Childhood Australia: <http://www.earlychildhoodaustralia.org.au/>

ACECQA Information Sheet: Nominated Supervisor: <https://www.acecqa.gov.au/sites/default/files/2018-03/InformationSheetNominatedSupervisor.pdf>

Northside's *Supporting Children's Sleep and Rest* Policy

SUPERVISION

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 7 – Policy Status and Details

Document Reference:	Children's Services - Supervision
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Signature of Approval Authority:	
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Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
30/10/18	V2	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
18/12/20	V3	Minor updates	Policy

TOILETING

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 1 - Purpose

At Northside we will follow best practice guidelines for toileting to ensure the area is hygienic and to reduce the spread of infectious disease. Toileting experiences will be a relaxed and respectful experience that provides an opportunity for educators and children to further develop respectful and trusting relationships, and for children to develop their independence skills.

"Nappy changing and toileting rituals are also valuable opportunities to promote children's learning, meet individual needs and to develop strong relationships with children. Having their needs met in a caring and responsive way builds children's sense of trust and security- which relates strongly to the Early Years Learning Framework."

P.66, Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2011.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area Two and Five of the National Quality Standard.

Part 3 - Policy

The Approved Provider will:

- Ensure that the Centre has adequate toilet, washing and drying facilities that are developmentally and age-appropriate. The location and design of these facilities must enable safe and convenient use by children, including children with additional needs;
- Consider the age and number of children to ensure adequate numbers of toilets to support minimal delays in access. (Refer to Guide to the Regulations 2011, p.76.)
- Ensure that toilet areas are designed and maintained in a way that facilitates the supervision of children at all times having regard to children's safety, dignity and rights

The Nominated Supervisor will:

- Advise families on enrolment that when a child commences toileting, the family must provide several changes of clothes each day;
- Ensure a risk assessment occurs prior to an excursion to check the availability and suitability of toileting facilities;
- Provide families with information on toileting. This will include information on positive toileting, the need for consistency and strategies to help make the experience positive for the child and their family.
- Discourage families from providing toileting equipment (such as a potty) to help reduce the spread of infection and disease in the centre (see *Hygiene and Infection Control Policy*).

TOILETING

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Educators will:

- Observe children for signs of toileting awareness. If a child is starting to show an interest in toileting, educators will consult with families and develop consistent strategies with the family for approaching the child's toileting needs. These strategies will reflect the home environment and will be culturally sensitive;
- Remind families that toileting accidents are common and both successful and unsuccessful toileting attempts need to be supported in a positive manner;
- Support children with soiled or wet clothing. Educators will put on gloves and assist the child to remove their clothing. Any waste will be placed in the toilet. All wet or soiled clothing will be placed in two sealable bags. The child's name will be written on the bag and it will be placed away from the children's classrooms for collection by the family;
- Ensure the bathroom areas are clean and hygienic for the children to use. Toileting areas will be cleaned regularly during the day. Educators are responsible for spot cleaning the bathroom areas throughout the day as well as cleaning the bathroom thoroughly at least once per day. Cleaners will thoroughly clean the bathrooms each evening. At all times of the day, educators will oversee bathroom areas to ensure cleanliness and reduce the spread of infectious diseases;
- Encourage and positively guide children through the toileting process. Educators will verbally prompt and remind children through the toileting process;
- Consider and seek to accommodate children's individual needs for privacy while maintaining appropriate supervision;
- Develop management systems to ensure adequate supervision of children in bathroom areas and to assist children to complete toileting practices successfully and hygienically;
- Wear gloves at all times when assisting a child with toileting. Educators will encourage children to remove necessary clothing and assist with this process as needed;
- Make a step available to assist children to sit independently on a toilet, maintaining supervision throughout to ensure safety and provide support as required;
- Encourage children to use their developing self-help skills during toileting experiences;
- Encourage children to use toilet paper and wipe from front to back. Educators will respectfully assist children as required during this process;
- Remind children to flush the toilet and replace clothing;
- Remove and dispose of gloves and wash hands using recommended practice after assisting children with toileting;
- Remind and assist children to wash their hands using recommended practice. Children will be encouraged to dry their hands using paper towel;
- Never force a child to sit on a toilet or leave a child in soiled or wet clothing. If a child is showing distress about using the toilet, educators will respect the child's need and emotions and will develop strategies in consultation with the family to support the child to develop their toileting skills.

Families will:

- Speak to the Centre Director or their child's Team Leader regarding any questions or concerns they may have in regards to their child's toileting.

TOILETING

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



Part 4 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

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Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

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Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 5 – Related Documents

[The Education and Care Services National Law](#)

[The Education and Care Services National Regulations](#)

[Guide to the NQF](#)

Part 6 - Policy Status and Details

Document Reference:	Children's Services - Toileting
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Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Executive Director, Children's Services Phone: 02 6171 8000

TOILETING

CHILDREN'S HEALTH AND SAFETY

QUALITY AREA 2



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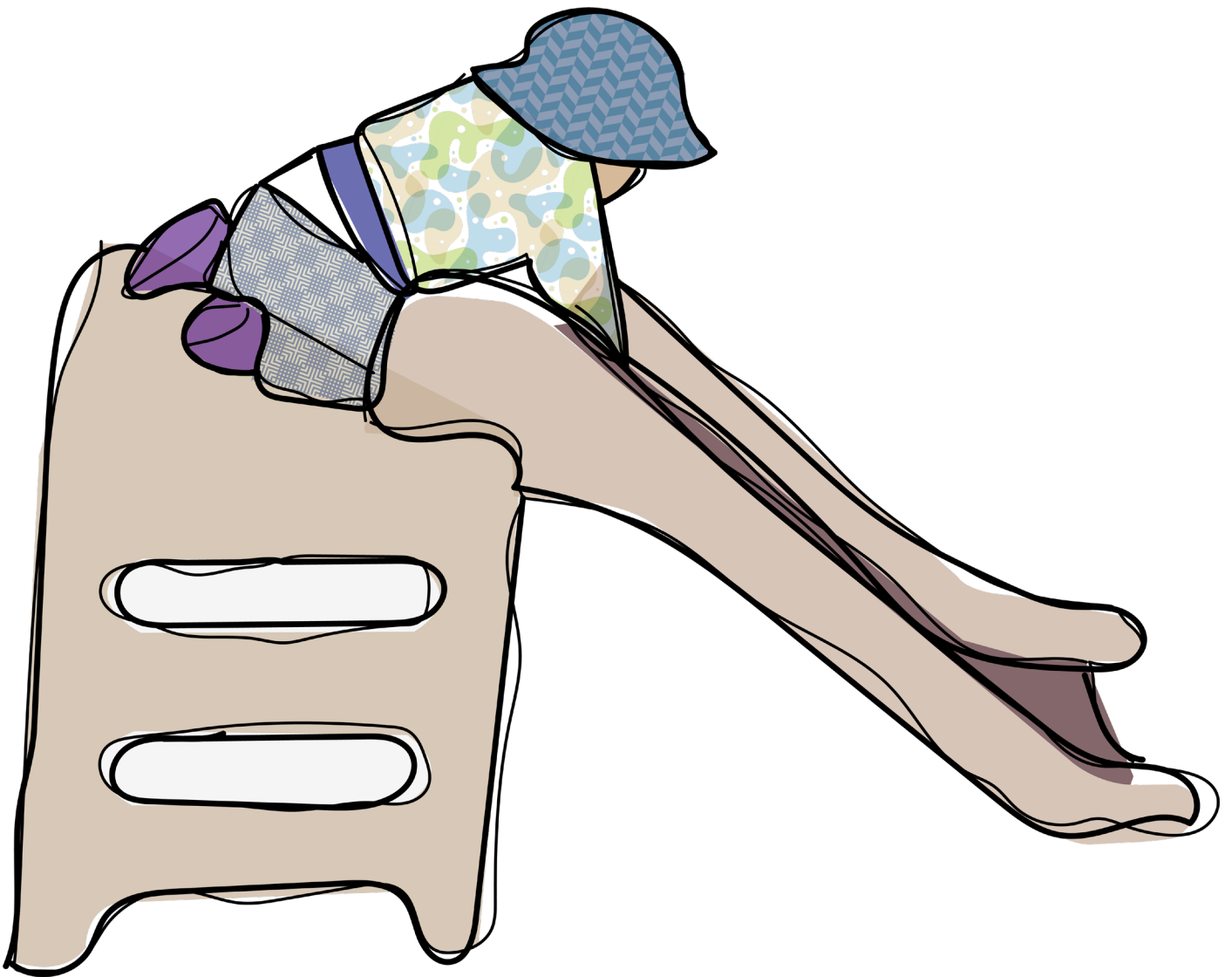
Part 7 – Revision History

Revision Date	Version No.	Change	Reference Sections
30/10/18	V2	Updates to reflect recent regulatory and quality standard changes	Policy Status & details
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NORTHSIDE
CHILDREN'S SERVICES

QUALITY AREA 3

PHYSICAL ENVIRONMENT



CLEANING AND MAINTAINING THE ENVIRONMENT

PHYSICAL ENVIRONMENT

QUALITY AREA 3



Part 1 – Purpose

To promote the health and safety of children by ensuring that Northside's Early Childhood Centres, furniture and equipment are safe, clean and well maintained.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy and procedure relates to Quality Area Two and Three of the National Quality Standard.

Part 3 - Policy

At Northside we believe that all children have the right to early childhood education in an environment that provides for their health and safety. Good cleaning of the environment ensures that illness and unintentional injuries are avoided. Environmental responsibility also encompasses the cleaning and maintenance in each of our early childhood centres in ways that are sustainable and environmentally friendly. We will ensure that our Early Childhood Centres, furniture and equipment are safe, clean and well maintained. We will promote awareness of environmental sustainability through daily practices and involve children in discussions about health and safety issues and support children to develop guidelines to keep the environment safe for all.

Part 4 - Procedure

The Approved Provider will:

- Arrange for each Early Childhood Centre to be cleaned by professional cleaners at the end of each day;
- Ensure that written policies and procedures regarding child safe environments are developed;
- Develop systems to ensure that daily checks and risk assessments of the environment are documented and that where repairs, cleaning or maintenance issues are identified, they are attended to promptly.

The Nominated Supervisor will:

- Develop systems to ensure that the daily cleaning of the Centre is carried out to a satisfactory standard;
- Ensure that the Educators are familiar with policies and procedures related to cleaning and maintaining safe environments for children;
- Ensure that daily checks and risk assessments of the environment are conducted and documented;
- Respond to any identified risks, repairs, cleaning or maintenance issues promptly;
- Support educators to research and consider alternative and sustainable cleaning options.

Educators will:

- Ensure that cleaning duties do not compromise the education and care or supervision of children at any time;
- Identify when the building, premises, furniture or equipment require cleaning or maintenance and deal with the issue immediately by cleaning as required or removing damaged furniture or equipment. If the issue cannot be dealt with immediately, or maintenance or thorough cleaning is required, the educator must notify the Nominated Supervisor;

CLEANING AND MAINTAINING THE ENVIRONMENT

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QUALITY AREA 3



- Involve children in discussions about health and safety issues and support children to develop guidelines to keep the environment safe for all;
- Role-model good cleaning practices for the children and encourage children to be involved in the cleaning of the environment where appropriate;
- Be responsible for spot cleaning the Centre to ensure cleanliness and hygiene standards are maintained throughout the day;
- Seek to minimise the use of chemicals in the Centre environment (see *Safe Storage of Dangerous Goods* policy)
- Use soapy water for daily cleaning of tables, mouthed toys and general spills both indoors and outdoors;
- Use soapy water as an alternative to disinfectant for cleaning the bathrooms and nappy change mats throughout the day. The soapy water can be made in a labelled spray bottle and stored out of the reach of children;
- Support children to have an active role in caring for their environment and to contribute to a sustainable future
- Aim to minimise waste and role-model sustainable practices every day by:
 - Encouraging recyclable materials to be placed in labelled recycling containers rather than landfill bins
 - Recycling food scraps at meal and snack times. Children and educators can place appropriate food scraps into containers (labelled worms, compost or chickens) which will then be placed in composting bins or given to chickens (where applicable). The kitchen will have containers for food scraps and recycling for educators to use. (See *Environmental Sustainability* policy).

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

CLEANING AND MAINTAINING THE ENVIRONMENT

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Part 6 – Related Documents

Northside's *Environmental Sustainability and Safe Storage of Dangerous Goods* policy

National Education and Care Services Regulations

Guide to the National Quality Standard, ACECQA (2018)

Guide to the Education and Care Services National Law and the Education and Care Services National Regulation (2011)

Staying Healthy: Preventing infectious diseases in early childhood education and care services: <https://www.nhmrc.gov.au/guidelines-publications/ch55>

Department of Environment and Energy: www.environment.gov.au

NSW Early Childhood Environmental Education Network: www.eceen.org.au

Health and Safety in Children's Centres: Model Policies and Practices (2nd ed.)

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

Part 7 – Procedure Status and Details

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Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
7/10/21	V2	Updated Approval Authority	

ENVIRONMENTAL SUSTAINABILITY

PHYSICAL ENVIRONMENT

QUALITY AREA 3



Part 1 – Purpose

Northside is committed to encouraging and increasing the awareness of environmental responsibilities and implementing practices that contribute to a sustainable future, so that children can be supported to become environmentally responsible and show respect for the environment. Environmentally sustainable practices will be embedded into the operations of our Early Childhood Centres and will involve children, their families and educators in order to be successful.

We will ensure that the environment in our Early Childhood Centres is safe, clean and well-maintained. Children's awareness of the environment will be promoted through daily practices, resources and interactions. Sustainable practices will be encouraged within each Early Childhood Centre. Children, their families and educators will be encouraged to become advocates for a sustainable future.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy and procedure relates to Quality Area Three and Six of the National Quality Standard.

Part 3 - Policy

The Approved Provider will:

- Encourage educators, children and their families to engage in innovative practices and appreciate the wonder of the natural world while protecting the planet for future generations.

The Nominated Supervisor will:

- Ensure educators make sustainable practices a part of daily practice including:
 - Recycling; ○ Gardening; ○ Water Conservation; ○ Composting; ○ Caring for chickens and worms (where applicable).
- Seek to embed sustainable practices across the Early Childhood Centre. The concepts of 'reduce, re-use and recycle' will become part of everyday practice for both children and educators to build lifelong attitudes towards sustainable practices.

Educators will:

- Include recycling as part of everyday practice. Recycling containers will be provided and utilised in every Early Childhood Centre;
- Include composting and worm farming as part of everyday practice. Provide labelled bins for worms, compost and chickens and make information available about which food/plant-based materials are suitable for each bin;
- Role model sustainable practices;
- Discuss sustainable practices with the children and their families as part of the curriculum;
- Provide information to families on sustainable practices that are implemented at the Early Childhood Centre and encourage these practices at home;

ENVIRONMENTAL SUSTAINABILITY

PHYSICAL ENVIRONMENT

QUALITY AREA 3



- Share ideas regarding sustainability between educators, children and families and discuss implementation and resources. This can be done through family meetings, weekly updates and conversations;
- Role model energy and water conversation practices such as turning off lights and air conditioning when a room is not in use and emptying water play areas or excess drinking water onto garden areas/beds.

Part 4 - Definitions

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Part 5 – Related Documents

National Education and Care Services Regulations

Guide to the National Quality Standard, ACECQA (2018)

Environment Protection and Biodiversity Conservation Act 1999

Department of Environment and Energy: www.environment.gov.au

Early Childhood Environmental Education Network: www.eceen.org.au

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

The Government of Western Australia: Worm Farming at School:

<https://www.wasteauthority.wa.gov.au/media/files/wws/worm-farming-fact-sheet.pdf>

ENVIRONMENTAL SUSTAINABILITY

PHYSICAL ENVIRONMENT

QUALITY AREA 3



Part 6 – Policy Status and Details

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Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 7 – Revision History

Revision Date	Version No.	Change	Reference Sections
7/10/21	V2	Updated Approval Authority	

NORTHSIDE
CHILDREN'S SERVICES

QUALITY AREA 4 **STAFFING** **ARRANGEMENTS**



GRIEVANCE POLICY

CHILDREN'S SERVICES

QUALITY AREA 4



1. Purpose

All staff (paid and volunteers) of Northside Community Service (NCS) are provided with an environment which is underpinned by our Code of Conduct and our Values of Professionalism, Enjoyment, Respect and Trust. NCS actively encourages all staff to raise any concerns that they have in relation to their employment conditions, working relationships, work, health & safety or workplace wellness which hinders their ability to perform their work. The intent of this document is to provide a clear and fair process for staff to raise a grievance, and to identify the members of staff responsible for investigating and settling the grievance.

2. Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area Four of the National Quality Standard.

3. Policy

NCS values the contribution that all staff make to the organisation. Where possible, grievances should be settled informally – complainant to respondent and/or with the Manager involved. If a formal procedure becomes necessary, NCS will ensure that all grievances raised are dealt with in a trusting, respectful and confidential manner with the principles of natural justice to apply. Procedures are established to ensure that all grievances are properly resolved in a confidential and timely manner.

4. Procedure

The following informal options should be attempted by the complainant prior to lodging a formal complaint:

1. Speak with the respondent and discuss the grievance you have with them and ask them to stop the unwanted behaviour.
2. If you do not feel comfortable speaking to the respondent alone, ask your manager to arrange a meeting for you, the respondent and the manager to openly discuss the grievance honestly and without fear of retribution.
3. If these steps do not provide an adequate resolution or are not appropriate the complainant may lodge a formal complaint. This should be in writing and provided to the Executive Director Children's Services or the Human Resources Manager detailing the name of the respondent(s), specific dates and times, detailed summary of the incident(s) and a summary of actions taken to resolve the grievance.

The following steps are to be followed in the completion of investigations that result from a formal complaint.

1. The Investigator will, within twenty working days of receipt of the written complaint:
 - a) interview both the complainant and respondent and such other persons or seek any further information the Investigator considers necessary and will conduct any investigation in accordance with Principles of Natural Justice;
 - b) determine whether the grievance is justified; and
 - c) recommend to the Human Resources Manager or Senior Manager appropriate action which may include: counselling for either or both parties, arranging for conciliation of the grievance, recommending disciplinary action; or that no further action be taken.

GRIEVANCE POLICY

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2. If in the Investigator's view, the grievance is ill-advised, misguided, frivolous, malicious or vexatious, the Executive Director and HR Manager will advise the complainant, and where appropriate other parties, in writing of this finding and the reasons for the finding.
3. On completion of the investigation, the Investigator will:
 - a) take such action as the Executive Director and HR Manager deems appropriate; and
 - b) notify in writing both the complainant and respondent of the outcome of the investigation, the reasons for the decision and specify any action to be taken.
4. The decision of the Executive Director and HR Manager is the final step in the NCS grievance process.
5. Where there is a grievance against an Executive Director or the CEO then the grievance will be reported to their direct supervisor who will be involved in the dispute resolution process.
6. Provision of external mediation will be engaged if required.

For matters of dispute relating to workplace conditions then the guidelines documented in the NCS EBA (2017-2020) section 51 – Dispute Resolution, should be adhered to when addressing these issues.

5. Definitions

Complainant: The staff member lodging the grievance.

Grievance: Behaviour or action of another member or members of staff, which has or is likely to have an unreasonable negative impact on the ability of a staff member to undertake their duties.

Investigator: Normally this will be the Executive Director Children's Services however in her absence can be a Human Resources Manager or Senior Manager. This person needs to be impartial and not directly related to the issue.

Party / Parties: Anyone involved in the investigation

Principles of Natural Justice: General procedural fairness in the handling of a grievance that involves all of the following elements:

1. the right to a fair hearing;
2. the right to attend hearings with a friend or support person if required;
3. the opportunity for all parties involved to be heard;
4. the respondent having full knowledge of the nature and substance of the grievance;
5. the complainant not determining the outcome, but may be a party to it;
6. the right to an independent, unbiased decision-maker;
7. a final decision that is based solely on the relevant evidence.

Respondent: The staff member or members against whom the grievance has been lodged.

Senior Manager: An Executive Director or the CEO.

Manager: The position to which the staff member normally reports. The Human Resources Manager may also act in the place of the staff member's Manager.

GRIEVANCE POLICY

CHILDREN'S SERVICES

QUALITY AREA 4



6. Related Documents & References

Northside Code of Conduct

Northside Values

Northside's *Whistleblower* Policy

Part 7 – Policy Status and Details

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Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
6/10/21	V2	Updated Approval Authority	

Part 1 - Purpose

Northside Community Service ('the Company' or 'Northside') is committed to the highest standards of legal, ethical and moral behaviour.

Northside is committed to maintaining an environment in which any person is able to report serious instances of wrongdoing they believe is occurring, without fear of retaliatory action.

This policy complements normal reporting and communication channels within Northside and provides an alternative means of reporting alleged or suspected wrongdoing where the usual channels appear to have failed or are inappropriate.

Note: This policy is intended to apply to reports of alleged or suspected wrongdoing, which is serious in nature. Generally, such reports would be regarded as being in the public interest (i.e. activities that are illegal, fraudulent or risk significant financial loss to the organisation).

Other matters in relation to an employee's work environment, such as issues with the behaviour of other employees etc. should be raised through the Employee Grievance and Complaints Handling Procedure. The policy must not be used for trivial or vexatious matters.

Part 2 - Scope

This policy covers:

- How to report wrongdoing
- Confidentiality of Whistleblowers and Whistleblowing reports
- False reporting
- Management of a person against whom a Whistleblowing report is made
- Role of Whistleblowing Protection Officers

This policy applies to the board, Executives, managers, staff, volunteers, students on work placement and subcontractors.

Part 3 - Policy

3.1 Confidentiality of Whistleblower's identity and Whistleblowing reports

3.1.1 Generally, Northside Community Service Ltd will not disclose the person's identity unless:

- the person making the report consents to the disclosure;
- the disclosure is required or authorised by law, and/or
- the disclosure is necessary to further the investigation.

3.1.2 It may also become necessary to disclose the fact and the substance of a report to the person who is the subject of the report.

3.1.3 Northside will store any records relating to a report of wrongdoing securely and permit access by authorised persons only.

3.1.4 Unauthorised disclosure of information relating to a report, the identity of a Northside employee/volunteer/contractor who has made a report of wrongdoing or information from which the identity of

that person could be inferred will be regarded seriously and may result in disciplinary action, which may include dismissal.

3.2 Protection of Whistleblowers

3.2.1 Northside is committed to protecting and respecting the rights of a person who reports wrongdoing in good faith. Northside will not tolerate any retaliatory action or threats of retaliatory action against any person who has made or who is believed to have made a report of wrongdoing, or against that person's colleagues, employer (if a contractor) or relatives. For example, the person must not be disadvantaged or victimised by having made the report by:

- dismissal
- demotion
- any form of harassment
- discrimination
- current or future bias; or
- threats of any of the above.

3.2.2 Any such retaliatory action or victimisation in reprisal for a report being made under this policy will be treated as serious misconduct and will result in disciplinary action, which may include dismissal. If a person who has made a report believes retaliatory action or victimisation has occurred or been threatened, the person who has made the report has the right to make a submission to the Internal or Board Appointed External Whistleblower Protection Officers to report this conduct.

3.2.3 It should be noted, however, that if the person making a report has been involved in the wrongdoing that they are reporting, making a report will not necessarily shield them from the consequences of their actions. A person's liability for their own conduct is not affected by their reporting of that conduct under this policy. In some circumstances an admission may be a mitigating factor when considering disciplinary or other action.

3.3 False reporting

3.3.1 Where it is shown that a person purporting to be a Whistleblower has knowingly made a false report of wrongdoing, then that conduct itself will be considered a serious matter and that person may be subject to disciplinary action which may include dismissal.

3.3.2 Also note that this policy is not intended to replace the Northside's Grievance Procedure which is there for all employees to raise any matter they may have in relation to their work, their work environment, another person, or a decision affecting their employment.

3.4 Management of a person against whom a Whistleblowing report is made

3.4.1 Individuals against whom a whistleblowing report is made will be treated fairly and supported through the assessment and investigation process. This will involve the investigation being handled as confidentially as possible and ensuring that the individual has the opportunity to answer the allegations during the investigation.

3.5 Whistleblowing Protection Officers

3.5.1 The role of a Whistleblower Protection Officer is to safeguard the interests of the Whistleblower. The Whistleblower Protection Officer has direct, unfettered access to independent financial, legal and operational advisers as required, and a direct line of reporting to the CEO or any senior management team member or Director of the Company, as may be required.

- 3.5.2 The Whistleblower Protection Officer is responsible for appointing an investigator to inquire into the substance of reports. On the basis of sufficient evidence in support of matters raised in a report, the Whistleblower Protection Officer determines whether to refer reports for further action, or refute these where necessary. Investigations must be conducted in a fair and independent manner.
- 3.5.3 The investigation will not be conducted by a person who may be the subject of the investigation or has inappropriate links or connections (actual or perceived) to the person(s) or practice(s) under investigation.
- 3.5.4 The Whistleblower Protection Officer is to ensure that the Whistleblower is kept informed of the outcomes of the inquiry or investigation, subject to the considerations of privacy of those against whom the allegations are made.

Part 4 - Procedure

4.1 How to report wrongdoing

- 4.1.1 You should consider whether to report the matter to your immediate manager. Your manager must then report the allegation to either of the two internal Whistleblower Protection Officers listed below.
- 4.1.2 If it is inappropriate to do so, or you do not wish to report it to your manager, you can report it directly to either of the Internal Whistleblower Protection Officers:
 - Executive Director, Community Services (Ph: 02 6171 8016 or 0422 323 720)
 - Executive Director, Children's Services (Ph: 02 6171 8004 or 0406 379 619)
- 4.1.3 If the alleged or suspected wrongdoing involves the Company's senior management, you can report the matter to the internal Whistleblower Protection Officers above or one of the Board-Appointed Whistleblower Protection Officers:
 - Northside Board Chair - Stephen Brand (0418 682 011)
 - Northside CEO – Bruce Papps (02 6171 8012)
- 4.1.4 The Whistleblower Protection Officers may appoint an external Whistleblower Protection Officer if it is deemed necessary due to the nature of the issue.
- 4.1.5 You may choose to remain anonymous. However, it should be noted that it may be more difficult for the alleged wrongdoing to be fully investigated if further information cannot be sought from the Whistleblower.

Note: If a report concerns alleged or suspected breach of Corporation or Company Security laws, the recipient of a report under this policy must seek legal advice before disclosing any information at all relating to the report.

If a person makes a report of alleged or suspected wrongdoing, Northside Community Services will endeavour to protect that person's identity from disclosure.

4.2 Communication and Follow Up

- 4.2.1 Northside Community Service Ltd aims to ensure all employees are continuously aware of who the Whistleblower Protection Officers are, and the alternative ways in which employees can contact them.

WHISTLEBLOWER POLICY AND PROCEDURE

- 4.2.2 The Whistleblower Protection Officer is to ensure that the Whistleblower is kept informed of the outcomes of the inquiry or investigation, subject to the considerations of privacy of those against whom the allegations are made

Part 5 - Definitions

Whistleblowing	“The deliberate, voluntary disclosure of individual or organisational wrongdoing by a person who has or had access to data, events or information about an actual, suspected or anticipated serious wrongdoing within or by the Company that is within the Company’s ability to control”
Wrongdoing	<p>Covered by the policy includes any behaviour or conduct that:</p> <ul style="list-style-type: none">• is dishonest, fraudulent or corrupt• is illegal, or involves violence, harassment, criminal damage to property, people, or children or other breaches of state or federal legislation• involves acts of child harm, physical and/or emotional harm to children• is unethical, such as dishonestly altering company records engaging in questionable accounting practices, wilfully breaching the Company’s code of conduct• is potentially damaging to Northside Community Service Limited or a Northside Community Service Limited person, such as unsafe work practices or substantial wasting of resources• may cause financial loss to Northside Community Service Limited or damage its reputation or be otherwise detrimental to Northside Community Service Limited’s interests• involves any other kind of serious impropriety
Whistleblowing Protection Officers	The role of a Whistleblower Protection Officer is to safeguard the interests of the whistleblower. The Whistleblower Protection Officer has direct, unfettered access to independent financial, legal and operational advisers as required, and a direct line of reporting to the CEO or any senior management team member or Director of the Company, as may be required.

Part 6 – Related Documents


Northside Code of Conduct

Northside Values

Northside’s Grievance Procedure

WHISTLEBLOWER POLICY AND PROCEDURE

Part 7 – Policy Status and Details

Document Reference:	Whistleblower Policy and Procedure
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Functional Unit:	Organisation wide
Author:	Kate Cvetanovski
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
8/6/17	V2	Update contact details	4.1
7/10/21	V3	Updated Approval Authority	

NORTHSIDE
CHILDREN'S SERVICES

QUALITY AREA 5 **RELATIONSHIPS** **WITH CHILDREN**



RELATIONSHIPS WITH CHILDREN

CHILDREN'S SERVICES

QUALITY AREA 5



Part 1 – Purpose

To ensure that the dignity and rights of all children are upheld at all times within Northside's Early Childhood Centres. This includes all children regardless of age, ability, culture, ethnicity, family history and circumstance. At Northside, all children are provided with the opportunity to interact and develop respectful, meaningful and positive relationships with themselves, each other and Educators.

Part 2 – Scope

This policy and procedure applies to all Educators, Directors and support staff employed to work in an Early Childhood Centre.

This policy and procedure relates to Quality Area Five of the National Quality Standard.

Part 3 – Policy

'Educators who give priority to nurturing relationships and providing children with consistent emotional support can assist children to develop the skills and understandings they need to interact positively with others. They also help children to learn about their responsibilities to others, to appreciate their connectedness and interdependence as learners, and to value collaboration and teamwork'

Early Years Learning Framework, p. 13.

When children have positive relationships with themselves, each other and their educators, they feel respected and valued, have increased wellbeing and are involved and successful learners. This policy is to ensure that the dignity and rights of each child are maintained at all times and that respectful and equitable relationships are developed between all children and their Educators by ensuring that:

- Interactions with each child are warm, responsive and build trusting relationships;
- Every child is able to engage with Educators in meaningful, open interactions that support the acquisition of skills for life and learning;
- Each child is supported to feel secure, confident and included.

Part 4 – Procedure

The Approved Provider will:

- Ensure that children are provided with opportunities to interact and develop respectful and positive relationships with each other and with Educators and volunteers at the service;
- Have regard to the size and composition of the groups of children at the service.

The Nominated Supervisor will:

- Support Educators to have positive interactions with children through guidance and mentoring and, when required, ensure the arrangement of professional development opportunities that support educators' to develop meaningful, responsive and trusting relationships with children;

RELATIONSHIPS WITH CHILDREN

CHILDREN'S SERVICES

QUALITY AREA 5



- Ensure that all educators understand their individual responsibilities outlined in Quality Area 5 of the National Quality Standard.

Educators will:

- Maintain the dignity and rights of all children at all times;
- Offer opportunities for children to learn how to interact with others, supporting children to collaborate, learn from and help each other;
- Show respect, care and empathy to all children and guide interactions between children that are respectful of the rights of others' and show care and empathy;
- Be responsive, respectful and appropriately assertive to support each child to:
 - regulate their own behaviour
 - respond appropriately to the behaviour of others and;
 - communicate effectively to resolve conflicts.
- Encourage children to express themselves and their opinions;
- Allow children to undertake experiences that develop independence and self-esteem;
- Give each child positive guidance and encouragement toward acceptable behaviour;
- Respect family and cultural values, age, and physical and intellectual development and abilities of each child;
- **Never use unreasonable discipline to manage a child's behaviour.**

Part 5 – Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Educators: Early childhood practitioners who work directly with children in early childhood settings.

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Positive guidance: Meeting children's needs and safeguarding the rights of surrounding adults and children by using strategies such as listening, being assertive, giving positive instructions, solving problems collaboratively, and coaching children to self-regulate their emotions and impulses (Porter, 2016).

Behaviour: The way in which one acts or conducts oneself, especially towards others.

RELATIONSHIPS WITH CHILDREN

CHILDREN'S SERVICES

QUALITY AREA 5



Unreasonable discipline: Physical punishment or any behaviour management strategy likely to cause emotional or physical harm to a child.

Part 6 - Related Documents

Educational and Care Services National Regulations

ACT Work Health and Safety Act 2011 and the ACT Work Health and Safety Regulation 2011
Guide to the National Quality Standard, ACECQA (2018)

Children (Education and Care Services National Law Application) Act 2010

Porter, L. (2016). *Young children's behaviour: guidance approaches for early childhood educators* (4th ed.). Australia: Allen & Unwin.

Belonging, Being and Becoming: The Early Years Learning Framework for Australia. (2009). Australian Government Department of Education and Training for the Council of Australian Governments:

https://www.acecqa.gov.au/sites/default/files/2018-02/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf

Education and Care Services National Regulations:

<http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+653+2011+cd+0+N>

Children and Young People Act 2008:

located at: <http://www.legislation.act.gov.au/a/2008-19/current/pdf/2008-19.pdf>

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

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>


RELATIONSHIPS WITH CHILDREN

CHILDREN'S SERVICES

QUALITY AREA 5



Part 7 – Policy Status and Details

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Functional Unit:	Children's Services
Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

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23/09/21	V2	Updated Approval Authority	

NORTHSIDE
CHILDREN'S SERVICES

QUALITY AREA 6
COLLABORATIVE
PARTNERSHIPS
WITH
FAMILIES AND
COMMUNITIES



ACCESS TO EARLY CHILDHOOD CENTRES

COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES - QUALITY AREA 6



Part 1 - Purpose

To ensure the safety and wellbeing of all children, educators and families attending a Northside Early Childhood Centre by providing clear procedures for access to centres.

Part 2 - Scope

This policy and procedure applies to all persons entering an Early Childhood Centre.

This policy and procedure relates to Quality Areas Two and Six of the National Quality Standard.

Part 3 - Policy

Parents and guardians of children attending an Early Childhood Centre are entitled to enter the Centre at any time that their child is attending and formally signed in. On enrolment, parents and guardians can nominate additional persons that are entitled to attend the Centre while their child is attending.

Northside will ensure that all visitors do not pose a risk to the health, safety or wellbeing of children, educators and families attending an Early Childhood Centre.

Northside (as Approved Provider) or the Centre Director (as Nominated Supervisor) may refuse entry to the Centre to any person (including parents or guardians) if they reasonably believe that permitting entry to that person (or persons) would:

- Pose a risk to the safety of children, staff or families;
- Conflict with or disrupt duties or responsibilities of the Centre under the Education and Care Services National Law;
- Contravene a court order.

All other visitors to the Centre are required to sign in, and have their Working with Vulnerable People Card sighted by the Centre Director (or Responsible Person on duty) if required.

Part 4 - Procedures

Parent or guardian permission for another person to attend the Centre

Parents and guardians can nominate other persons they authorise to attend the Centre on their behalf. This information is completed by the parent or guardian in the enrolment forms prior to their child beginning their enrolment.

If a parent or guardian requires another person to attend the Centre for any reason, this must be presented to the Centre Director (or Responsible Person on duty) in writing and must include the following information:

- The full and accurate name of the person (or persons);
- The person's relationship to the child, parent or guardian;
- The date and expected time of the person's attendance at the Centre;
- The purpose of the attendance.

ACCESS TO EARLY CHILDHOOD CENTRES

COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES - QUALITY AREA 6



The person must also produce an acceptable form of photographic identification, which must be sighted by an Educator at the Centre.

Parent or guardian attendance concerning court orders or other legal instruments

Northside will follow all due legal process and requirements concerning any legal document that is supplied to the Centre by any parent or guardian of a child, including (but not limited to):

- Court orders
- Apprehended Violence Orders
- Domestic Violence Protection Orders

Northside must be provided with legal documentation before Northside or the Centre Director refuses the right of a parent or guardian to attend the premises (except in the instance of clear and demonstrable risk to a child, family or educator).

Other persons attending the Early Childhood Centres

Any visitors to the Centre that are not directly involved with a child's attendance are required to sign in at the commencement of their visit to the Centre. Visitors in this category include (but are not limited to): Northside employees not directly employed at the specific Centre such as:

- Contractors □ Consultants
- Maintenance personnel
- Medical or health professionals

Visitors will also have their Working with Vulnerable People Card sighted by the Centre Director (or Responsible Person on duty) if required. This will be required under any of the following circumstances:

- The visitor is required to spend any time in classrooms;
- The visitor is required to interact at any time with children, either directly or indirectly related to the purpose of their visit;
- The Approved Provider, Nominated Supervisor (or Responsible Person on duty) determines it is necessary for any reason.

Part 5 - Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early Childhood Practitioners who work directly with children in early childhood settings.

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the

ACCESS TO EARLY CHILDHOOD CENTRES

COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES - QUALITY AREA 6



Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Responsible Person: the Approved Provider or a person with management or control, a Nominated Supervisor or a person in day-to-day charge of the service. At Northside, the Nominated Supervisor is the Responsible Person. In the absence of a Nominated Supervisor (e.g. when they are on leave or away from the service) a Responsible Person will be appointed using the Responsible Person Record and their name will be displayed in the service.

Part 6 – Related Documents

Education and Care Services National Regulations

located at: <http://www.legislation.nsw.gov.au/maintop/view/inforce/subordleg+653+2011+cd+0+N>


Guide to the National Quality Standard: <http://files.acecqa.gov.au/files/National-Quality-Framework-ResourcesKit/NQF-Resource-03-Guide-to-NQS.pdf>

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

Northside's *Staffing Arrangements* Policy

Part 7 – Policy Status and Details

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Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

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22/09/21	V2	Updated Approval Authority	

FAMILY PARTICIPATION AND COMMUNICATION

COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

QUALITY AREA 6



Part 1 - Purpose

To ensure that family participation and open communication is valued in all Northside Early Childhood Centres to promote the wellbeing, learning and development of children and positive relationships between children, families and educators.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy relates to Quality Area One, Two, Three, Six and Seven of the National Quality Standard.

Part 3 - Policy

"Partnerships with families contribute to building a strong, inclusive community within the service. Continuous, honest and open two-way communication with educators assists families to feel connected to their children's experiences in education and care and helps them develop trust and confidence in the service. Shared decision making with families supports consistency between children's experiences at home and at the service, helping children to feel safe, secure and supported"

Guide to the National Quality Standard (3) ACECQA (2011), p.148

Northside values the importance of family participation and open communication in its Early Childhood Centres. This is encouraged through the enrolment and orientation process, policy and procedure review, family surveys, day to day communication, educational documentation, formal and informal meetings, curriculum evenings, emails and day to day conversations.

The Approved Provider will:

- Ensure that families have access to documents regarding the assessment of their child's development, interests, experiences and participation in the educational program and assessments of their child's progress against the learning outcomes of the educational program;
- Ensure that administrative spaces are adequate for the purpose of consulting with and meeting families and for conducting private conversations;
- Ensure that families are notified of changes to policies or fees and given adequate notice as per the *Education and Care Services National Regulations*;
- Ensure that a copy of the *Education and Care Services National Regulations (2011)* is available for families to access at all time during hours of operation;
- Ensure the enrolment and orientation process provides families with information about the philosophy, policies, procedures and practices at the Northside Early Childhood Centre, prior to their child's first attendance at the Centre;

FAMILY PARTICIPATION AND COMMUNICATION

COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

QUALITY AREA 6



- Ensure the development of systems for families to provide feedback regarding the enrolment and orientation process and review of policies and procedures to improve processes and practices within the Early Childhood Centres.

The Nominated Supervisor will:

- Ensure that a weekly menu which accurately describes the food and beverages provided each day is displayed in a place accessible to families;
- Ensure that families are notified of any incident, injury, trauma or illness that occurs to their child while attending a Northside Early Childhood Centre;
- Ensure that educators provide information to families regarding the content and operation of the educational program in relation to their child and that a copy of the educational program (curriculum) is available at all times for viewing;
- Ensure that families are given the opportunity to provide feedback regarding their child's learning and assessments and contribute to policy review to improve processes and practices within the Centre.
- Ensure that families may enter their Northside Early Childhood Centre at any time during operational hours, unless such entry would pose a risk to the safety of children and educators or breach court orders regarding access to children (see *Access to Early Childhood Centre* policy);
- Inform families about the processes for providing feedback and making complaints;

Educators will:

- Be available for families at pick up and drop off times to pass on important messages and information about their child's participation in the program;
- Encourage families to be involved in the early childhood centre and the program, through feedback, visiting the Centre, and providing feedback on children's emerging interests, needs and lived experiences;
- Value families as being the most important people in children's lives, seeking to share families' understandings, knowledge and preferences for their child and balancing individual needs/beliefs with professional practice;
- Recognise that they need to consider a range of differing strategies to build and maintain relationships with each family;
- Make educational documentation available to families.

Families will:

- Provide accurate information on enrolment and medical information forms during the enrolment process and notify Nominated Supervisor or educators in writing if any information changes;
- Be invited to contribute to policy reviews and the quality improvement process within the Centre;
- Be encouraged to attend excursions to support their children's knowledge and participation in the broader community;
- Be invited to family events (curriculum evenings, family/educator meetings and Centre celebrations); □
Receive a regular Centre update via email.

FAMILY PARTICIPATION AND COMMUNICATION

COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

QUALITY AREA 6



Part 4 – Definitions

Northside: Northside Community Service, including all services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early childhood practitioners who work directly with children in early childhood settings

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 5 – Related Documents

The Education and Care Services National Regulations 2011

National Quality Framework, ACECQA (2018)

Guide to the National Quality Standard: <http://files.acecqa.gov.au/files/National-Quality-Framework-ResourcesKit/NQF-Resource-03-Guide-to-NQS.pdf>

Raising Children Network- Involving parents in school and childcare:

http://raisingchildren.net.au/articles/involving_parents_in_school_and_childcare.html

Belonging, Being and Becoming: The Early Years Learning Framework for Australia. (2009). Australian Government Department of Education and Training for the Council of Australian Governments:

https://www.acecqa.gov.au/sites/default/files/2018-02/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>


FAMILY PARTICIPATION AND COMMUNICATION

COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

QUALITY AREA 6



Part 6 – Procedure Status and Details

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Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

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TRANSITION TO SCHOOL

COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

QUALITY AREA 6



Part 1 – Purpose

To work in collaboration with families to support the individual strengths and needs of each child and provide a high quality early childhood program to prepare and support children in the transition to primary school.

Part 2 - Scope

This policy and procedure applies to all Northside Children's Services Educators and Directors.

This policy and procedure relates to Quality Area One and Six of the National Quality Standard. Please also refer to Northside's *Educational Program and Practice* policy.

Part 3 - Policy

Starting school is a significant milestone in the life of any child and family. At Northside we are committed to supporting the continuity of learning and transitions for each child by sharing the relevant information, clarifying responsibilities and by developing strategies that support a positive transition to formal schooling (Standard 6.3).

Starting school is a major transition for young children. When children know what to expect they are much more likely to feel confident and happy about starting school. We are committed to supporting children develop the following skills considered useful and important for engaging positively in the school environment:

- Concentrating and persisting with the task at hand;
- Persevering when faced with difficulties;
- Responding positively to new situations;
- Taking some responsibility for their behaviour;
- Developing the necessary skills for group or individual play;
- Developing positive feelings about themselves and others;
- Experiencing a sense of self-satisfaction resulting from achievement.

The Nominated Supervisor will:

- Establish and maintain networks and partnerships with primary schools to support children and their families with the transition process. The importance of school visits, orientation days and meeting Kindergarten/Government Preschool teachers will be promoted.
- Make every effort to share information regarding child's development and learning (with parental consent) to the early learning centre, school or preschool to which the child is transitioning.

Educators will:

- Encourage children to start thinking and talking about school by exploring the various elements of the school experience (uniforms, class structures, talking with older children and teachers about what they can expect etc.);

TRANSITION TO SCHOOL

COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

QUALITY AREA 6



- Talk with children about starting school, respecting and responding to any concerns and communicating these to families;
- Consider family priorities and any concerns about the transition process. Each family's cultural and linguistic needs will be respected, along with family diversity;
- Develop an educational program that considers how children will be best supported in the transition from the Early Childhood Centre to the formal schooling environment;
- Consider the changing individual rest and sleep needs of children in the months leading up to the transition to formal school. Children will continue to have rest periods and quiet experiences during the day. Beds will be available for children who require rest or sleep;
- Be supported to access professional development opportunities to ensure current knowledge and practice regarding transition to school is embedded into the curriculum.

Part 4 – Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early Childhood Practitioners who work directly with children in early childhood settings.

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription), sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 5 – Related Documents

Northside's *Educational Program and Practice* policy

National Quality Standard, ACECQA (2018)

The Education and Care Services National Regulations 2011

Guide to the National Quality Standard: <http://files.acecqa.gov.au/files/National-Quality-Framework-ResourcesKit/NQF-Resource-03-Guide-to-NQS.pdf>

Belonging, Being and Becoming: The Early Years Learning Framework for Australia. (2009). Australian Government Department of Education and Training for the Council of Australian Governments:
<https://www.acecqa.gov.au/sites/default/files/2018->

TRANSITION TO SCHOOL

COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

QUALITY AREA 6



[02/belonging being and becoming the early years learning framework for australia.pdf](https://www.education.nsw.gov.au/public-schools/going-to-a-public-school/media/documents/getting-ready-for-school.pdf)


NSW Department of Education: Getting Ready for School: <https://education.nsw.gov.au/public-schools/going-to-a-public-school/media/documents/getting-ready-for-school.pdf>

Australian Research Alliance for Children and Youth- School Readiness- Various School readiness papers: www.aracy.org.au

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

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Author:	Anna Whitty
Enquiries Contact:	Name: Anna Whitty Position: Chief Executive Officer, Northside Community Service Phone: 02 6171 8000 Email: anna.whitty@northside.asn.au

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NORTHSIDE
CHILDREN'S SERVICES

QUALITY AREA 7 **GOVERNANCE** **AND LEADERSHIP**



RISK MANAGEMENT



LEADERSHIP AND SERVICE MANAGEMENT

QUALITY AREA 7

Part 1 – Purpose

To manage all hazards and risks likely to cause injury or harm and implement procedures to maintain a safe environment for children, families and educators.

Part 2 - Scope

This policy and procedure applies to all Educators and Centre Directors employed at a Northside Children's Services Early Childhood Centre.

This policy and procedure relates to Quality Areas Two and Six of the National Quality Standard.

Part 3 - Policy

At Northside safety is our first priority. Children will be supported to feel secure and safe in their Early Childhood Centre so that they can safely explore and learn about their world. In order to protect children from harm and any hazard likely to cause injury, we will manage any and all risks and implement procedures to maintain a safe environment for children, their families and educators. Procedures will be implemented to prioritise the maintenance of environments and conditions that are safe for children, their families and educators. Procedures will be implemented to assist with early detection of potential hazards and to reduce risks within each Early Childhood Centre. At Northside we will comply at all times with the relevant legislations and regulations and annually review policies and procedures to ensure effective risk management practice.

Note: Risks can include but are not limited to: child protection; structural damage; property damage; security issues; maintenance issues; dangerous items; equipment; garbage or any other item that may cause injury; illness or death. Early identification of potential hazards and effective strategies to reduce, mitigate and prevent further risk is critical.

Part 4 - Procedures

The Approved Provider will:

- Maintain an effective Workplace Health and Safety Committee;
- Ensure that robust internal processes and systems are in place to identify, manage and respond to all risks; □
Ensure a robust reporting framework is in place to ensure timely and effective audits are reported on.

The Nominated Supervisor will:

- Conduct a risk assessment to determine potential emergencies that may be relevant to the Early Childhood Centres;
- Ensure a risk assessment occurs prior to excursions (see *Excursions Policy*);
- Ensure Educators are embedding risk management into their daily practice and that procedures are maintained to implement policies and procedures and record and review hazards;
- Ensure that health and safety information and expectations is part of the induction and ongoing professional development strategy for all educators;
- Ensure that all Educators and families are informed of Northside's Risk Management Policy and Procedures and ensure that Educator's roles and responsibilities are clearly understood. These include, but are not limited to:
 - Health and Safety checklists

RISK MANAGEMENT



LEADERSHIP AND SERVICE MANAGEMENT

QUALITY AREA 7

- Evacuation, Lockdown and Fire Drill procedures
 - Working With Vulnerable People Card
 - employment requirements and audits
 - Excursions
 - Safe Sleeping
- Ensure that emergency evacuation and lockdown procedures are rehearsed, documented and evaluated at least every three months;
- Ensure that at all times there is at least one Educator available in each centre, who holds a current approved first aid qualification, and at least one Educator who has undertaken anaphylaxis management training, and at least one Educator who has undertaken emergency asthma management training. The same person may hold one or more of these qualifications;
- Notify the Approved Provider before contacting relevant contractors to repair or maintain or to remove potential hazards.

Educators will:

- Complete daily Health and Safety checklists of the environment. Educators will identify any potential hazards and note them on the checklist, rectifying any risks immediately where possible. Any identified hazards that cannot be immediately removed or rectified must be reported to the Nominated Supervisor immediately. In the event that the Nominated Supervisor is not available it must be reported to the person in charge on premises and/or the Executive Director Children's Services.
- Not put themselves or others at risk at any times when seeking to reduce or remove potential hazards;
- Implement emergency evacuation/location procedures to ensure the welfare and wellbeing of children, their families and educators.

Part 5 – Definitions

Northside: Northside Community Service, including all Services operated by both Community Services and Children's Services business units.

Staff member: Any person, paid or unpaid, engaging in work or representing the interests of Northside Community Service.

Service: Any Early Childhood Education Centre or activity operated by Northside Community Service.

Educators: Early Childhood Practitioners who work directly with children in early childhood settings.

Nominated Supervisor: The qualified staff member (the Approved Provider or a Director or Educator nominated to fill the position) who is identified within the Service and has been legally appointed with relevant documentation as the Nominated Supervisor. This position holds legislative and regulatory responsibilities including but not limited to quality assurance for educational programs, supervision and safety of children, entry and exit to the premises (including excursions for children), staffing, administration of medication (both prescription and non-prescription),

RISK MANAGEMENT



LEADERSHIP AND SERVICE MANAGEMENT

QUALITY AREA 7

sleep and rest, and the preparation of food and beverages. A list of the responsibilities and requirements for this position can be found in the Related Documents section of this document.

Part 6 – Related Documents

Northside's *Excursions* Policy

Children (Education and care Services National Law Application) Act 2010

The Education and Care Services National Regulations

The ACT Work Health and Safety Act and the ACT Work Health and Safety Regulation

Guide to the National Quality Standard: <https://www.acecqa.gov.au/nqf/national-quality-standard>

Guide to the Education and Care Services National Law and the Educations and Care Services National Regulations

Work Safe ACT: <https://www.accesscanberra.act.gov.au/app/home#/workhealthandsafety/worksafeact>

ACECQA Information Sheet: Nominated Supervisor:

<https://www.acecqa.gov.au/sites/default/files/201803/InformationSheetNominatedSupervisor.pdf>

Part 7 – Procedure Status and Details

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Part 8 – Revision History

Revision Date	Version No.	Change	Reference Sections
22/09/21	V2	Updated Approval Authority	