

Woden Valley Child Care Centre Association Incorporated

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## Attendance records policy

Date Reviewed:

Regulation:

Standards:

April 6, 2021

Family Assistance Law

6, 7

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

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

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

Woden Valley Child Care Centre Association Incorporated

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## Code of conduct for families

Date Reviewed:

Regulation:

Standards:

April 14, 2021

168(2)(i)

4.2, 7

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### Statement of purpose

Woden Valley Early Learning Centre (WVELC) provides an open, welcoming and safe environment. We believe parents/guardians and staff play an important role in enriching children's experience at the Centre and in its effective operation. WVELC aims to provide an inclusive, positive and supportive environment for children, educators and parents alike.

### Aim

This document outlines appropriate behaviour for all parents/guardians and visitors of the Centre, and reflects the values and beliefs of WVELC. It seeks to uphold WVELC's obligation and duty of care for the emotional and social wellbeing of all its members. It will assist in ensuring the safety and wellbeing of children, families and staff. WVELC has a legal responsibility to provide a safe and happy environment for all children and staff, and a responsibility to provide, as far as is practical, a safe workplace that is free from discrimination, bullying and/or harassment.

### Scope

This code of conduct applies to all adults, including parents/guardians, extended family and emergency contacts while interacting with the WVELC.

### Definitions

**Harassment** is unwelcome conduct that humiliates, offends or intimidates people - and the conduct can be reasonably considered to adversely affect the welfare of any member of the WVELC community.

**Bullying** is the repeated and intentional use of words or actions against someone, or a group of people, which causes distress and risk to their wellbeing. Bullying is not the same as conflict between people or disliking someone, even though people may bully another because of conflict and dislike.

#### Bullying behaviour may include

- Unfair and excessive criticism
- Publicly insulting people
- Undervaluing people's efforts or contributions

### Parent/family responsibility

#### In general

- Agree to abide by the WVELC's philosophy;

- Follow the WVELC's policy and procedure documents;
- Respect the privacy of children, staff and other families;
- Treat all users of the centre and staff with courtesy, respect and consideration;
- Use respectful, courteous and acceptable verbal and non-verbal language. Refrain from the use of profane, insulting, harassing, aggressive or otherwise offensive language;
- Under no circumstances should a child, parent/guardian or member of staff be approached directly in a confrontational manner;
- Maintain confidentiality regarding WVELC at all times;
- Refrain from public criticism of children and adults at WVCC, which includes social media;
- Parents/guardians are not to use social network sites to publish negative comments or confidential information about WVELC, other users, children or staff;
- Be aware of emergency evacuation procedures; and
- Parents/guardians are not to approach or contact WVELC Committee members personally to discuss concerns or grievances. These and any queries are to be tabled in a written format and submitted via the Director or the WVELC Committee email address. Responses will be a consensus from the WVELC Committee as a body, not the expressed opinions of any individual member. Parents/guardians are to be respectful that the WVELC Committee runs on a volunteer basis, and appreciate queries directed to the WVELC Committee will be addressed in a manner as timely as possible with this understanding.

#### In relation to children

- Be aware of routines and guidelines for children's play within WVELC, abide by them and seek advice when unsure;
- Managing children's behaviour is the responsibility of the staff. Never reprimand another person's child, refer all matters of concern regarding children's behaviour directly to staff;
- Be responsible for any child/children you bring to the WVELC if they are not enrolled. This includes supervising them and ensuring they do not damage property; and
- Be discrete and respectful of parent's wishes, all times regarding any photography taken at WVELC.

#### In relation to staff

- Give encouraging and constructive feedback rather than negative criticism;
- Prevent inappropriate gossip, as malicious and negative talk is destructive and to the detriment of the WVELC and staff/parent morale;
- Accept staff decisions and follow their directions. Speak with staff if you have any problem complying with any direction;
- Avoid approaching staff to discuss a child mid-session. Seek an alternative time when staff are free from contact duties with children;
- Do not approach staff during their rostered hours to arrange babysitting outside of WVELC. Such discussions are to occur outside of the rostered staff hours;
- Understand that under staff's contractual obligations, they are unable to discuss with accounting procedures, costing structures, policies under development, operational decisions of management, waiting list arrangements or staff rostering. They are also unable to discuss confidential personal information about other children in the service;

- Should a staff member approach a parent/guardian with a concern pertaining to any matter other than their own child, the parent/guardian must respond professionally and encourage the staff member to address the concern through the WVELC's conflict resolution process;
- Parents/guardians are encouraged to seek the input of a relevant Room Leader wherever possible, when discussing any concerns about their child with staff. This will ensure a clear line of communication between staff in the relevant room, and the Director; and
- Inappropriate gossip, malicious and negative talk is destructive and to the detriment of the Centre and staff/parent morale.

### **Procedure for dealing with a breach in the Code of Conduct for families**

On notification of a potential breach of this code of conduct, the Director/WVELC Committee will activate the complaints policy.

The Director/Committee will commence a course of action, which may include, but is not limited to

- Communicating with the relevant parties to seek an understanding of the situation;
- Implementing internal or independent mediation for relevant parties, where deemed necessary, by the Director and/or WVELC Committee;
- Convening a *first and final warning meeting*, or issuing a letter to the relevant parties on the outcomes of any investigation, reaffirming that any other breach of this code of conduct will not be tolerated; and
- Requesting the withdrawal or suspension of a child/ren's place in the program due to a serious breach of the code of conduct. Please note this will only be taken if no other alternative is deemed appropriate by the WVELC Committee. This can include circumstances where an issue is ongoing, unresolved, or unable to be resolved where a parent/guardian is unable or unwilling to join in mediation activities.

Woden Valley Child Care Centre Association Incorporated

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## Complying Written Agreement Policy

Date Reviewed:

Regulation:

Standards:

September 14, 2021

Family Assistance Law

6, 7

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### 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
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(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

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## Confidentiality and privacy policy

Date Reviewed:

June 2, 2021

Regulation:

168 (2)(l)

Standards:

6, 7

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### Aim

This confidentiality and privacy policy seeks to support all Woden Valley Early Learning Centre (WVELC) staff and families. WVELC acknowledges it is entrusted with personal information on enrolled children, families and educators, which must be respected and kept strictly confidential.

To maintain confidentiality, all information provided to WVELC will not be disclosed without prior written consent of the person, or in the case of a child/ren, by the legally responsible parent/guardian. Noting this, there may be some exceptional cases where WVELC may be required to disclose necessary information, including cases such as:

- Emergencies requiring urgent action;
- Neglect or abuse, where a child/en's welfare must be prioritised; and/or
- To fulfil Government and/or legislative requirements.

### Privacy

- Information not required to be provided to WVELC should not be taken;
- Every reasonable step will be taken to ensure personal information collected, used or disclosed is accurate, complete and current.
- Every reasonable step will be taken to ensure that personal information held within WVELC is protected from misuse, loss and from unauthorised access, modification or disclosure.

### WVELC Committee, Management and Educator Responsibilities

- WVELC will strive to collect personal information in a non-intrusive manner, taking particular care with sensitive matters;
- Paper-based information will be stored in a locked filing cabinet, and safeguarded to prevent access by persons without a requirement to access the information;
- Electronic information will be stored in the online centre management system, the bank or M.Y.O.B. online accountancy software - the security of which is governed and managed outside of our jurisdiction;
- Educators will only have access to information about children in their care where they have a need-to-know, specifically where it may concern a child's health, wellbeing or learning;

- Information will not be released to outside agencies without the written permission of a parent/guardian. Exceptions to this may include:
  - Emergencies requiring urgent action;
  - Neglect or abuse, where a child/children's welfare must be prioritised; and/or
  - To fulfil Government and/or legislative requirements.
- Only information relevant to WVELC will be kept on file;
- Parents/guardians have the right to their information and to have their information amended if it is out-of-date or incorrect; and
- Publishing of personal information on social media is a breach of this policy and the WVELC's Code of Conduct and could result in loss of position.

#### **Parents/guardians responsibilities**

- Parents/guardians have the right to their information and to have their information amended if it is out-of-date or incorrect;
- Parents/guardians must respect the privacy of other children and their families,
- Parents/guardians must not misuse information to which they may become privy, and at all times comply with the laws governing the disclosure of information; and
- Publication of information on social media about WVELC, the children attending or their families is a breach of this policy and the WVELC's Code of Conduct and could result in the loss of your child's position at WVELC.



Woden Valley Child Care Centre Association Incorporated

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## Determining the responsible person

Date Reviewed:

Regulation:

Standards:

September 14, 2021

168(2)(l)

4, 7

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### 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** 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.

**Procedure:**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 of determining responsible Person in charge

Whenever possible the Nominated Supervisor will be the Responsible Person in charge. The Responsible Person in charge will sign in, as on duty, on the Responsible Person register and upon

leaving, hand over to the next responsible person to sign in. The name of the Responsible Person in charge will be displayed in 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

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## Enrolment, orientation and fee policy

Date Reviewed:

Regulation:

Standards:

April 8, 2021

168 (2)

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

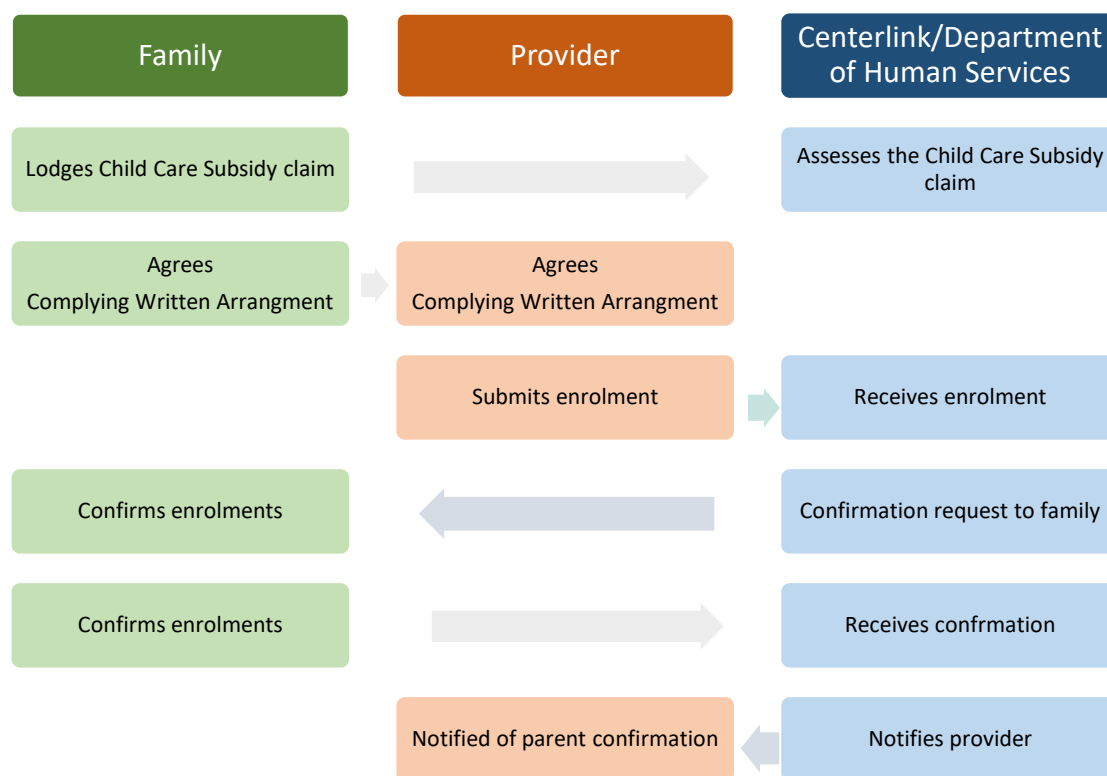
1. discuss current vacancies, waitlist processes, service fees, written agreements, attendance records and management of debts;
2. Present WVELC's service philosophy and discuss care expectations, as well as any individual children's needs. WVELC will also provide relevant information to parents/guardians 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 orientation;
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:

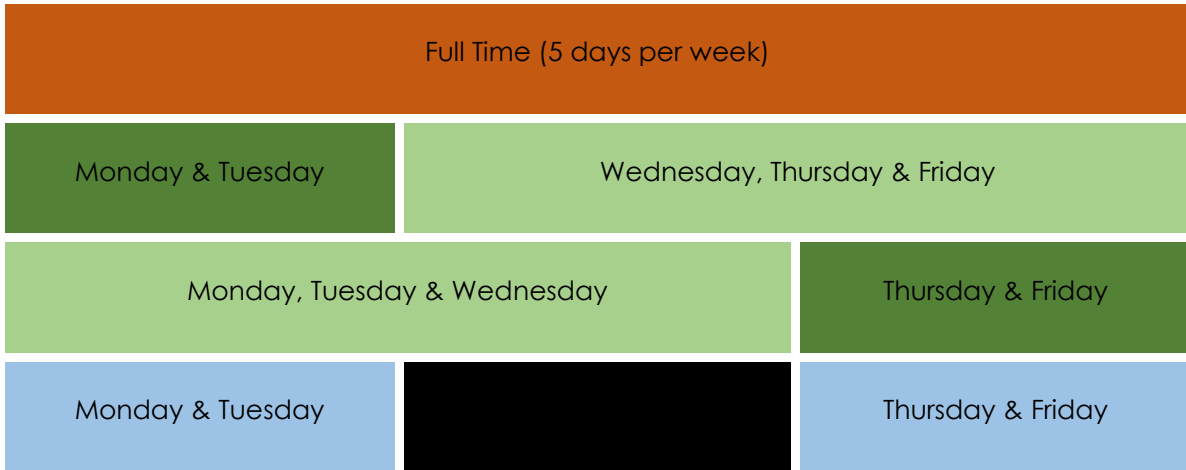
- **Priority 1:** a child at risk of serious abuse or neglect;
- **Priority 2:** a child of a single parent who satisfies or of both parents who satisfy the work/training/study test under section 14 of the "A New Tax System (Family Assistance) Act 1999"; or
- **Priority 3:**
  - siblings of current families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



Families must be enrolled for the minimum of two (2) days per week, to ensure that continuity of care in a regular and predictable pattern is provided to children, to further reduce separation anxiety and help children to build safe, respectful and reciprocal relationships with their educators.

The above structure of care or/and the minimum day requirement may be subject to change and is to be assessed by the service Director based on individual family circumstances.

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, two (2) educator professional development days 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.

#### 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.



## Governance and management policy

Date Reviewed:

April 13, 2021

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.

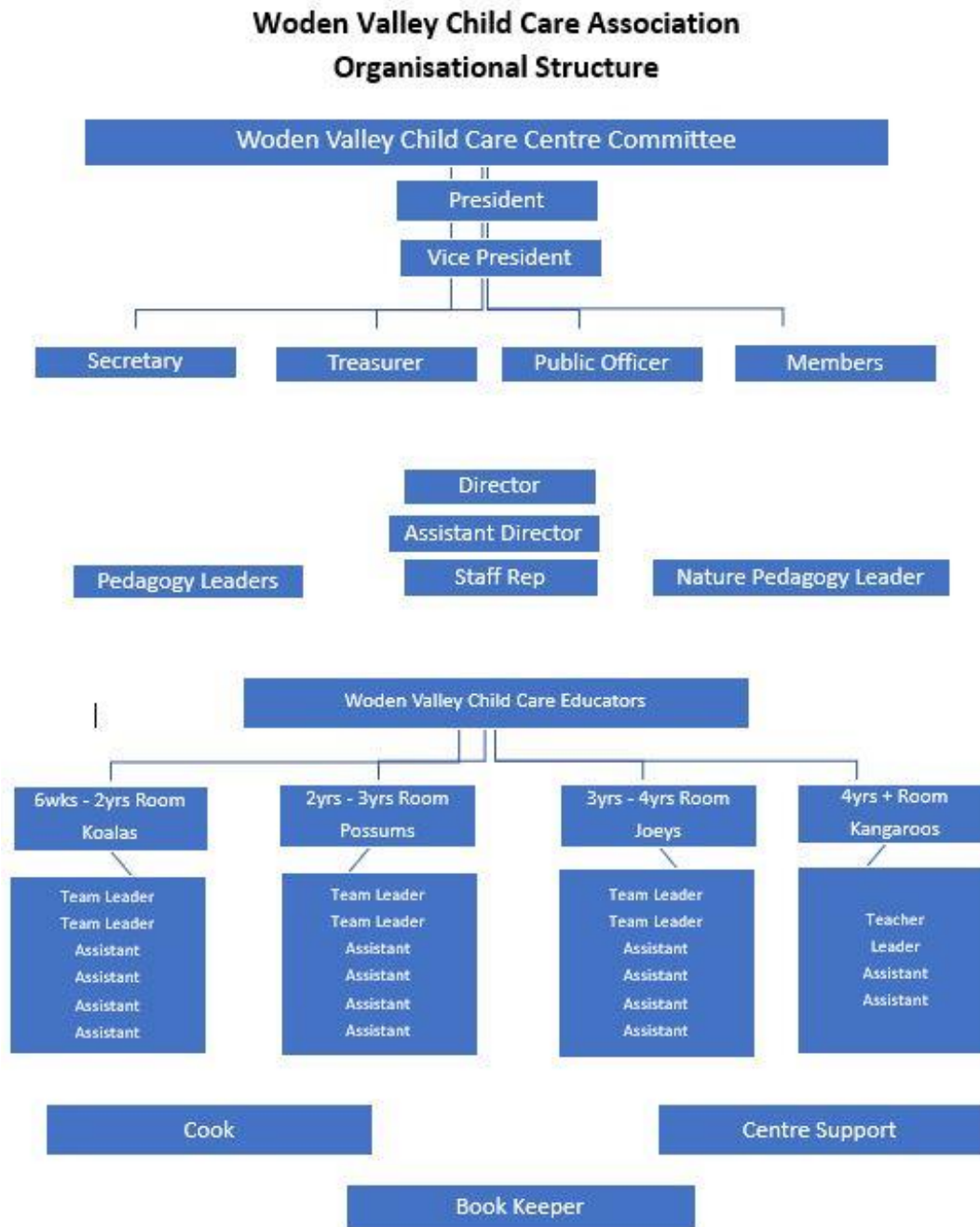
(e) WVELC will notify the department of any changes

- 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.



## Grievance policy

Date Reviewed:

June 2, 2021

Regulation:

168 (2)(o)

Standards:

6, 7

### Aim

To provide families, employees and Woden Valley Early Learning Centre (WVELC) Committee members clear guidelines to follow in the event of a grievance and to ensure that a fair and confidential outcome is realised.

### Implementation

All grievances are dealt with fairly, equitably and promptly and wherever possible in an informal manner. If a grievance cannot be resolved informally with the persons involved, a formal grievance process will commence.

In fairness to those involved, grievances raised anonymously that relate to an individual employee are not investigated by the WVELC Committee or service management, unless it is a mandatory reporting concern. The resolution of grievances is expected to be done in an ethical, equitable and respectful manner and anonymous grievances pose significant issues in ensuring the investigation is dealt with in this manner.

### Resolution of grievances between parents/guardians/families and employees

On enrolment parents/guardians are provided with a copy of the services philosophy, enrolment handbook, and a list of WVELC policies. Parents/guardians are provided with access to policies electronically, (via StoryPark), and in hard copy in the family library in the service foyer.

Should a conflict arise between a child's parent/guardian and an employee, the parent/guardian will discuss the issue with the relevant employee. If the parent/guardian still feels further action is necessary, the parent/guardian will discuss the issue with the Senior Educator, or Director where it relates to a senior employee.

Additionally, if an employee wishes to raise an issue with a parent/guardian, the issue should be discussed with the parent/guardian in the first instance, followed by the Senior Educator or Director.

Should an employee have concerns relating to a parent/guardian's behavior, attitude or conduct towards an employee, a child, family of the service, or the service in general, the employee will raise these concerns with the Director to identify appropriate action to be taken.

In all circumstances the affected party will clearly identify the particular grievance, the issues and relevant parties involved.

If after discussion with the Senior Educator or Director, the parent/guardian or employee is still unhappy with the resolution of the issue, the parent/guardian or employee may choose to raise the issue with the WVELC Committee through writing to the Committee secretary.

Should a grievance be communicate to the WVELC Committee, the Committee will discuss the grievance, identify steps for resolution and convey the Committee's decision and reasoning to the parties involved through written response. A written response will be provided within 28 days of the grievance being tabled at a meeting of the executive.

If a grievance concerns the WVELC Director or a member of the WVELC Committee, the Committee may deem it appropriate for that person to be absent from its discussions relating to the grievance.

If a parent/guardian has followed this procedure and is still unhappy with the resolution of the issue they may choose to refer the issue to The Children's Education and Care Assurance, (02 6207 1114) and/or The ACT Human Rights Commission, Children and Young People Commissioner (02 6205 2222).

If an employee has followed this procedure and is still unhappy with the resolution of the issue, and the employee is a member of a relevant union or professional body, they may choose to refer the issue to the relevant union or professional body.

### **Resolution of grievances between WVELC Committee members**

On appointment to the WVELC Committee, members are given

- A copy of the associations constitution;
- A copy of the services philosophy; and
- A list of all service policies and access to copies of essential policies, including this policy.

Discussions that take place during Committee meetings are confidential.

Should a Committee member be dissatisfied with the way a decision has been reached at a Committee meeting or with a particular action of the Committee, they will raise their concern with the WVELC chairperson and seek to have their grievance tabled at the next Committee meeting. In the event of an irresolvable conflict, a special Committee meeting may be called in accordance with the WVELC's constitution. The Committee will determine a course of action agreed to by a majority vote.

### **Resolution of grievances between employees (including the WVELC Director)**

Employees who have a grievance with another employee should talk directly to the employee concerned to attempt to resolve the issue. This is to be done in a sensitive and respectful manner. Any employee involved in a grievance should abide by WVELC's privacy and confidentiality policy. Employees or families of WVELC external to the grievance are not to become involved in the grievance itself, or the resolution. If unable to resolve the situation, the relevant Senior Educator followed by the Director, should be called upon to commence a private and confidential conflict resolution for both sides.

If an issue continues to be unresolved, the employee will be advised of other formal channels available, such as legislative bodies.

WVELC will keep record of any written (letters, emails, notes) or verbal (phone calls, meetings) communication, in private and confidential manner.

## 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

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## Management of Debts Policy

Date Reviewed:

September 14, 2021

Regulation:

Family Assistance Law

Standards:

6, 7

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### 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



Woden Valley Child Care Centre Association Incorporated

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## Records Management Policy

Date Reviewed:

Regulation:

Standards:

September 14, 2021

168(2)

7

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### 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

Woden Valley Child Care Centre Association Incorporated

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## Service Obligations

Date Reviewed:

September 14, 2021

Regulation:

Family Assistance Law

Standards:

6, 7

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### 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

## Session of care Policy

Date Reviewed:

Regulation:

Standards:

September 14, 2021

Family Assistance Law

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

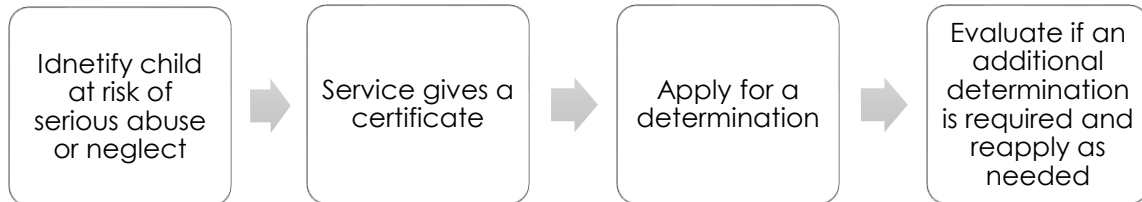
A broad range of activities will meet the activity test requirements including: paid work, being self-employed, doing unpaid work in a family business, looking for work, volunteering or studying.

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



<b>Certificate:</b>
<ul style="list-style-type: none"><li>• 1-6 weeks duration</li><li>• No evidence required</li><li>• State/territory notification within 6 weeks of start</li><li>• Information to be shared with an appropriate body to connect families with help – ‘provide notice’ (not applicable if child protection is involved)</li><li>• Collection of evidence to support an application for further periods</li><li>• Can be backdated up to 28 days</li><li>• 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</li></ul>
<b>Determination:</b>
<ul style="list-style-type: none"><li>• Required is child will be still at risk beyond the initial 6 weeks</li><li>• The certificate does not have to be expired</li><li>• No limit</li><li>• 13 week duration</li><li>• Evidence required</li><li>• Reference state/territory application</li><li>• Can apply for more than 13 weeks</li></ul>

#### (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 100hours 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

Woden Valley Child Care Centre Association Incorporated

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## The Acceptance and Refusal of Authorisation

Date Reviewed:

Regulation:

Standards:

September 14, 2021

168(2)(m)

5, 6, 7

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### PURPOSE:

To provide the educators with a clear procedure for correct authorizations for actions such as administration of medications, collection of children, excursions and providing access to personal records.

### POLICY:

The Woden Valley Early Learning Center will ensure that educators and families, are informed of the appropriate authorization for actions in relation to administration of medications, collection of children, excursion and providing access to personal records.

The service will:

1. Ensure documentation relating to authorisations contains:
  - the name of the child enrolled in the service;
  - date;
  - signature of the child's parent/guardian, or nominated contact person who is on the enrolment form;
  - the original form/letter/register provided to the service
2. Apply these authorisations to the collection of children, administration of medication, excursions/outings and access to records.
3. Keep these authorisations in the enrolment record.
4. Exercise the right of refusal if written or verbal authorisations do not comply.
5. Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The Service can administer medication without authorisation in these cases, provided it is noted on medical plans and that parents/guardians be contacted as soon as practicable after the medication has been administered.

Woden Valley Child Care Centre Association Incorporated

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## Visitors to the service policy

Date Reviewed:

June 2, 2021

Regulation:

Family Assistance Law

Standards:

7

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### Aim

The aim of this policy is to set expectations and provide clear guidelines on appropriate behavior for visitors to the Woden Valley Early Learning Centre (WVELC).

### Policy

Visitors to WVELC are expected to:

- Sign in on arrival and sign out on departure;
- If providing deliveries, entertainment or other services to WVELC, provide their full name, phone number, and details on the organisation they work for or/and a reason for a visit;
- Where relevant, visitors holding a current Working with Vulnerable People card are required to provide their card details, unless the visits are regular and the copy is stored on file;
- Respect and comply with WVELC philosophy;
- Follow the rules of WVELC, including those specified in the constitution and policy and procedure documents;
- Adhere to WVELC accountability requirements;
- Present themselves in neat, clean and respectful clothing, appropriate to be seen by young children (e.g. offensive language or scary pictures on clothing may not be considered respectful, and a visitor may be refused entry to WVELC);
- Act in respectful, positive and honest way;
- Not smoke, take illegal drugs or consume alcohol when present on WVELC grounds, or enter WVELC under the influence of alcohol or illegal drugs (if WVELC staff are not convinced that the person is fit for entry, entry may be refused);
- Not bring dangerous materials into the centre. Heavy machinery, equipment or any toxic products necessary to maintain WVELC should be supervised at all times and be placed out of reach of the children – it is good practice to inform staff of any possible dangerous items brought into premises;
- Avoid consuming or bringing food to the service, noting WVELC has a strict **no nut policy and some children may have other forms of food based allergies**;

- Not harass, threaten or abuse in any way (physical, verbal, mental or sexual) any WVELC staff, visitors or users of the centre;
- Follow the appropriate **Grievances policy** to resolve conflicts;
- Respect the privacy of WVELC and any of its users (children, parents/guardians/families, staff, other visitors and community members). Any documents, set-ups or displays are considered WVELC's intellectual property. If you wish to obtain a copy of any property and/or take a photo, prior permission must be obtained (please note that small charges may apply as WVELC is community based non-profit organisation); and
- Not take any photos of child/ren (or have child/ren in the background), staff, parents/guardians/family members, other visitors or community members, displays, equipment or/and set-ups without obtaining prior permission.

#### *WVELC tours*

Tours of WVELC are not be held during routine times or sleep/rest time and must be booked in advance. The WVELC leadership team will guide prospective families or visitors through the premises and will accompany them at all times. The most convenient time for the tours are between **9am – 11am** and between **2:30pm – 3:30pm**.

#### *Parking*

Parking at the front of the premises is only intended for parents/guardians/families, visitors or WVELC deliveries. It is short-term parking (up to 15 minutes) intended primarily for drop-offs and pick-ups of child/ren enrolled in the service. Any visitors (including orientating families) who require a longer period of parking should seek written permission and will be provided with an exemption note to display in their car, otherwise parking fines may apply. WVELC does not take any responsibility for any fines, car damage or/and thefts.

#### *Belongings*

WVELC takes no responsibility for any goods brought into or left at WVELC. Please keep an eye on your belongings.