

Woden Valley Child Care Centre Association Incorporated

Grievance policy

Date Reviewed:

September 3, 2026

Regulation:

168 (2)(o), 170, 171, 172, 173,
176(2)(a)(ii);

National Law Section 174

Fair Work Act 2009

ACT Human Rights

Commission Act 2005

Privacy Act 1988 (Cth)

Standards:

4.2.2; 6.1.2, 6.1.3, 6.2, 7.1.2,
7.2.1, 7.2.3

1. Aim

Woden Valley Early Learning Centre (WVELC) is committed to providing a fair, transparent, child-focused and accessible process for managing grievances and complaints.

The purpose of this policy is to provide children, families, employees, volunteers, students, contractors and WVELC Committee members with clear processes for raising concerns and to ensure that complaints are responded to appropriately, respectfully, confidentially and within reasonable timeframes.

WVELC recognises that complaints and feedback provide opportunities to review and strengthen practice, relationships, governance and service delivery.

This policy aims to ensure that:

- The safety, rights and best interests of children remain the primary consideration.
- Complaints are taken seriously and managed respectfully.
- Complainants are not disadvantaged or treated adversely because they have raised a concern.
- Natural justice and procedural fairness are provided to all parties.
- Complaints are documented appropriately.
- Conflicts of interest are identified and managed.
- Statutory reporting and notification obligations are met without delay.

- Internal grievance processes never replace or delay mandatory reporting, regulatory notification, reportable conduct obligations or referral to emergency services or police.

2. Scope

This policy applies to complaints and grievances involving:

- Children and their experiences at WVELC;
- Parents, guardians and family members;
- Educators and employees;
- The Director;
- Students and volunteers;
- Contractors and visitors;
- Committee members;
- WVELC practices, programs, policies or decisions;
- Health, safety and wellbeing concerns;
- Child protection and safeguarding concerns;
- Employee conduct;
- Discrimination, harassment or bullying;
- Governance matters; and
- Compliance with applicable legislation and regulations.

3. Definitions

Grievance

A concern, issue or dissatisfaction raised by a person regarding a decision, action, interaction, practice or situation associated with WVELC.

Complaint

An expression of dissatisfaction regarding WVELC, its employees, Committee, practices, decisions, services or conduct that requires consideration and response.

A complaint does not need to be made formally or in writing to be recognised as a complaint.

Formal Complaint

A complaint that requires documented investigation, review or formal response.

Anonymous Complaint

A complaint made without identifying the complainant.

WVELC accepts anonymous complaints. An anonymous complaint will not be disregarded solely because the complainant is unidentified; however, anonymity may limit WVELC's ability to obtain further information, investigate particular allegations or provide feedback regarding the outcome.

Child Safety Concern

Any concern regarding the safety, welfare, wellbeing, abuse, neglect, exploitation, inappropriate treatment or harmful behaviour involving a child.

Mandatory Reporting Concern

A concern that meets, or may meet, the threshold for mandatory reporting under the Children and Young People Act 2008 (ACT) or other applicable legislation.

Reportable Conduct

Conduct that may fall within the ACT Reportable Conduct Scheme and require notification, investigation or other action under the Ombudsman Act 1989 (ACT).

Regulatory Notification

A notification WVELC is required to make to the Regulatory Authority under the Education and Care Services National Law and National Regulations.

4. Guiding Principles

Child-Focused Practice

The safety, rights, wellbeing and best interests of children will guide all decisions.

Children will be supported to express concerns and will be listened to in ways appropriate to their age, communication abilities and development.

Accessibility

Complaints may be made:

- Verbally;
- In writing;
- By email;
- Through Storypark or another approved communication platform;

- In person;
- Through a representative or support person; or
- Anonymously.

A complainant is not required to use specific terminology or submit a formal written complaint before WVELC will respond to a concern.

Fairness and Natural Justice

All parties will be treated respectfully and given a reasonable opportunity to provide relevant information.

No conclusion will be predetermined.

Confidentiality

Information will be shared only with people who reasonably require access to manage, investigate or respond to the complaint, or where disclosure is required by law.

Absolute confidentiality cannot be guaranteed where WVELC has a legal obligation to report or disclose information.

No Victimisation

No child, family member, employee, volunteer, student or other person will be disadvantaged, intimidated or treated adversely because they have raised a genuine concern or participated in a complaint process.

Timeliness

Complaints will be acknowledged and addressed as promptly as reasonably possible.

Urgent child safety, regulatory and legal matters will be acted upon immediately.

5. Making a Complaint

Where appropriate and where the person feels comfortable doing so, a concern may initially be discussed directly with the educator, employee or person involved.

This is not a requirement.

A person may choose to raise a concern directly with:

- A Senior Educator;
- Educational Leader;
- Responsible Person;

- Director;
- Committee Chair;
- Approved Provider representative; or
- Relevant external authority.

A complainant will not be required to approach the person who is the subject of their complaint where they do not feel comfortable or safe doing so.

Complaints involving child safety, serious misconduct, abuse, neglect, inappropriate conduct, alleged breaches of legislation, discrimination, harassment or serious workplace matters should be referred directly to the Director or Approved Provider.

6. Complaint Handling Process

Step 1 – Receipt and Acknowledgement

Complaints will be acknowledged as soon as practicable and ordinarily within five business days.

Urgent complaints will be acknowledged and acted upon immediately.

The person receiving the complaint should:

- Listen respectfully;
- Clarify the nature of the concern;
- Record relevant information;
- Consider whether immediate action is required to protect a child or another person;
- Determine whether statutory reporting or notification obligations may apply; and
- Refer the matter to the appropriate person.

Step 2 – Risk and Reporting Assessment

Before ordinary grievance resolution occurs, the Director, Responsible Person or Approved Provider must consider whether the matter involves:

- Immediate danger to a child or adult;
- Suspected child abuse or neglect;
- A serious incident;
- Alleged physical or sexual abuse;
- Harmful sexual behaviour involving children;

- Reportable conduct;
- Possible criminal conduct;
- A breach of the National Law or Regulations;
- A workplace health and safety issue; or
- Another matter requiring external notification.

Where required, WVELC will immediately implement protective measures and make relevant notifications.

Internal investigation or mediation must never delay a required statutory report or notification.

Step 3 – Investigation and Resolution

Where the complaint can appropriately be managed internally, WVELC may:

- Obtain information from relevant parties;
- Review policies, procedures, records or documentation;
- Conduct meetings;
- Seek further information;
- Offer mediation where appropriate;
- Identify corrective actions;
- Provide additional training or supervision;
- Review procedures or risk controls; and
- Take employment, governance or disciplinary action where required.

The complexity and seriousness of the complaint will determine the investigation process.

Step 4 – Outcome

Where appropriate, the complainant will be advised of:

- Whether the concern was investigated;
- The general outcome;
- Actions taken or proposed where disclosure is appropriate;
- Any further internal review options; and

- External escalation pathways.

WVELC may be unable to provide detailed information about another person's employment, disciplinary or confidential matters.

7. Complaints Between Families and Employees

Where appropriate, families may initially raise routine concerns with the relevant educator or employee.

If the concern is unresolved, or the family does not feel comfortable approaching the employee directly, the complaint may be raised with a Senior Educator or Director.

Complaints regarding serious employee conduct must be referred directly to the Director.

Complaints about the Director must be referred to the Committee Chair or another authorised Approved Provider representative.

Complaints involving child safety, potential abuse, neglect or serious misconduct will immediately move outside the ordinary grievance pathway and be addressed in accordance with WVELC's statutory obligations.

8. Complaints Regarding the Director

Where the complaint concerns the Director, the matter must not be investigated solely by the Director.

The complaint should be referred to:

- The Committee Chair;
- Another authorised Committee office bearer; or
- Another Approved Provider representative authorised to manage the matter.

Where the complaint involves child safety, reportable conduct, regulatory compliance or potential criminal conduct, external notification requirements must also be assessed immediately.

9. Complaints Regarding Committee Members

Committee members are expected to comply with WVELC's Constitution, Code of Conduct, policies, governance responsibilities and applicable legislation.

A complaint concerning a Committee member should ordinarily be raised with the Chairperson.

Where the complaint concerns the Chairperson, it should be referred to another authorised Committee office bearer.

The person who is the subject of the grievance should not participate in decision-making about the outcome where this would create an actual or perceived conflict of interest.

The Committee may obtain independent advice where required.

Committee disputes do not override WVELC's obligations under child safety, employment, discrimination, regulatory or other legislation.

10. Employee Grievances

Employees are encouraged to raise workplace concerns early where appropriate.

Routine interpersonal concerns may initially be discussed privately and respectfully between the employees involved.

Where direct discussion is inappropriate, unsuccessful or uncomfortable, an employee may raise the concern with:

- Their Senior Educator;
- Educational Leader;
- Director;
- Committee Chair where the concern involves the Director; or
- Another appropriate Approved Provider representative.

Mediation may be offered where appropriate and agreed to by the parties.

Mediation will not be used as a substitute for formal investigation where the matter involves:

- Alleged child harm;
- Abuse or neglect;
- Serious misconduct;
- Bullying or harassment;
- Discrimination;
- Workplace health and safety risks;
- Reportable conduct;
- Possible criminal behaviour; or
- Serious breaches of WVELC policy or legislation.

Employees may also seek external assistance from relevant unions, the Fair Work Commission, WorkSafe ACT, the ACT Human Rights Commission or another appropriate authority.

11. Child Safety Complaints

Child safety complaints are treated as priority matters.

Any complaint involving possible:

- Abuse;
- Neglect;
- Grooming;
- Physical harm;
- Sexual harm;
- Emotional or psychological harm;
- Inappropriate interactions;
- Failure to adequately supervise;
- Unsafe conduct;
- Harmful sexual behaviour; or
- Other significant risks to a child's safety or wellbeing must be immediately brought to the attention of the Director, Responsible Person or Approved Provider.

If there is an immediate risk of serious harm, emergency services or ACT Police will be contacted.

WVELC will assess the matter against all applicable statutory reporting requirements.

Child safety concerns must never be delayed while awaiting an internal grievance outcome.

12. Harmful Sexual Behaviours Involving Children

WVELC will respond to concerns that a child is exhibiting sexual behaviour that may be harmful to themselves or another child with urgency, sensitivity and a child-focused approach.

WVELC will:

- Take immediate steps to protect all children involved;

- Respond in a manner that protects children's dignity and privacy;
- Avoid labelling, blaming or unnecessarily criminalising children;
- Record factual observations and relevant information;
- Notify the Director or Responsible Person immediately;
- Assess whether child protection, regulatory, police, health or other external referral is required;
- Notify families where appropriate and lawful;
- Consider appropriate professional or specialist support;
- Review supervision, environmental and risk-management arrangements; and
- Follow WVELC's Child Protection and Behaviour Guidance policies.

Where the circumstances trigger mandatory reporting, reportable conduct or regulatory notification obligations, those obligations will be fulfilled without delay.

13. Mandatory Reporting

WVELC employees must comply with mandatory reporting obligations under applicable ACT legislation.

Where an employee forms a concern that meets, or may meet, the threshold for mandatory reporting, they must immediately follow WVELC's Child Protection Policy and statutory reporting procedures.

Employees must not delay a mandatory report while:

- Seeking proof;
- Completing an internal investigation;
- Waiting for a management meeting;
- Attempting mediation; or
- Waiting for a family response.

Internal reporting to the Director does not remove an individual's personal statutory reporting obligation where one applies.

14. Regulatory Notifications

WVELC will comply with notification requirements under the Education and Care Services National Law and Education and Care Services National Regulations.

The Approved Provider must notify the Regulatory Authority within required statutory timeframes where a complaint alleges that:

- A serious incident has occurred or is occurring at the service; or
- The Education and Care Services National Law has been contravened.

Where a notification is required within 24 hours, WVELC's internal complaint process must not delay that notification.

Other incidents, complaints or circumstances will be notified within the applicable legislative timeframe.

15. ACT Reportable Conduct Scheme

As an organisation covered by the ACT Reportable Conduct Scheme, WVELC will respond to allegations concerning employees or other relevant persons in accordance with the Ombudsman Act 1989 (ACT).

Where conduct may fall within the Reportable Conduct Scheme, the Approved Provider or relevant authorised person will:

- Take immediate action to protect children;
- Assess applicable notification requirements;
- Notify the ACT Ombudsman within required timeframes;
- Conduct or arrange an appropriate investigation;
- Maintain procedural fairness; and
- Implement any required risk-management or disciplinary action.

Reportable Conduct Scheme obligations are separate from:

- Mandatory reporting;
- CECA notification requirements;
- Police reporting; and
- Internal employment processes.

More than one reporting pathway may apply to the same allegation.

16. Anonymous Complaints

WVELC accepts anonymous complaints.

All anonymous complaints will be considered based on:

- The seriousness of the allegation;
- The information available;
- Potential risks to children or others;
- Whether similar concerns have previously been identified; and
- Whether further investigation is reasonably possible.

Anonymous complaints concerning child safety, serious misconduct, regulatory breaches or systemic concerns will be assessed and investigated as far as reasonably practicable.

The identity of a complainant will never be required before WVELC takes reasonable action to protect a child.

17. Confidentiality

Complaint information will be handled sensitively.

Information will only be disclosed:

- To people reasonably required to manage or investigate the matter;
- To support procedural fairness;
- To obtain professional, legal or regulatory advice;
- Where required by law; or
- Where disclosure is necessary to protect the safety or wellbeing of a child or another person.

All parties are expected to respect confidentiality.

However, employees and Committee members must not promise absolute confidentiality where information may need to be disclosed to external authorities.

18. Conflicts of Interest

Anyone managing or deciding a complaint must identify actual, potential or perceived conflicts of interest.

A person should not investigate or determine a complaint where they are:

- The subject of the complaint;
- Closely connected to the subject matter;
- Personally involved in the events; or
- Otherwise unable to act impartially.

Where required, the complaint will be referred to another Committee representative, Approved Provider representative or external investigator.

19. Record Keeping

WVELC will maintain appropriate records relating to complaints and grievances.

Records may include:

- The complaint;
- Emails and correspondence;
- Meeting notes;
- Statements;
- Investigation records;
- Risk assessments;
- Notifications to external authorities;
- Decisions;
- Actions taken; and
- Outcome correspondence.

Records will be securely stored with access restricted to authorised persons.

Complaint records will be retained in accordance with applicable statutory record-retention requirements and WVELC's record-management requirements.

Where a complaint is connected to:

- A child incident;
- Injury or trauma;
- Child protection;
- Reportable conduct;
- Employee records;
- Regulatory action; or
- Another category of regulated record,

the applicable statutory retention period will apply.

Records must not be destroyed merely because an internal grievance has been finalised where another statutory retention period continues to apply.

20. External Complaints and Escalation

A complainant is not required to complete WVELC's internal complaint process before contacting an external authority where they are entitled to do so.

Depending on the nature of the concern, external agencies may include:

Children's Education and Care Assurance – CECA

CECA is the Regulatory Authority for education and care services in the ACT.

Complaints: (02) 6207 7581

General enquiries: (02) 6207 1114

Email: CECA@act.gov.au

ACT Human Rights Commission

Complaints involving discrimination, disability, services, privacy or other matters within the Commission's jurisdiction may be referred to the ACT Human Rights Commission.

(02) 6205 2222 or at hrcintake@act.gov.au.

ACT Ombudsman

The ACT Ombudsman oversees the ACT Reportable Conduct Scheme.

<https://www.ombudsman.act.gov.au/make-a-complaint>

Child and Youth Protection Services

Concerns relating to child abuse, neglect or risk of significant harm may require referral to Child and Youth Protection Services in accordance with applicable legislation.

- **[Report risk of significant harm online](#)**
- Call Children, Youth and Families on 1300 556 729

ACT Policing

ACT Police will be contacted where criminal conduct is suspected or where immediate police assistance is required.

Emergency Services

000 must be contacted where a child or another person is in immediate danger or requires urgent medical or emergency assistance.

Fair Work Commission

Employment matters may be referred to the Fair Work Commission where appropriate.

Call 1300 799 675

WorkSafe ACT

Work health and safety concerns may be referred to WorkSafe ACT.

13 22 81 or 6207 3000

Monday to Friday 8:30am - 4:51pm, Weekends & Public Holidays 9:00am - 4:30pm

21. Information Displayed at the Service

WVELC will ensure that required information regarding complaints is displayed at the service in accordance with the Education and Care Services National Regulations.

This will include the name and contact details of the person to whom complaints may be addressed and the required contact details for the Regulatory Authority.

22. Family Notification and Policy Accessibility

This policy will be readily accessible to families, employees and other relevant persons.

Where proposed changes to this policy require notification to families under the Education and Care Services National Regulations, WVELC will provide the required notice unless an applicable exception permits an earlier change.

Employees will be informed of significant changes and provided with appropriate guidance or training.

23. Responsibilities of the Approved Provider and Director

The Approved Provider and Director are responsible for ensuring that:

- WVELC maintains an effective child-focused complaint handling system;
- This policy is implemented in practice;
- Employees understand complaint handling and reporting obligations;
- Complaints are documented;

- Child safety concerns are immediately prioritised;
- Statutory notifications are made within required timeframes;
- Conflicts of interest are appropriately managed;
- Complainants are treated respectfully;
- Appropriate corrective actions are implemented; and
- Complaints are reviewed for opportunities to improve service practice.

24. Responsibilities of Employees

Employees must:

- Listen respectfully when a concern is raised;
- Take complaints seriously;
- Immediately respond to child safety concerns;
- Notify the Director or Responsible Person of significant complaints;
- Follow mandatory reporting obligations;
- Maintain appropriate confidentiality;
- Record relevant information accurately and objectively;
- Cooperate with complaint investigations;
- Avoid retaliation or victimisation; and
- Follow WVELC policies and procedures.

25. Continuous Improvement

WVELC recognises complaints as an important source of feedback.

The Director and Approved Provider will periodically review complaint trends to identify:

- Repeated concerns;
- Gaps in policies or procedures;
- Training needs;
- Environmental or supervision risks;
- Communication issues;

- Governance concerns; and
- Opportunities for quality improvement.

Where appropriate, outcomes and identified improvements may contribute to WVELC's Quality Improvement Plan.

26. Quick Reference Escalation Pathways

Routine Family Concern Family → Educator where appropriate → Senior Educator/Director → Committee/Approved Provider → External authority if required
Complaint About an Employee Director → Investigation/response → Approved Provider if required → External authority where applicable
Complaint About the Director Committee Chair/Approved Provider → Investigation/response → External authority where applicable
Employee Grievance Direct discussion where appropriate → Senior Educator/Director → Committee Chair where required → Mediation/formal process → External workplace authority where applicable
Child Safety Concern Immediate safety action → Director/Responsible Person → Assess mandatory reporting, CECA notification, Reportable Conduct Scheme and/or Police requirements → External notification without delay
Immediate Danger Call 000

27. Relevant Legislation, Regulations and Guidance

This policy should be read in conjunction with current applicable legislation, regulations and guidance, including:

- Education and Care Services National Law (ACT);

- Education and Care Services National Regulations;
- National Quality Standard;
- Children and Young People Act 2008 (ACT);
- Ombudsman Act 1989 (ACT) and ACT Reportable Conduct Scheme;
- Discrimination Act 1991 (ACT);
- Human Rights Act 2004 (ACT);
- Privacy Act 1988 (Cth), where applicable;
- Fair Work Act 2009 (Cth), where applicable;
- Work Health and Safety Act 2011 (ACT); and
- WVELC Child Protection, Privacy and Confidentiality, Incident, Injury, Trauma and Illness, Behaviour Guidance, Code of Conduct and other relevant policies.

References

- Australian Children's Education and Care Quality Framework (ACECQA), 2011, *Guide to the Education and Care Services National Law and the Education and Care Services National Regulations*, accessed 15th December 2014, <http://acecqa.gov.au/Article.aspx?pid=51&gcpid=2&acpid=372>
- Australian Children's Education and Care Quality Framework (ACECQA), 2011, *Guide to the National Quality Standard*, accessed 15th December 2014, <http://acecqa.gov.au/nationalquality-framework/the-national-quality-standard>
- Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments 2009. *Belonging, Being & Becoming-The Early Years Learning Framework for Australia*, viewed 7 July 2016, <https://docs.education.gov.au/node/2632>
- Bruce Ridge Early Childhood Centre and Preschool Enterprise Agreement 2012-2015
- Bruce Ridge Early Childhood Centre and Preschool Association Incorporated Constitution
- Calvary, 2014, *Zero Tolerance of Workplace Bullying & Harassment Policy*, Canberra, Australia
- <https://raisingchildren.net.au/school-age/development/sexual-development/childhood-sexual-behaviour-4-6-years>
- <https://raisingchildren.net.au/toddlers/development/sexual-development/childhood-sexual-behaviour-0-3-years>
- <https://www.childabuseroyalcommission.gov.au/children-harmful-sexual-behaviours>

Woden Valley Child Care Centre Association
Incorporated



Casual booking policy

Date Reviewed:

August 25, 2026

Regulation:

168 (2)

Standards:

7.3

Aim

This policy outlines the terms and conditions for casual bookings at Woden Valley Early Learning Centre. Casual bookings refer to individual bookings made occasionally in addition to regularly scheduled bookings. The centre doesn't require a specific reason for the purpose of the booking, but it is subject to availability.

Booking Fee

Casual bookings are subject to an additional daily fee of \$132 per day, in addition to any regular service charges. The Child Care Subsidy (CCS) can be applied if the family's allocated hours allow for it.

24-hour Cancellation Policy

Families are required to provide a minimum of 48 hours' notice in the event of cancellation or changes to the booking. Failure to provide adequate notice may result in the forfeiture of the booking fee.

Reason for Cancellation

Cancellation or changes to bookings are permissible in the event of the child's inability to attend or significant changes in the family's circumstances. We understand that unforeseen circumstances may arise, and we aim to accommodate our families to the best of our ability.

Cancellation Procedure

To cancel or modify a casual booking, families must notify us at least 48 hours in advance via phone, email, or in-person communication. Failure to provide timely notice may result in the forfeiture of the booking fee, and the child will be marked as absent. This absence will count toward the 42 absent days allowed by and covered by CCS. If the cancellation is made within the stipulated 48-hour notice period, the booking will be removed, and no charges will be passed on to the family.

Exceptions

Exceptions to the cancellation policy may be made in extenuating circumstances, such as emergencies or unforeseen events beyond the control of the family. In such cases, families are encouraged to communicate directly with our management team for resolution.

For instance, if a child was booked for an additional day on Thursday but was sent home on Wednesday due to a fever, the child cannot attend the casual booking as per the centre's exclusion policy. This policy ensures that children who are unwell do not attend the centre, thereby safeguarding the health and well-being of all children and staff members.

Communication Channels

Families are encouraged to maintain open lines of communication with our staff regarding bookings, cancellations, and any changes to their circumstances. We strive to provide flexible and accommodating service to meet the needs of our families. Casual bookings can be made via phone call or email directed to the office. If the casual booking is recurring and ongoing, the family will be encouraged to book this spot permanently to avoid disruptions to the center's operation and the child's routine.

Refusal of casual booking

The centre reserves the right to refuse a booking based on the following criteria:

- **Child's Health and Participation:** If a child is unwell and unable to participate in the service program due to illness or any other health-related concerns, the centre may refuse the booking to ensure the well-being of the child and other children in attendance.
- **Non-Compliance with Policy or Code of Conduct:** If a family has previously failed to comply with the Casual Booking Policy or has been subject to violations of the Family Code of Conduct, the centre may refuse the booking to maintain a safe and respectful environment for all children and staff.
- **Non-Payment of Fees:** If fees associated with previous bookings are not paid in a timely manner, resulting in a significant outstanding debt, the centre reserves the right to refuse further bookings until the outstanding fees are settled. This ensures the financial integrity of the centre and equitable treatment for all families.
- **Outbreak of Infectious Disease:** In the event of an outbreak of an infectious disease or a public health emergency, the centre may refuse bookings to prevent the spread of illness and protect the health and safety of all children, families, and staff members.

- **Lack of Staffing:** If the centre experiences a shortage of staffing or other operational constraints that prevent it from providing adequate care and supervision, bookings may be refused until staffing levels are sufficient to maintain quality care standards.

By enforcing these criteria, the centre upholds its commitment to providing a safe, healthy, and respectful environment for all children and staff members.

Woden Valley Child Care Centre Association Incorporated

Visitors to the service policy

Date Reviewed:

August 25, 2026

Regulation:

82, 83, 97, 103, 157

Standards:

2, 4, 6, 7

Aim

The aim of this policy is to set clear expectations and provide guidelines for appropriate behaviour of all visitors to Woden Valley Early Learning Centre (WVELC). This ensures the safety, privacy, and wellbeing of children, families, staff, and the wider WVELC community while protecting the Centre's environment and intellectual property.

Policy

Visitors to WVELC must:

1. Entry, Identification and Personal Devices

- All visitors must report directly to the WVELC office/reception immediately upon arrival and must not enter children's rooms, yards, learning environments, or other areas of the service before completing the visitor entry requirements.
- All visitors must sign in on arrival and sign out on departure using the visitor register.
- Visitors must provide their full name, contact number, organisation details, and reason for the visit where applicable, including for deliveries, entertainment, maintenance, contractors, or other services.
- Visitors must present a current Working with Vulnerable People (WWVP) card where relevant, including where they are undertaking work involving children or attending the service regularly. Card details must be provided unless a current copy is already held on file.
- All visitors must obtain a WVELC Visitor Pass from the office upon arrival.
- Visitor passes must be worn visibly at all times while on WVELC premises to support child safe practices and enable children, educators, and families to easily identify visitors to the service.
- Visitor passes must be returned to the office before leaving the service.

- Personal mobile phones and other personal photographic, recording, or communication devices must not be used while visitors are within the service.
- Mobile phones must remain securely stored in a bag, pocket, or other appropriate location and must not be carried in the hand or used within children's rooms, yards, learning environments, bathrooms, change areas, or other areas accessed by children.
- Where possible, visitors are encouraged to leave mobile phones and other personal devices outside children's service areas.
- If a visitor needs to make or receive an urgent phone call, they must advise a staff member and move to an approved area away from children before using their device.
- WVELC reserves the right to refuse entry or ask a visitor to leave if they do not comply with visitor identification, sign-in, visitor pass, or personal device requirements.

2. Conduct and Presentation

- Respect and comply with WVELC's philosophy, policies, and procedures at all times.
- Present themselves in neat, clean, and respectful clothing suitable for being around young children, with no offensive language or inappropriate imagery. Entry may be refused if clothing is deemed inappropriate.
- Act respectfully, positively, and honestly in all interactions with children, staff, and families.
- Refrain from harassment, threats, abuse, or intimidation in any form, including physical, verbal, mental, or sexual behaviour.

3. Prohibited Behaviours & Items

- No smoking, illegal drugs, or alcohol may be consumed or brought onto WVELC grounds. Entry will be refused to anyone under the influence of alcohol or drugs.
- No dangerous or prohibited materials are to be brought into WVELC. Any essential tools, heavy machinery, or toxic products required for maintenance or other authorised work must be supervised at all times and kept out of children's reach. Staff must be notified prior to their use.
- No food or drinks are to be brought into the service without permission, noting WVELC's strict no-nut policy and the risk of severe allergic reactions.

4. Privacy, Photography and Intellectual Property

- Respect the privacy of children, families, staff, and other visitors.

- Personal phones, cameras, smart watches, tablets, or other devices capable of photographing, filming, recording, or transmitting information must not be used within the service unless expressly authorised by WVELC leadership for a legitimate purpose.
- Visitors must not photograph, film, record, livestream, or otherwise capture children, staff, families, documentation, displays, learning environments, equipment, or any other part of WVELC without prior written authorisation.
- All documents, set-ups, displays, resources, and materials developed by WVELC are considered intellectual property.
- Copies or photographs may only be taken with permission, and small charges may apply where resources are provided, noting that WVELC operates as a community-based, non-profit organisation.

5. Grievances and Conflict

- Visitors must not approach staff, families, or children in a confrontational manner.
- Any concerns or conflicts must be resolved through the WVELC Grievance Policy.

Visitor Boundaries and Access to Educators

To maintain child safety, professional boundaries, and the smooth operation of the service:

- Social visits from WVELC friends, former employees, or other non-essential visitors are not permitted during operating hours.
- If friends or former employees wish to connect with current staff, they are encouraged to do so outside of work hours and offsite.
- Immediate family members of staff aged 16 years and over may visit the service during work hours for genuine reasons, such as drop-off/pick-up, urgent communication with educators, family emergencies, or other urgent matters.
- Immediate family members of staff aged 16 years and over are encouraged to wait in the foyer/reception area or, where directed by staff, the staff room.
- Immediate family members of staff aged 16 years and over should not enter children's rooms, yards, or other children's learning areas unless invited or authorised by a staff member or member of leadership.
- WVELC reserves the right to limit access to certain areas of the service at any time to protect children's safety, privacy, routines, and supervision requirements.

WVELC Tours

- Tours must be booked in advance and will not be held during meal or rest periods.
- Tours will be supervised by a member of the WVELC leadership team at all times.

- The most suitable times for tours are 9:30 am–11:30 am and 2:30 pm–3:30 pm.

Parking

- Parking at the front of the Centre is for short-term use only, up to 15 minutes, and is intended for drop-offs, pick-ups, visitors, and deliveries.
- Visitors requiring extended parking must seek prior written permission and display an exemption note provided by WVELC.
- WVELC accepts no responsibility for fines, damage, or theft of vehicles.

Belongings

- WVELC takes no responsibility for personal belongings brought onto the premises.
- Visitors are encouraged to keep valuables secure at all times.

Non-Compliance

Failure to comply with this policy may result in:

- Immediate removal from WVELC premises.
- Refusal of future entry to the service.
- Notification to relevant authorities where applicable.

Why This Matters

WVELC is committed to creating a safe, inclusive, and respectful environment for children, families, and staff. Clear visitor expectations:

- Protect children's safety, privacy, and wellbeing.
- Ensure visitors can be easily identified by children and staff.
- Reduce risks associated with photography, recording, and personal device use.
- Maintain a professional and welcoming environment.
- Support compliance with legal, regulatory, and child safe practice requirements.

Enrolment, orientation and fee policy

Date Reviewed:

June 11, 2025

Regulation:

168 (2)

Standards:

7.3

Aim

To provide new families to the Woden Valley Early Learning Centre (WVELC) with a clear understanding of the enrolment and fee charging process, and support them through the WVELC's orientation process, that aims to foster and support collaboration and open communication about the child/ren's learning development.

Enrolment process

Woden Valley Child Care Centre will

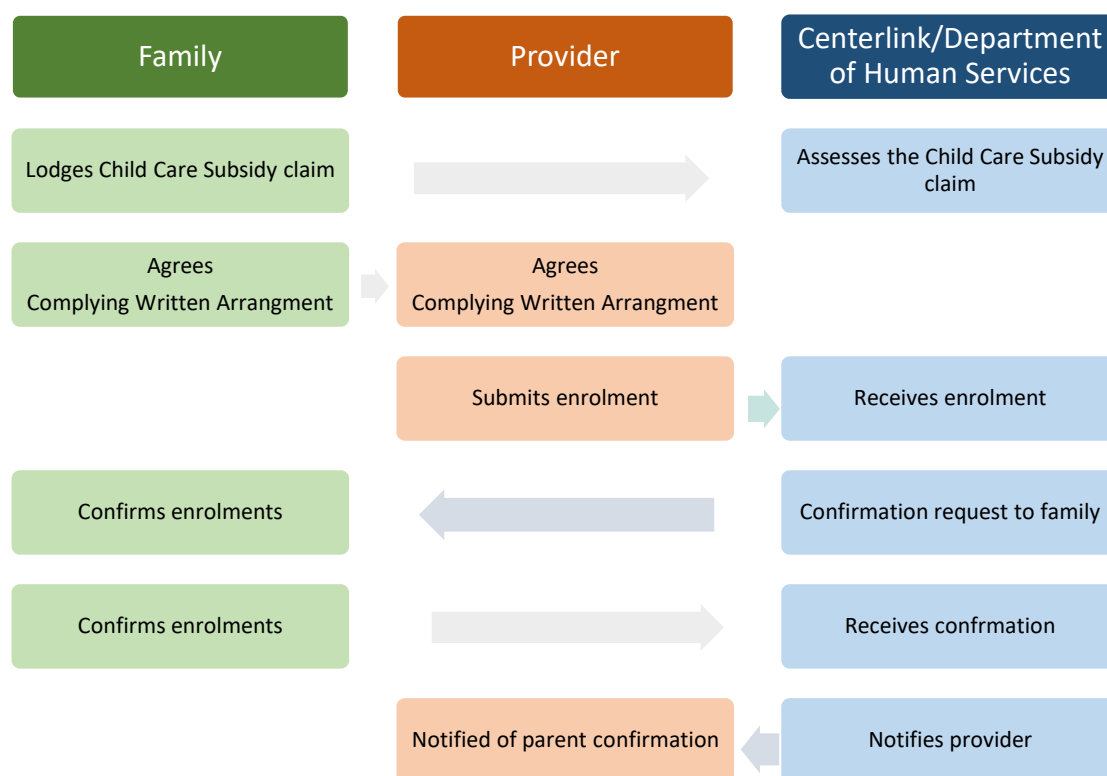
1. Discuss current vacancies, waitlist processes, service fees, written agreements, attendance records and management of debts;
2. Present WVELC's service philosophy and discuss care expectations, as well as any individual children's needs. WVELC will also provide relevant information to parents/guardians regarding National Standards and Regulations, any other relevant service policies and procedures;
3. Provide information on the Commonwealth Priority of Access and the Commonwealth Child Care Subsidy;
4. Ensure an enrolment form is fully completed for each child and a written care agreement is signed prior to the commencement of care;
5. Ensure the enrolment form contains:
 - The full name, date of birth; Customer Reference Number (CRN) and home address of the child;
 - Customer Reference Number (CRN) and date of birth of the parent/guardian claiming Child Care Subsidy;
 - The name, home address and contact details of each known parent/guardian of the child;
 - Details for any person who is to be notified of any emergency involving the child if any parent/guardian of the child cannot be immediately contacted and any person who is an authorised nominee;
 - Details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child;
 - Details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person;
 - The gender of the child;
 - The language(s) spoken in the child's home;

- The cultural background of the child and, if applicable, the child's parents/guardians;
 - Any special considerations for the child, any cultural, religious or dietary requirements or additional needs; and
 - Health information.
6. Provide language support where a parent/guardian is having difficulty in completing the form. An enrolment interview at the service will be conducted and if necessary organised in the parent's first language;
 7. Ensure access for any child irrespective of cultural background, religion, sex, disability, parents/guardians' marital status, health status or income while meeting the specific needs of the local community;
 8. Determine access for children with special needs in consultation with all stakeholders and according to priority of access guidelines. Physical environments will be adapted as much as possible to suit children's special needs; and
 9. Keep records relating to a child enrolled at the service for three years from the last day they were educated and cared for by WVELC.

The parents/guardians will

1. Complete an enrolment form and return it to the WVELC Director prior to the date of commencement, together with a copy of child's immunisation record;
 - If the child is diagnosed with a medical condition (including/but not limited to: asthma, allergies, anaphylaxis) the parents/guardians must provide a management plan and complete a risk minimisation plan;
 - If the child is subject to a court order, the parents/guardians must provide the WVELC with relevant documents.
2. Pay a bond of \$550 (prior to commencement);
3. Attend all 5 orientations;
4. Lodge a Child Care Subsidy claim with Centrelink / Services Australia;
5. Agree and complete written agreement; and
6. Access their online account through myGov to
 - Confirm enrolment details;
 - Indicate if details are incorrect; and
 - Indicate if the child is not enrolled.

Visual representation of enrolment confirmation



The Priority of Access Guidelines to be followed:

- **Priority 1:** a child at risk of serious abuse or neglect;
- **Priority 2:** a child of a single parent who satisfies or of both parents who satisfy the work/training/study test under section 14 of the "A New Tax System (Family Assistance) Act 1999"; or
- **Priority 3:**
 - siblings of current families
 - Canberra Hospital employees
 - ACT Health employees
 - General public (the community)

Within these three priority categories, precedence should also be given to children in Aboriginal and Torres Strait Islander families, families which include a person with a disability, families on lower incomes, families from culturally and linguistically diverse backgrounds, socially isolated families and single-parent families.

Types of enrolment

- Routine sessions only – casual care is not included
- Casual enrolment – no routine sessions are included
- Routine sessions, with casual care permitted

To maximise occupancy and to ensure that the Service maintains regular income to meet its financial obligations the following day structure applies for enrolment (*Committee Meeting, 2014*).

Full Time (5 days per week)		
Monday & Tuesday	Wednesday, Thursday & Friday	
Monday, Tuesday & Wednesday		Thursday & Friday
Monday & Tuesday		Thursday & Friday

Families must be enrolled for a minimum of two (2) days per week to ensure continuity of care through a regular and predictable attendance pattern. This approach supports children to develop a sense of security, reduces separation anxiety, and assists in building safe, respectful, and reciprocal relationships with their educators.

For part-time enrolments, care days must include either Monday or Friday to further support consistency within the learning environment and program continuity.

Split care days (non-consecutive or irregular attendance patterns) are not offered, except in exceptional circumstances where a child is of preschool age, has attended the service in the previous year, and has demonstrated a strong ability to adapt, settle, and engage confidently within the program.

Enrolment updates must be:

- in writing;
- updated within seven (7) days of a change; and
- changed where:
 - information in an enrolment is incorrect or changed (e.g. address);
 - family circumstances have changed (e.g. court order);
 - emergency contacts/people authorised to collect children are incorrect or changed; and
 - there is new medical condition or dietary requirement.

Changes to written care agreement

Four (4) weeks' notice is required to reduce the number of days that a child attends. Reduction of days must be in accordance with the days of enrolment structure.

Cessation of care

Four (4) weeks' notice is required to cease care with the Service. Bond and any credited fees will be refunded to parents/guardians, if the payments are up to date. In case of unpaid fees, bond will be used to cover the outstanding amount or its portion. Any remaining unpaid fees will be passed onto a collection agency.

Fees and Payments

The management committee has an overall objective in ensuring there is effective and efficient management of our Service as a professional enterprise reflecting the high-standard

of care and education expected of a child care facility. WVELC operates on a non-profit, self-supporting basis with all operating costs met through fee revenue.

Families are responsible to ensure that their fees are paid in accordance with the policy.

Parent/guardians are provided with a weekly invoice detailing the claims that have been processed, listing the Child Care Subsidy received and the amount to pay for each child in care. At the time of initial contact, families are provided with current fees.

WVELC is an approved service and eligible families will receive their Child Care Subsidy (CCS) entitlement as recurred fees. The service is responsible for administering Child Care Subsidy on behalf of the Australian Government.

Payment of fees

- WVELC requires a \$550 bond to be paid upon accepting a position. The bond is refundable upon leaving the service, if four (4) weeks' notice is given and all outstanding fees have been paid.
- Families are required to pay their fees two (2) weeks in advance.
- Fees can be paid via direct deposit (or electronic fund transfer). Please refer to the Family Handbook for the bank details or ask directly the service director. Please note cash or cheques will not be accepted.
- Fees **will** be charged for public holidays and when the child is absent from care (holidays or illness).
- Fees **will not** be charged for the end of the year (Christmas break) service closure or during professional development day (pupil free day).

Overdue fees

Families experiencing difficulties in paying their fees and/or experiencing financial hardship must advise the service director and discuss this matter further.

Families will receive a verbal and/or written reminder if their fees are overdue. If fees continue to be overdue the following overdue fee surcharges will be applied to each outstanding amount:

- 14 days overdue = 10% surcharge
- 21 days overdue = 20% surcharge
- 28 days overdue = 40% surcharge

Note: Failure to pay for care or frequent late payments may constitute grounds for refusal of further child care.

If families withdraw their child/ren or have forfeited their care, and have outstanding fees, the bond will be kept offsetting the fees owing. Where fees owing are greater than the bond, families are required to pay the remaining amount, alternatively the outstanding fees will be referred to a collection agency.

Late Collection Fee

Families are required to ensure their child/ren are collected from the WVELC prior to 6pm.

A late fee of \$10 per minute, per child, will be charged for children who have not been picked up prior to 6pm (as per the WVELC clock linked to the sign in/sign out tablets).

For example: If a child is picked up at 6.20PM a late collection fee of \$200 (20 minutes x \$10 per minute = \$200) will be applied.

The late collection fee will show as an additional charge on the next invoice.

Policy created on:	Written by:	Review date:	New review:
April, 2021	Paulina Jagus	June 11, 2025	May, 2027

Woden Valley Child Care Centre Association Incorporated

Safe Use of Digital Technologies and Online Environments Policy

Date Reviewed:

February 11, 2025

Regulation:

168(2)(ga); 168(2)(l); 170-
172(1); 181, 183

Standards:

1.1.3; 2.2.3; 5.1.2; 6.1.1; 6.1.2;
7.1.2; 7.2.1

Purpose

The purpose of this policy is to ensure the safe, respectful, and developmentally appropriate use of digital technologies and online environments within Woden Valley Early Learning Centre (WVELC). The policy outlines procedures to safeguard children's wellbeing, protect privacy, and maintain compliance with the Education and Care Services National Regulations, including regulatory amendments effective from 1 September 2025.

Policy Statement

Woden Valley Early Learning Centre is committed to providing a secure and child-safe digital environment. We recognise the growing role of technology in early childhood education and documentation and strive to ensure its use is ethical, controlled, and aligned with best practices. All digital practices are governed by clear protocols regarding device use, media storage, consent, data security, children's access to technology, and the responsible use of artificial intelligence (AI).

Scope

This policy applies to:

- All educators, staff, students, volunteers, contractors, and visitors
- All digital technologies and online environments used within the service
- Platforms and applications including Storypark and OneDrive
- Digital practices relating to children's images, documentation, learning tools, and communication

Key Procedures and Guidelines

1. Use of Service-Issued Devices

- Photographs and videos of children are captured exclusively on service-issued devices (e.g., tablets and cameras).
- Personal mobile phones or personal devices are not permitted to be used for capturing or storing media.
- All service-issued devices remain on the premises and are not removed from the centre.

2. Media Storage and Security

- All images and videos are stored securely on the centre's OneDrive cloud system, protected by encrypted and password-protected access.
- All centre computers are equipped with current security software and password protection.
- All media files are deleted at the end of each calendar year in accordance with our data management and privacy procedures.

3. Informed Written Consent

- Written consent is obtained through the enrolment process for the collection, use, and storage of children's images or videos.
- Consent includes uses such as documentation, portfolios, internal displays, and promotional purposes.
- For external use (e.g., website, social media), written consent is reconfirmed via email prior to publishing specific images.
- Images where children are not identifiable (e.g., blurred faces or "no face" images) do not require specific consent.

4. Children's Access to Technology

- Children may only access digital technologies:
 - In the presence of an educator, and
 - For educational purposes only.
- Approved uses include:
 - Researching relevant topics
 - Using the centre's interactive whiteboard for learning purposes
 - Educational purposes

- All digital applications used are vetted and approved by the Centre Director or Lead Pedagogical Leader for age-appropriateness and educational value.

5. Documentation Platform – Storypark

- The service uses Storypark as a secure, closed communication and documentation platform.
- Only authorised staff members and family members have access to upload content to Storypark.
- Families are provided with login credentials and are able to view, contribute to, and manage their child's learning journey in a private and secure environment.
- *For further information about security of this platform please refer to their statement*

6. Third-Party Contractor Access

- The service employs James Mackay, a contracted IT and documentation support provider, under a signed agreement and confidentiality clause.
- His access is strictly limited to systems-related functions and governed by WVELC's privacy and data protection expectations.

7. Use of Artificial Intelligence (AI)

- Educators may use AI-based tools (e.g., for documentation support, professional development, research, or administrative efficiency) provided the use is:
 - Ethical
 - Professional
 - Aligned with service values and policies
- Uploading any photos, videos, names, or personal information of children, families, or staff to AI platforms is strictly prohibited.
- Educators must critically assess the relevance, accuracy, and appropriateness of any AI-generated content before use.

Breach of Policy

Any breach of this policy, including unauthorised use of devices, sharing of media without consent, or security lapses, will be treated seriously. Consequences may include:

- Disciplinary action for staff or students
- Suspension of contractor access
- Notification to relevant regulatory or child protection authorities
- Notification to affected families in the case of a data breach

Roles and Responsibilities

Approved Provider / Nominated Supervisor:

- Ensure this policy is implemented and reviewed regularly
- Provide training and monitoring to support compliance

Training provided	21/07/2025	All staff – safe usage of AI
Training provided	21/07/2025	All Staff – usage of Teams

Educators and Staff:

- Follow all procedures outlined in this policy
- Maintain professionalism and confidentiality
- Immediately report any breach or concern

Families:

- Review and complete all relevant consent documentation
- Communicate any changes to their permissions or preferences

Review and Communication

This policy will be reviewed annually or sooner if required by legislative changes or service developments. Families will be notified at least 14 days before implementation of any policy updates, in accordance with Regulation 172.

Related Documents and References:

- Education and Care Services National Regulations (from 1 September 2025)
- National Quality Standard – Quality Areas 2, 5, and 7
- National Model Code for Taking Images or Videos of Children
- NQF Child Safety Online Environment Guide

Woden Valley Child Care Centre Association Incorporated

Records Filing Procedure

Date Reviewed:

Regulation:

Standards:

May 7, 2025

168(2)

7

Aim:

To ensure all records are stored securely, maintained accurately, and are accessible only to authorized personnel in compliance with privacy and regulatory requirements.

Procedure:

1. Daily Collection:

- At the end of each day, educators and staff place completed Medication, Illness, and Injury Forms into clearly labeled covered folders designated for each form type.
- Covered folders are stored temporarily in a secure area within the rooms during the week.

2. Weekly Filing:

- Every Friday afternoon, a designated authorized staff member collects all completed forms.
- Forms are reviewed for completeness and accuracy before filing in the office.

3. Secure Storage:

- Reviewed forms are filed in the locked main office.
- The locked office & cabinets are accessible only to authorized staff members with permission from the Centre Director.

4. Archiving (Bi-Annual):

- Twice per year (January and July), all forms older than six months are to be achieved by an authorized staff member.
- Archived documents are:
 - Clearly labeled with the date range

- Stored in a secure archive box placed in a designated locked storage room or secondary cabinet

5. Retention and Disposal:

- Forms are retained according to regulatory requirements (e.g., 3–7 years based on form type).
- After the retention period, forms are securely shredded or disposed of.

Woden Valley Child Care Centre Association Incorporated

Code of conduct for families

Date Reviewed:

Regulation:

Standards:

August 5, 2025

168(2)(i)

4.2, 7

Statement of Purpose

Woden Valley Early Learning Centre (WVELC) provides an open, welcoming, and safe environment where every child, family, and staff member is respected and valued. We believe that parents/guardians and staff share a vital role in enriching children's experiences at the Centre and ensuring its effective operation.

Our aim is to provide an inclusive, positive, and supportive environment for children, families, educators, and visitors. WVELC is committed to upholding its duty of care for the emotional, physical, and social wellbeing of all members of our community while meeting its legal responsibilities to maintain a safe and respectful workplace free from discrimination, harassment, and bullying.

Why This Matters

WVELC is more than an early learning service - it is a community. The way we treat each other directly affects the safety, learning, and happiness of our children.

- For children: When adults model respectful communication and behaviour, children feel safe, learn healthy ways to interact, and thrive in a supportive environment.
- For families: A culture of kindness, trust, and open communication helps build positive relationships between families and educators, creating a strong sense of belonging.
- For staff: Educators deserve to work in a space where their expertise is respected, and they feel safe from harassment, discrimination, or bias. This allows them to focus on providing the best possible care and education for your children.

This Code of Conduct ensures that WVELC remains a place where everyone—children, families, and staff—can feel respected, valued, and supported.

Aim

This Code of Conduct sets out the standards of behaviour expected of all parents, guardians, visitors, and family members when interacting with children, staff, volunteers, and other families within the WVELC community.

It reflects the values and beliefs of WVELC and supports the creation of an environment where:

- Children can thrive and feel safe.
- Staff can work free from fear, harassment, or discrimination.
- Families are welcomed, respected, and supported in meaningful partnership with the Centre.

Scope

This Code of Conduct applies to all adults, including parents, guardians, extended family members, and emergency contacts, while on Centre premises or during any Centre-related activity, including excursions, incursions, social events, and online interactions involving WVELC.

Definitions

Harassment

Harassment is any unwelcome behaviour (verbal, non-verbal, or physical) that humiliates, offends, or intimidates another person and adversely affects their welfare. Harassment may involve a single incident or a pattern of behaviour.

Examples include:

- Derogatory remarks or slurs.
- Unwanted comments about personal characteristics (e.g., gender, culture, religion, physical appearance).
- Intimidating, aggressive, or threatening behaviour.

Bullying

Bullying is repeated, unreasonable behaviour directed at an individual or group that creates a risk to their health, safety, or wellbeing. Bullying can occur in person or online (cyberbullying).

Examples include:

- Abusive, offensive, or profane language.
- Persistent unjustified criticism or complaints.
- Public humiliation or ridicule.
- Aggressive or intimidating behaviour.
- Deliberately undermining someone's efforts or contributions.

Discrimination

Discrimination occurs when a person is treated unfairly or less favourably based on a protected attribute, including race, gender, cultural background, religion, age, disability, sexual orientation, or family status.

Gender Bias & Stereotyping

Gender bias refers to preconceived notions or assumptions based on a person's gender that may influence behaviour, expectations, or treatment. Stereotyping of staff—especially male educators—can be harmful and inappropriate.

Examples include:

- Assuming male educators are less nurturing or trustworthy.
- Making inappropriate comments or questioning male staff's suitability for working with children.
- Assigning gendered roles or expectations to staff, children, or families.

WVELC has zero tolerance for gender bias, stereotyping, or any behaviour that undermines the dignity of educators or families based on gender.

Parent & Family Responsibilities

In General:

- Abide by WVELC's philosophy, policies, and procedures.
- Treat all children, staff, and families with courtesy, respect, and consideration.
- Use respectful, courteous, and appropriate verbal and non-verbal language at all times.
- Refrain from offensive, profane, harassing, or aggressive communication, including on social media.
- Never approach a child, staff member, or parent/guardian in a confrontational or intimidating manner.
- Maintain confidentiality about children, families, and Centre operations at all times.
- Avoid public criticism (including social media) of children, staff, or families.
- Ensure any concerns or grievances are submitted in writing via the Director or the Committee email—not via personal approaches to staff or Committee members.
- Recognise that the WVELC Committee operates on a voluntary basis, and responses to queries will be provided as promptly as possible.

In Relation to Children:

- Respect all Centre guidelines for children's routines and play; seek clarification when needed.
- Never reprimand or discipline another person's child—all behavioural management is the responsibility of staff.
- Supervise any non-enrolled children brought to the Centre, ensuring they do not disrupt programs or damage property.
- Respect the wishes of parents regarding photography or sharing of images.

In Relation to Staff:

- Treat all educators as qualified professionals with expertise, insight, and experience.

- Refrain from making demands that are impractical or outside of staff responsibilities; engage in constructive and collaborative discussions instead.
- Provide constructive feedback rather than negative criticism.
- Avoid gossip, rumour-spreading, or malicious talk, which can damage morale and community trust.
- Respect that staff cannot discuss:
 - Other families' personal information.
 - Financial or operational matters (e.g., accounting, fees, rostering).
 - Policies under development or confidential management decisions.
- Engage in open, honest, and respectful communication, especially when addressing concerns about your child.
- Recognise that racism, gender bias, or discriminatory behaviour toward staff, children, or families will result in immediate review and may lead to termination of enrolment.

Procedure for Dealing with a Breach

In the event of a breach of this Code of Conduct, the Director and/or WVELC Committee will follow the Complaints Policy, which may include:

- Engaging with the relevant parties to understand the situation.
- Facilitating mediation (internal or external) where appropriate.
- Issuing a written warning outlining required changes to behaviour.
- In cases of serious or repeated breaches, suspending or withdrawing a child's enrolment if no resolution can be reached.

WVELC reserves the right to take immediate action where safety, wellbeing, or the integrity of the Centre is at risk.

Woden Valley Child Care Centre Association Incorporated

Confidentiality and privacy policy

Date Reviewed:

May 7, 2025

Regulation:

168 (2)(l)

Standards:

6, 7

Aim

This policy aims to support and guide all WVELC staff, families, and visitors in respecting the confidentiality and privacy of all individuals within the service. WVELC recognises it is entrusted with sensitive personal information relating to enrolled children, families, and educators, which must be managed responsibly and ethically.

Policy Statement

WVELC is committed to protecting personal and sensitive information in accordance with the *Privacy Act 1988 (Cth)*, the *Australian Privacy Principles*, and the *Education and Care Services National Law and Regulations*. All personal information collected by WVELC will be handled in a way that maintains confidentiality and protects individual privacy, except where disclosure is legally required or essential for child safety.

Disclosure of Information

Personal information will not be disclosed without prior written consent of the individual or, in the case of a child, the legally responsible parent/guardian. However, in certain exceptional circumstances, disclosure may be required. These include but are not limited to:

- Emergencies requiring urgent medical or safety action;
- Suspected neglect or abuse, where a child's welfare must be prioritised;
- Compliance with legal obligations including government or regulatory requirements.

Maintaining Confidentiality in Communication

Confidentiality will be upheld in all internal and external communications regarding:

- Grievances, incidents, accidents, illnesses, or behavioural concerns;
- Names or identifying details will be replaced with generic terms such as "child," "educator," "parent," or "family" to protect privacy and ensure respectful, non-biased discussions.

Privacy and Record-Keeping Principles

- Information not required by WVELC will not be collected or stored.
- WVELC takes all reasonable steps to ensure personal information collected, used, or disclosed is accurate, complete, and current.
- Physical records will be stored securely in locked filing cabinets, accessible only to authorised personnel.
- Digital records are securely stored in the centre's management system, banking system, and M.Y.O.B. software, with external security measures in place.

Medical Exceptions and Waiving of Confidentiality

To ensure the health, safety, and wellbeing of children with ongoing medical conditions, WVELC may waive confidentiality under the direction of management. In such cases:

- Medical action plans will be displayed visibly in each room for immediate reference in case of an emergency.
- Families provide explicit consent to this arrangement by signing the individual risk minimisation plan.

ROLES AND RESPONSIBILITIES:

WVELC Committee, Management, and Educators

- Collect personal information in a respectful, non-intrusive manner.
- Ensure only relevant, necessary information is collected and retained.
- Limit access to children's information to those with a legitimate "need-to-know", typically related to health, wellbeing, or learning.
- Ensure written consent is obtained before releasing information to third parties, unless in an emergency or where required by law.
- Refrain from sharing any identifying information on social media—a breach of this policy and the WVELC Code of Conduct which may result in termination of employment.

Parents/Guardians

- Have the right to access and request amendments to their personal information.
- Must respect the privacy of other children and families and not disclose information they may become aware of.
- Must not publish information related to WVELC, its children, families, or staff on social media or other public platforms—a breach of this policy and the Code of Conduct which may result in the loss of the child's position at the centre.

Review and Monitoring

This policy will be reviewed annually or as legislative or operational changes require. All staff and families will be informed of any amendments.

Determining the responsible person

Date Reviewed:

June 10, 2025

Regulation:

168(2)(l), 117B

Standards:

4, 7

Purpose and Scope:

As determined by the Education and Care Services National Law, a responsible person will be on the premises at all times and the details of the responsible person will be documented and clearly displayed for educators, staff and families. The process for determining the responsible person will be clear to all educators and staff and followed at all times. This is to be read in conjunction with the Child Protection Procedure.

Definitions:

1. **APPROVED PROVIDER** – Holds the Provider Approval granted under the Children Education and Care Services National Law 2011. This approval authorizes the Approved Provider to operate an approved education and care service.

2. **NOMINATED SUPERVISOR** – this is a person with a Supervisor's Certificate designated by the service as the Nominated Supervisor. This person is responsible for the day-to-day management of an Approved Service and has a range of legal responsibilities under the Law and Regulations that govern the operation of education and care services.

3. **A RESPONSIBLE PERSON IN CHARGE** (a person in day-to-day charge) is one who the Approved Provider or Nominated Supervisor sees fit to be left in charge of the day-to-day operations of the service. A Responsible Person however, does not have any statutory responsibilities under the National Law and Regulations in the absence of the Nominated Supervisor.

4. **SERVICE SUPERVISOR CERTIFICATE** is issued to an approved education and care service by the Department of Education and Communities, Early Education and Care Directorate. The Service Supervisor Certificate may apply to any person working at the service who is identified by the Approved Provider or Nominated Supervisor (regulation 238A) and agrees to be:

- responsible for the day to day management of the service, or
- exercising supervisory and leadership responsibilities for part of the service.

1. Responsible Person in charge

A service must have a responsible person on the premises at all times. A responsible person can be:

- The approved provider
- The nominated supervisor
- A staff member who is a Responsible Person and has agreed to exercise supervisory and leadership responsibilities in the absence of the Nominated Supervisor

2. Consent to being the Responsible Person in charge placed in day-to-day charge

Only one staff member can be appointed to the position of Nominated Supervisor – the nominated supervisor role must be accepted in writing. A Responsible Person has agreed to be placed in day-to-day charge of the center as required. The designation must be made by the Approved Provider or the Nominated Supervisor and accepted in writing by the Responsible Person. A Responsible Person placed in day-to-day charge of an Approved Service does not have the same responsibilities under the National Law as the Nominated Supervisor.

3. Duty of Approved Provider

- Ensure Nominated Supervisors and Responsible Persons have a clear understanding of the role of the Responsible Person
- Ensure the Responsible Person is appropriately skilled and qualified
- Ensure a Responsible Person is physically present at the center. A substitute for the responsible person will be present where a Waiver is in place.

4. Duty of Nominated Supervisor or delegated authority

- Arrange for the keeping of a "Responsible Person record". This record will document the current Responsible Person.
- Develop rosters in accordance with the availability of Responsible Persons, center operation and attendance patterns of children so that a Responsible Person is physically present at the centre at all times and this is documented and displayed.

5. Procedure for Determining Responsible Person in Charge

Whenever possible, the Nominated Supervisor will be the Responsible Person in charge. The Responsible Person will sign in as on duty on the Responsible Person register and, upon leaving, hand over to the next Responsible Person, who will then sign in. The name of the Responsible Person in charge will be displayed at the main entrance to the center. Only one

staff member can be appointed to the position of Responsible Person in charge at any one time.

Criteria for Responsible Person in Charge:

- The person must be at least 18 years of age.
- The person must have adequate knowledge and understanding of the provision of education and care to children.
- The person must have the ability to effectively supervise and manage an education and care service.
- The person must be responsible and of good character
- The person must have successfully passed their probation period

Procedure

1. Nominated Supervisor as Default:

- Whenever possible, the Nominated Supervisor will act as the Responsible Person in charge.

2. Sign-In Process:

- The Responsible Person will sign in on the Responsible Person register upon commencing their duty.
- When the Responsible Person leaves, they will hand over to the next designated Responsible Person, who will then sign in.

3. Display of Responsible Person:

- The name of the Responsible Person in charge will be prominently displayed at the main entrance to the center.

4. Single Appointment:

- Only one staff member can be appointed as the Responsible Person in charge at any one time to ensure clear accountability and supervision.

By following this procedure, Woden Valley Early Learning Centre ensures that a qualified and responsible person is always in charge, maintaining a safe and effective environment for children and staff.

Policy created on:

June 10, 2025

Written by:

Paulina Jagus

Review date:

June, 2027

Woden Valley Child Care Centre Association Incorporated

Service Obligations

Date Reviewed:

June 11, 2025

Regulation:

Family Assistance Law

Standards:

6, 7

Aim:

An approved service must comply with a condition for the continued approval of the service under the family assistance law.

Policy:

The approved service must:

- notify enrolments for all children in care
- update enrolment information
- charge genuine fee
- charge no more than usual fee
- provide details of the authorised person
- reduce fees accordingly when fee reductions are calculated
- remit fee reduction amounts that cannot be passed on
- to provide statements
- keep record (refer to *Records Management Policy*)
- provide notice of cessation of operations
- give report on attendance (refer to *CCMS Policy and Procedure and Attendance Record Policy*)
- provide further information about enrolled children
- have appropriate IT systems in place to support its operation
- ensure the safety, health and wellbeing of children
- improve children's educational and developmental outcomes
- promote continuous quality improvement in education and care services
- not backdate attendance records after 28-day limit
- report educators 'Working with Children Check' details if required

Governance and management policy

Date Reviewed:

June 11, 2025

Regulation:

168(2)

Standards:

4, 7

Aim

Woden Valley Early Learning Centre (WVELC) is required to maintain records in relation to children, parents/guardians and service stakeholders for a specified time. All records must be kept up-to-date and stored confidentially in a secure area with access by authorised persons only. Records will be destroyed appropriately after specified times.

Governance

WVELC is a non-profit, self-sustaining enterprise, governed by the Woden Valley Child Care Centre Committee (The Committee). The Committee is comprised of parents and community members with the skills and enthusiasm to see WVELC operate efficiently and effectively.

An Annual General Meeting is held in March each year to elect committee members for the following twelve months. The Committee govern WVELC's core necessities and approve major works and expenses, the budget, enterprise agreement and solutions to maintenance issues.

Policy

All persons will comply with all policies and procedural requirements when engaging in activities relating to the operation of the WVELC and will conduct themselves in an ethical manner and abide by the WVELC code of conduct (refer to *Code of Conduct Policy*). All records will be maintained in a confidential and private manner.

1. All WVELC employees, casual employees, students and volunteers will be given information on legal and ethical requirements.
2. WVELC will hold and provide policy and procedure documents to educators and provide these to parents/guardians upon request.
3. Educators will have a working knowledge of policies and procedures.
4. The WVELCA Code of Conduct will be followed by all WVELC employees, casual employees, students and volunteers.
5. WVELC will
 - Ensure policies and practices are developed in line with current *Education and Care Services National Regulations, 2012* and the *National Quality Standards*.

- Ensure changes within the services are explained to all employees and parents/guardians prior to implementation.
- In case of any change to a policy/procedure, service will give at least 14 days' notice to the parents/guardians of children enrolled at the service.
- All employees.

6. WVELC will maintain valid workers compensation and public liability insurance.

(a) Governance policy describes the management and administrative practices that define authority, decision making and accountability within WVELC.

Decision making is based on the following principles

- The rights and best interests of the child are paramount;
- Children are successful, competent and capable learners;
- The principles of equity, inclusion and diversity underlie the National Law;
- That Australia's Aboriginal and Torres Strait Islander cultures are valued;
- That the role of parents/guardians and families is respected and supported;
- That best practice is expected in the provision of education and care services; and
- Procedural fairness will be afforded to all parties.

(b) Continuous improvement

WVELC will develop and maintain a Quality Improvement Plan (QIP). The QIP will detail the development, implementation and evaluation of the program. The QIP is the platform for improvement action based on analysis of practice and service delivery and will be continuously updated. Educators and parents/guardians are invited to contribute to the development of the plan and the implementation of identified actions. A professional development plan is required to be maintained by each educator. The plan is to outline professional development and learning goals, which is to be based on their reflection on practice.

(c) WVELC will notify in writing 42 days or more the Secretary of the Department of Education, Skills and Employment of their decision to cease operation, sell the business or transfer ownership. WVELC will also provide the department with additional information about the intended cessation within seven days (if requested).

(d) WVELC will cooperate with authorised officers visiting the premises of the service. WVELC will provide access to records and assistance so the authorised officers can undertake compliance activities.

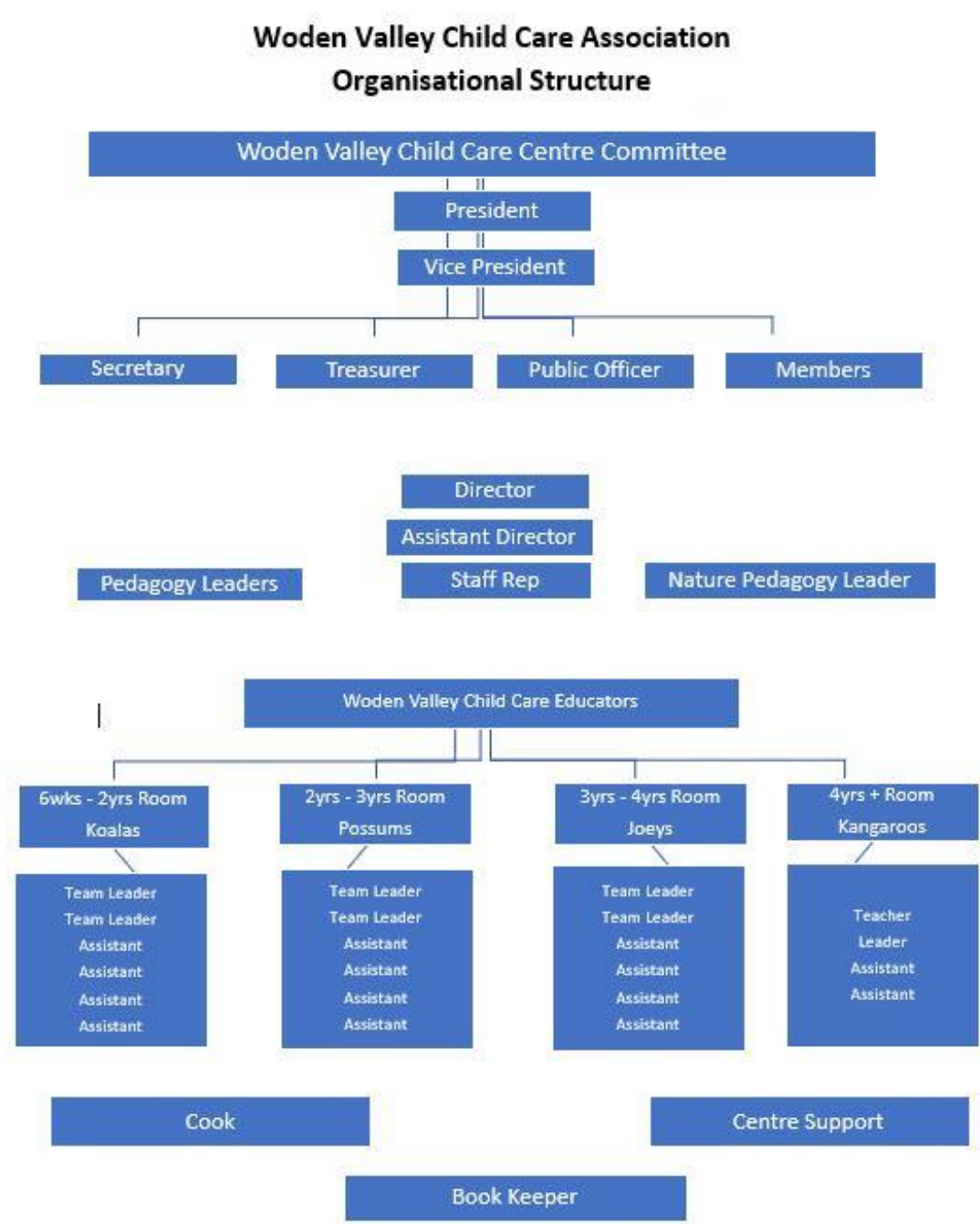
(e) WVELC will notify the department of any changes

- To details provided in the application form within 14 days.
- To the suitability of staff to provide care within 7 days.
- To the address of the service given in the application for approval – at least 30 days before.

(f) The Department of Education, Skills, and Employment may

- Reassess a service approval at any time.
- Make legislative instrument to place a pause on child care service applications.
- Require to report educators 'Working with Children Check' details.
- Put a 28-day limit on backdating children's attendance records.

Figure One: Woden Valley Child Care Association Organisation Structure.



Woden Valley Child Care Centre Association Incorporated

Session of care Policy

Date Reviewed:

June 11, 2025

Regulation:

Family Assistance Law

Standards:

6, 7

POLICY:

(1) Session of Care

A session of care is a period of care for which fee is charged.

Service cannot have contracts for sessions that exceed the limit of approved numbers of children in care.

If a session of care is being claimed, care must be available for that whole session, should the family need it.

Session reports must be submitted within 14 days after the end of the week when care was provided.

(2) Child Care Subsidy

Child Care Subsidy replaced the Child Care Benefit and Rebate subsidy and is directly paid to the service.

Family entitlement to the Child Care Subsidy is determined by a three-step activity test, more closely aligning the hours of subsidised care with the combined hours of work, training, study or other recognised activity undertaken, and providing for up to 100 hours of subsidy per fortnight.

Step	Hours of activity (per fortnight)	Maximum number of hours of subsidy (per fortnight)
1.	8 hours to 16 hours	36 hours
2.	More than 16 hours to 48 hours	72 hours
3.	More than 48 hours	100 hours

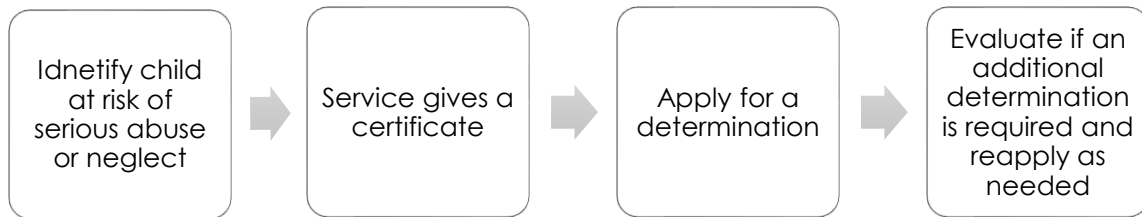
A broad range of activities will meet the activity test requirements including: paid work, being self-employed, doing unpaid work in a family business, looking for work, volunteering or studying.

Low income families who do not meet the activity test are able to access 24 hours of subsidised care per fortnight without having to meet the activity test, as part of the Child Care Safety Net.

(3) Additional Child Care Subsidy

Additional Child Care Subsidy provides extra support for child wellbeing, grandparents, temporary financial hardship and transition to work.

(a) Child wellbeing



Certificate:
• 1-6 weeks duration • No evidence required • State/territory notification within 6 weeks of start • Information to be shared with an appropriate body to connect families with help – 'provide notice' (not applicable if child protection is involved) • Collection of evidence to support an application for further periods • Can be backdated up to 28 days • Cannot be given if a child has had one or more certificates for a total of six weeks in a 12 month period – application to DHS necessary
Determination:
• Required is child will be still at risk beyond the initial 6 weeks • The certificate does not have to be expired • No limit • 13 week duration • Evidence required • Reference state/territory application • Can apply for more than 13 weeks

(b) Grandparents

- Up to 100 hours of subsidised care per fortnight:
 - 65% or greater carer responsibility
 - Substantial autonomy for day-to-day decisions
 - Received income support
- Covers 100% fee charged, up to 120% of hourly rate cap

(c) Temporary financial hardship

- Short term assistance – exceptional circumstances
- Ensures continuity of care
- 100% of fee, up to 120% of hourly rate cap, up to 100 hours per fortnight
- 13 weeks of assistance per event
- Families must apply through Centerlink

(d) Transition to work

- From income support including:
 - Parenting payment
 - Newstart allowance
 - Disability support pension
 - Youth allowance
- 95% of the fee charged, up to 95% of hourly rate cap

RELATED DOCUMENTS / REFERENCES:

- Enrolment, Orientation and Fee Policy
- Education and Care Services National Regulations, 2012
- New Child Care Package information sheet – April 2018

Policy created on:	Written by:	Review date:	New review:
April, 2021	Paulina Jagus	June 11, 2025	May, 2027

Woden Valley Child Care Centre Association Incorporated

Records Management Policy

Date Reviewed:

Regulation:

Standards:

June 11, 2025

168(2)

7

Aim:

To ensure the service has an efficient, effective and ethical process for the management of records.

Policy:

(1) Confidentiality

Staff, educators' and children's records shall be kept up to date and in a safe and secure area. All computer records are maintained in password protected systems. Records are not to be disposed of in a manner by which a breach of confidence might arise, e.g. inadvertent dumping in public places. The records will remain confidential and will only be made available to those who have a lawful right to them. Information will not be disclosed to another party without the consent of the individual concerned unless it is a requirement by law. Confidentiality will be maintained when discussing matters with educators, staff, and other agencies.

(2) Compliance with relevant legislative requirements

The service will abide by all legislative requirements in relation to the storage and management of records.

(3) Amendment and Approval of Changes to Records

The service will take reasonable steps to ensure that the records we keep are accurate, complete, up-to-date and written in objective non-judgmental language. However, should a person discover that the information held about them is inaccurate or misleading, they are required to inform the service and provide accurate information regarding the change required, and the records will be amended immediately.

(4) Access

Families, educators and staff have the right to know what information is held about them. Should either party seek access to their records, the manager will arrange a suitable time to

provide this information. Copies of such records will be made available upon request, at a mutually agreed time.

(5) Content of Information Held

The service will limit the amount and type of information that is held about people. Information held by the service will be for the express purpose of administering the service in adherence with government legislation and regulations, for example, delivery of quality care and education, administration of Child Care Benefit, Australian Taxation requirements, etc.

(6) Records and registers in detail

(a) **Record of service's compliance with the National Law** (*Regulation 167 – Record of service's compliance*). The record is kept at the service premises and must include:

- details of any amendment of the service approval made by the regulatory authority under Section 55 of the National Law
- details of any non-voluntary suspension of the service approval
- details of any compliance notice or compliance direction issued for the service.

Authorized officers can inspect or access this record at any time and any person can request access to this record.

(b) **Documentation of child assessments or evaluations for delivery of the educational program.** (*Regulation 74 - Documenting of child assessments or evaluations for delivery of educational program*). The record is kept at the service premises and must include:

For each child preschool age or under:

- assessments of the child's developmental needs, interests, experiences and participation in the program
- assessment of the child's progress against the outcomes of the program.

For each child over preschool age:

- evaluations of the child's wellbeing, development and learning.

(c) **Incident, injury, trauma and illness record** (*Regulation 87 – Incident, injury, trauma and illness record*). The record is kept at the service premises and must include:

- circumstances surrounding the incident, injury, trauma or illness
- details of any action taken by the educator, including medication administered and medical personnel contacted
- details of any person who witnessed the incident

Information must be added to the record as soon as practicable – and no later than 24 hours after it occurred. Please note that in addition to record keeping requirements, notification of serious incidents must also be provided to the regulatory authority within the prescribed timeframes.

(d) **Medication record** (*Regulation 92 – Medication record*). The record is kept at the service premises and must include:

- signed authorisation to administer medication, including authorisation for self-administration by the child if applicable
- date and time medication was administered

- the circumstances under which the medication should be next administered
- dosage and manner in which medication is to be administered
- name and signature of the person who administered the medication.

(e) **Children's attendance record** (*Regulation 159 – Children's attendance record to be kept by family day care educator*). The record is kept at the service premises and must include:

- each child's full name
- date and time each child arrives and departs
- signature of an authorised person each time a child arrives or departs.

(f) **Child enrolment records** (*Regulation 160 – Child enrolment records to be kept by approved provider and family day care educator*). The record is kept at the service premises and must include:

- child's full name, date of birth and address
- contact details for the child's parents and for other persons as required
- authorisations
- health information
- information about any parenting orders, court orders, or parenting plans provided that relate to the child
- information about the language used in the child's home, the cultural background of the child and their parents and any special considerations for the child e.g. cultural, religious, additional needs.

(g) **Record of visitors** (*Regulation 165 – Record of visitors*). The record is kept at the service premises and must include:

- name of each visitor
- time of the visitor's arrival and departure
- signature of the visitor.

(7) Storage

(a) All records held about families, educators and staff will be kept in such a way as to:

- prevent access by unauthorised persons;
- remain secure; and
- be archived for the specified time

(b) All records relating to a child enrolled at the service must be kept for 3 years from the last day they were educated and cared for by the service. These include:

- Documentation of child assessments or evaluations for delivery of the educational program
- Medication record
- Children's attendance record
- Child enrolment records.

(c) All records relating to the nominated supervisor or a staff member at the service must be kept for 3 years from the last day they provided education and care on behalf of the service.

(d) The following records must be kept for 3 years after the record was made:

- Record of service's compliance with the National Law.

(e) A record relating to an incident, illness, injury or trauma suffered by a child must be kept in a safe and secure place until the child is 25 years of age. A record relating to the death of a child while being cared for by the service or may have occurred as a result of an incident must be kept in a safe and secure place until 7 years after the death.

(f) CCS approved service must retain the following records for a minimum period of 36 months from the end of the year in which care was provided to which the information or event in the record relates:

- the licence to operate a child care service issued by the state or territory in which the service operates
- records of attendance for each child to whom care is provided (whether or not any person is currently eligible or conditionally eligible for child care benefit in respect of the child), including records of any absences from care
- any statements or other documents prepared or obtained by the service in relation to an absence mentioned in subsection 10 (3) of A New Tax System (Family Assistance) Act 1999 (for instance – documents in support of additional absence claims)
- copies of any certificates given by the child care service under the Family Assistance Law (for instance certificates given by a service under section 76 of A New Tax System (Family Assistance) Act 1999 for certifying the 'Special Child Care Benefit' rate—these certificates must comply with the requirements of a certificate set out at section 76(3) of the Act and include the reasons the service considers the child is at risk or the details of the temporary financial hardship the person is experiencing, whichever applies: see section 9 of the Child Care Benefit (Child at Risk and Hardship) Determination 2017
- copies of reports given by the child care service to the Secretary under section 219N of the Administration Act
- any notice of determination, or notice of variation of determination, given to the service by the Secretary under the Family Assistance Law for the purposes of child care benefit
- any written nominations of the kind mentioned in subsection 7 (1) of the A New Tax System (Family Assistance) (Child Care Benefit — Eligible Hours of Care) Determination 2006
- copies of receipts issued to people who have paid child care fees
- enrolment forms
- copies of notices of enrolment given to the Secretary by the child care service under section 219A or 219AA of the Administration Act
- insurance policies and any other documentation relating to insurance
- accounting records, including cash books and journals
- copies of any agreements made in accordance with section 24 of the Child Care Benefit (Eligibility of Child Care Services for Approval and Continued Approval) Determination 2017 (family day care services and in-home care services: in-home care agreement).

(8) Disposal of Records

Records will be held in a locked storage area until the time they can lawfully be destroyed. The service will use a security company to dispose of all archived documents. They will remove the records in a locked container and shred them in a secure manner.

(9) Misuse of Information

Agents of the service must not misuse information held by and on behalf of the service. In the event that an agent of the service misuses such information, disciplinary action will be taken.

(10) Families must have access to the following information:

- the Certificate of Approval to operate the service, which must be displayed in a prominent place;
- service Assessment and Rating overall score
- written policies and procedures;
- procedures for dealing with families' concerns and complaints;
- emergency evacuation procedures;
- the telephone number, address and other relevant information of the nearest appropriate office of the government department with responsibility for child care; and
- procedures for the arrival and departure of children.

(11) IT Management & Electronic record keeping

- Service IT system is highly protected against any hackers or viruses
- Each staff member will have individual user name/login and password
- Any hard copies of record will be scanned so they cannot be altered
- Documents will be stored in accessible way for further reference

Policy created on:	Written by:	Review date:	New review:
April, 2021	Paulina Jagus	June 11, 2025	May, 2027

Management of Debts Policy

Date Reviewed:

June 11, 2025

Regulation:

Family Assistance Law

Standards:

6, 7

Aim:

This policy provides an overview of the way in which amounts can be recovered from services under family assistance law and the CCSS.

Definitions:

Offsetting - is the process whereby amounts owed by a Child Care Subsidy approved service to the Australian Government are recovered, either partially or in full, by reducing future payments to a service. Offsetting is the usual way outstanding amounts overpayments or adjustments are recovered from services. The rate and period of offset against payments made to your service are matters for the discretion of the department, and may depend on the type of debt, its amount and the circumstances in which it arose.

Policy:

(1) Amounts to be recovered from service

The payments will be recovered automatically by CCSS through offsetting:

- amounts due to be recovered as a result of a service cancelling a previously submitted Attendance Record Report
- enrolment advance payments for enrolments that have ended
- fee reduction amounts that the service have advised is unable to pass on to a family within 14 days

If the service has ceased to operate or had its Child Care Subsidy approval suspended or cancelled, debt amounts that would normally be recovered by offset will instead be repaid by cheque or direct credit.

(2) Unpaid debts to the service

- the service will act immediately if a parent should fall behind in payment of agreed fees

- service will verbally and in writing advise the family of overdue fees and set a time frame in which to be paid
- service will work in collaboration with families, e.g. by agreeing to instalments
- failure to pay for care as per care agreement may constitute grounds for refusal of further care
- outstanding amount will be further passed on to the debt collecting agency

Policy created on:	Written by:	Review date:	New review:
September, 2021	Paulina Jagus	June 11, 2025	May, 2027

Woden Valley Child Care Centre Association Incorporated

Complying Written Agreement Policy

Date Reviewed:

June 11, 2025

Regulation:

Family Assistance Law

Standards:

6, 7

Policy:

(1) Hours are to be agreed between the service and the family. The weekly fee will be charged accordingly to these hours. Family must advise service of any changes to these hours. Service must agree to the new care hours.

(2) The family is to sign a CWA prior to commencement of care. The CWA must set out (but is not limited to) the following details:

- Names and contact details
- Date the arrangement starts
- Date of birth of the child (or children)
- Provision of care – routine, casual or flexible basis
- Details of fees
- Child Care Subsidy of Additional Child Care Subsidy can be paid
-

(3) Access must be provided to families during care agreement hours.

(4) WVELC reserves the right to refuse care, including in circumstances where a family has failed to comply with a request for payment.

(5) Cessation of care

- Family is required to give four (4) weeks' notice to the service if wish to cease the care

Woden Valley Child Care Centre Association Incorporated

Attendance records policy

Date Reviewed:

June 11, 2025

Regulation:

Family Assistance Law

Standards:

6, 7

Aim

Woden Valley Early Learning Centre (WVELC) will maintain records of attendance for each child for whom education and care is provided. Accurate records of attendance are required to confirm that a child, for whom child care payments are made, actually attended the service or home where the care was provided, for the hours or sessions of care stated, or was absent from care that would have otherwise been provided on that day.

Policy

1. It is the authorised person's responsibility to record on the attendance record the time of arrival and departure of the child in care on a daily basis.
2. Absences from care
 - (a) Child Care Subsidy (CCS) is payable, for each child, in relation to the child's initial 42 days of absence from care across all CCS approved child care services during each financial year. These absences can be taken for any reason and do not require supporting documentation, but they are only available on a day on which care would otherwise have been provided if the child was not absent, and the conditionally eligible individual was charged for that care.
 - (b) Public holidays will be counted as absence days for CCS if
 - The child would normally have attended the service or individual care on the day if it were not a public holiday; and
 - Fees are charged in respect of the absent child for the day.

Note: CCS is payable for public holidays at the usual rate.

(c) WVELC may report up to 20 additional absences for a child who has used more than 30 of their initial 42 absence days due to one or a combination of below reasons

- The child's illness/es;
- The parent/guardian's rostered days off or rotating shifts; and/or
- Shared care arrangements in connection with a court order, parenting plan or parenting order.

Note: WVELC must have the appropriate documentation to verify at least 31 initial absences.

(d) WVELC cannot report an absence for a child before they start attending care unless it is an additional absence reason and the child has already used their 42 initial absence days at another service.

(e) WVELC cannot report an absence for a child after the last day they physically attended WVELC unless it is an additional absence reason with supporting documentation and the child has already used their 42 initial absence days.

(f) WVELC will cancel all the absences after child's last day of attendance.

(g) Families must contact the Centre Director to discuss their options if a child will be absent for six consecutive weeks, as Child Care Subsidy (CCS) will be cancelled after this period and full fees will apply.

3. Attendance records must show a true indication of children physically being in care.

Policy created on:	Written by:	Review date:	New review:
April, 2021	Paulina Jagus	June 11, 2025	May, 2027

Woden Valley Child Care Centre Association Incorporated

The Acceptance and Refusal of Authorisation

Date Reviewed:

Regulation:

Standards:

June 11, 2025

168(2)(m)

5, 6, 7

Purpose

WVELC is committed to ensuring the safety and wellbeing of all children by strictly adhering to legislative requirements regarding written and informed authorisations. This includes authorisations for administering medications, collecting children, attending excursions, and accessing personal records.

Policy Statement

Woden Valley Early Learning Centre will ensure that all educators and families are informed of and comply with appropriate authorisation procedures. These procedures aim to safeguard children and ensure all decisions made in their care are lawful, informed, and respectful of parental rights and responsibilities.

Policy Implementation

WVELC will:

1. Ensure documentation for authorisations includes:
 - The full name of the child enrolled at the service;
 - The date the authorisation was provided;
 - The signature of the child's parent/legal guardian or a nominated contact person listed on the child's enrolment form;
 - The original form, letter, email, or secure online authorisation submitted to the service.
2. Apply authorisation requirements to the following areas:

- Collection of children;
 - Administration of medication;
 - Participation in excursions or outings;
 - Access to a child's personal records.
3. Store all authorisation records securely within each child's enrolment record in accordance with privacy laws and regulatory requirements.
 4. Exercise the right of refusal when authorisation (written or verbal) is incomplete, inconsistent with policy, or provided by an unauthorised individual.
 5. Make exceptions only in emergency medical situations, such as anaphylaxis or asthma, where medication may be administered without prior authorisation if:
 - It is documented in the child's medical action plan;
 - The parent/guardian is notified as soon as practicable after medication has been administered.

Collection of Children

- Families are strongly encouraged to provide at least two emergency contacts on their child's enrolment form who are authorised to collect the child if the parent/guardian is unavailable.
- Any person collecting a child must:
 - Be listed as an authorised nominee in writing via the enrolment form, email, or online authorisation form;
 - Provide their full name, date of birth, and mobile phone number for identification purposes;
 - Be someone known to the child, with whom the child is willing to leave the premises;
 - Adhere to WVELC's Visitors Policy and may be asked to present photo identification at any time.
- If there is uncertainty regarding the identity or authorisation of the person collecting the child, WVELC staff will contact the parent or legal guardian immediately to confirm the arrangement before releasing the child.

Disclaimer:

WVELC cannot prevent a parent or legal guardian from collecting their child unless the service has received a formal and current court order restricting access.

We kindly request that family or custody disputes be resolved externally and not through WVELC, as the service is not a mediator in legal or personal matters.

Policy created on:
September, 2021

Written by:
Paulina Jagus

Review date:
June 11, 2025

New review:
May, 2027

Woden Valley Child Care Centre Association Incorporated

Annual documents review Procedure

Date Reviewed:

February 11, 2025

Regulation:

168(2)

Standards:

7

Purpose:

To ensure all Woden Valley Early Learning Centre (WVELC) policies, risk assessments, and risk minimisation plans remain current, compliant, and reflective of best practice, regulatory changes, and the evolving needs of the centre.

Procedure:

1. Annual Review Period:

Each year during January and February, the Centre Director and leadership team will:

- Review all existing policies, risk assessments, and risk minimisation plans.
- Consult with relevant stakeholders (educators, families, and external professionals where needed).
- Ensure compliance with the National Quality Framework (NQF), Education and Care Services National Law and Regulations, and other applicable legislation.
- Document any updates or changes and distribute revised versions to staff and families as appropriate.

2. Ongoing Updates:

In addition to the annual review period, WVELC may update policies and risk-related documents at any time throughout the year in response to:

- Changes to legislation or regulatory guidelines.
- Emerging medical conditions or updates to individual health care plans.
- Feedback from staff, families, or regulatory bodies.
- Operational changes or identified needs within the centre.

3. Communication and Implementation:

- All updates will be communicated clearly to educators and families via internal communications or the centre's digital platforms.

- Staff will receive guidance or training as needed to implement revised practices.

Review:

This procedure itself will be reviewed annually during the January/February cycle or sooner if required.