



**Hunter**  
**Mobile**  
**Preschool**

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# PARENT POLICY BOOKLET

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*Hunter Mobile Preschool – providing education to rural children since 1979.*

Registered as Lower Hunter Children's Activity Van Association Inc. ABN 62 343 435 832. Trading as Hunter Mobile Preschool.

# Hunter Mobile Preschool

## Code of Conduct Policy

### Purpose

A code of conduct establishes a standard, incorporating the mission, goals, objectives and values of the Hunter Mobile Preschool, ensuring fairness and equity, by which committee, staff, parents, volunteers and students at Hunter Mobile Preschool conduct themselves towards each other, government authorities and the general community.

This policy will provide guidelines to promote desirable and appropriate behaviour to ensure that all interaction with children and adults is respectful, honest, courteous, sensitive, tactful and considerate. It does not provide all the answers but is a broad outline of behavioural principles, expectations and ideals that will assist in ensuring the safety and wellbeing of children, families and staff at Hunter Mobile Preschool.

### Policy statement

#### 1. Values

The committee of management of Hunter Mobile Preschool has a legal responsibility to provide a duty of care for all children and staff, and that Hunter Mobile Preschool is a place of learning for young children and therefore the rights of the child will be considered first and foremost.

Hunter Mobile Preschool is committed to:

- The wellbeing of each child having fundamental importance
- The provision, as far as practicable, of a safe and secure environment
- Providing an open, welcoming environment in which everyone's contribution is valued and respected
- Encouraging parents/guardians, volunteers and community members to support and participate in the centre's program.

#### 2. Scope

The code of conduct applies to all adults, including parents/guardians, staff, volunteers, students on placement, extended family and visitors while attending or involved in any activities related to the Hunter Mobile Preschool.

#### 3. Background and legislation

The committee and staff have a duty of care to the children attending the centre and must ensure: 'That the children's service is operated in a way which ensures the safety of the children being cared for or educated, ensures that the developmental needs of those children are met and supports the health and wellbeing of those children.'*(Children's Services Act 1996, Section 25E [1])*.

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

Therefore the committee needs to ensure that all parents/guardians, volunteers, staff, students and any other persons involved in the centre adhere to clear guidelines regarding appropriate interaction and communication with one another and with children at the centre.

Legislation may include but is not limited to:

- *Children's Services Act 1996 (CSA)*
- Children's Services Regulations 2009 (CSR)
- *Children, Youth and Families Act 2005*
- *Child Wellbeing and Safety Act 2005*
- Racial Discrimination Act 1975
- Sex Discrimination Act 1984

- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Human Rights and Equal Opportunity Commission Act 1986
- Work Health & Safety NSW 2011

#### 4. Definitions

**Ethical conduct:** Always act in the best interests of children, their families and users of the Service.

**Respect:** Value the rights, religious beliefs and practices of individuals. Refrain from actions and behaviour that constitute harassment or discrimination.

**Support:** Work in a cooperative and positive manner.

#### 5. Sources and related service policies

##### Sources

- Early Childhood Australia Code of Ethics

##### Preschool policies

- Management Committee Administration
- Complaints Mechanism
- Confidentiality
- Arrival & Departure
- Behaviour Management
- Volunteer/Student Information

##### Procedures

##### The committee is responsible for:

- Ensuring that all parents/guardians, staff, volunteers, students and visitors are provided with a copy of this policy on arrival, employment or enrolment
- Assessing any serious breaches of this code that may be deemed misconduct and may lead to disciplinary action
- Collecting and filing the completed and signed agreements (see Attachment 3, 'Code of conduct acknowledgement')
- Implementing the standards of conduct as set out in this policy (see Attachment 1, 'Standards of conduct')
- Give written notice of the complaint to the director general on receiving a complaint that has not been deemed trivial, or becoming aware of an incident regarding a child's health, safety or wellbeing and providing a written report as soon as practicable. CSR 88(a)
- Ensuring that the children being cared for or educated by Hunter Mobile Preschool are protected from harm and from any hazard likely to cause injury (CSA s26).

##### The staff are responsible for:

- Respecting the individual needs, cultural practices and beliefs of families in all interactions, both verbal and nonverbal
- Working with colleagues, committee and parents/guardians to provide an environment that encourages positive interactions and supports constructive feedback
- Providing guidance to parents/guardians and volunteers through positive role modelling and, when appropriate, clear and respectful directions
- Developing practices and procedures that will ensure that parents/guardians on duty, or other adults participating in the program, are not placed in a situation where they are left alone with a child
- Understanding and accepting that serious breaches of this code will be deemed misconduct and may lead to disciplinary action—breaches by contractors, volunteers and others may lead to a review of their engagement
- Ensuring that the children being cared for or educated by Hunter Mobile Preschool are protected from harm and from any hazard likely to cause injury (CSA s26)

- Notifying the licensee representative as soon as possible after receiving a complaint or becoming aware of an incident regarding a child's health, safety or wellbeing. (CSRr105). In accordance with mandatory reporting guidelines and requirements

**The parents/guardians are responsible for:**

- Abiding by the standards of conduct as set out in this policy (see Attachment 1, 'Standards of conduct')
- Reading the Code of conduct policy and signing the 'Code of conduct acknowledgement' form (see Attachment 3, 'Code of conduct acknowledgement').

**Evaluation**

In order to assess whether the policy has achieved the values and purposes, the committee will:

- Monitor compliance with the expectations and procedures set out in the policy
- Take into consideration feedback on the policy from staff, parents/guardians and committee members
- Assess whether a satisfactory resolution has been achieved in relation to issues arising from this policy.

**Attachments**

Attachment 1: Standards of conduct

Attachment 2: Procedures for dealing with potential breaches

Attachment 3: Code of conduct acknowledgement

**Authorisation**

This policy was adopted by the Hunter Mobile Preschool committee of management at a committee meeting on 25 October 2010.

**Review date: 06/02/2012**

## **Standards of conduct**

### **Behavioural practices to follow**

#### ***In relation to children***

- Be a positive role model at all times.
- Always speak in an encouraging and positive manner.
- Listen actively to children and offer empathy, support and guidance where needed.
- Regard all children equally and with respect and dignity.
- Physical contact with children other than your own should be avoided unless directed by staff or if the safety of a child is compromised (this should be reported immediately to staff).
- Inform children if physical contact is required for an activity and ask them if they are happy to proceed.
- All interactions with children should be undertaken in full view of other adults.
- Never do things of a personal nature for a child that they can do themselves; for example, helping them go to the toilet or changing their clothes.
- Respect the confidential nature of information gained, or behaviour observed, while participating in the program, in relation to other children and adults.

#### ***In relation to other adults (including staff)***

- Use courteous, respectful, encouraging and accepting verbal and nonverbal language.
- Refrain from the use of profane, insulting, harassing, aggressive or otherwise offensive language.
- Respect the rights of others as individuals.
- Give encouraging and constructive feedback rather than negative criticism.
- Accept staff decisions and follow their directions at all times. Speak with the staff member if you have a problem complying with any directions.
- Be aware of routines and guidelines for children's play within the service, abide by them and seek advice when unsure.
- Be aware of emergency evacuation procedures.
- Accept that discipline of children is the responsibility of staff and therefore any matters or concerns related to managing children's behaviour should be referred to staff immediately.
- Avoid approaching staff to discuss a child during a session. Seek an alternative time when staff are free from contact duties with children.
- Refrain from public criticism of children and adults within the service
- Raise any issues or grievances as outlined in the Complaints and grievances policy.
- Under NO circumstance should a child, parent(s)/guardian(s) or member(s) of staff be approached directly in a confrontational manner.
- Smoking is prohibited at all preschool venues.

#### ***In general***

- The service and staff are responsible for the children who are enrolled and signed in; that is, those children attending the children's program.
- Adults are responsible for all children who accompany them—for example, while on duty and at drop off and pickup times—ensuring they do not inhibit or disrupt the program in any way.
- Parents/guardians must clean up after their children or following meetings and activities that are not part of the program, such as a working bee, and leave all areas as they were found.
- Staff may ask parents/guardians to remove children not enrolled and signed into the program if they are disturbing the program.
- Parents/guardians will also be responsible for children's behaviour when attending other activities and the child is not signed into the program, such as working bees and family nights.

## **Procedures for dealing with a breach in the code of conduct**

On notification of a breach of the code the committee will activate the Complaints and Grievances policy. The complaints subcommittee will recommend a course of action to the committee that may include but is not limited to:

- Issuing a first and final warning letter, or meeting to inform the relevant person/s of the outcome of the investigation and that another breach of the code of conduct will not be tolerated
- Seeking an intervention order (via the legal system) against the relevant person.
- Success in obtaining a restraining order may prevent this person from attending the service either to deliver or collect children or to participate in the program (refer to Attachment 3, 'Code of conduct acknowledgement')
- Withdrawing or suspending a child's place in the program due to the parents'/guardians' serious breach of the code of conduct. This action will only be taken if no other alternatives are deemed appropriate by the subcommittee/committee.

## **Emergency situations**

In an emergency situation, where it is believed that staff, children or parents/guardians are at immediate risk (for example, violence has been threatened or perpetrated), the staff members and/or committee involved need to be able to act quickly and decisively. The committee, the primary nominee and all nominees are authorised to contact the local police to advise them of the current situation.

The executive committee is the delegated authority to determine suitable actions in these situations, which may include but are not be limited to:

- Suspending the relevant person/s from attending the service until the committee has investigated and decided on an appropriate course of action. If required, notify the parents/guardians that alternate arrangements will need to be organised for the delivery and collection of their child to ensure that the suspended person does not attend the centre
- Suspending a child's place in the program due to the suspended person still attending the centre after they have been advised not to
- Applying immediately for an intervention order (via the legal system).

## **Code of conduct acknowledgement**

I hereby acknowledge that I have received a copy of the Code of conduct policy for the Hunter Mobile Preschool.

I have read this policy, I understand its contents, and I agree to abide by the principles, practices and consequences set out within.

I understand that the committee will deal with any breach of this policy, and that any serious breach could lead to the withdrawal of my child/ren's place at Hunter Mobile Preschool or my freedom to be in attendance at Hunter Mobile Preschool or legal or disciplinary action.

I understand that a signed copy of this statement of commitment will be kept on file while my child/ren remain/s at the centre or while I am involved with the centre, and will be disposed of at the end of this time.

## Hunter Mobile Preschool Fee Policy

**Date: August 2009**

**OUR SERVICE DEPENDS ON FEES TO KEEP OPERATING IN YOUR AREA.  
FEES ARE NOT VOLUNTARY.**

The following policy will provide you with information regarding Pre-school fees. Please read carefully then sign the document.

### **PAYMENT OF FEE'S:**

- Fees can be paid online, by cash or cheque at preschool.
- An annual Enrolment/Administration fee of \$55 is payable by each child each year when enrolling
- A fee deposit of two weeks fees will be required at the beginning of enrolment. This will be re-credited to the account in term 4.
- An invoice will be issued at the beginning of each term. The first payment towards those fees must be made week two of that term.
- Fees are to be paid weekly or by the term – ***IN ADVANCE***.
- Pre-school fees are to be paid on excursion and party days.
- No fees are payable on public holidays or school holidays.
- If you wish to terminate your child's enrolment **2 weeks written notice** must be given or 2 weeks fees will be charged in lieu of notice.

### **FEE RELIEF:**

- Fee relief, based on your annual family income, is available. If your family income is below \$40 794 and you would like to apply for reduced fees, please fill in and return the enclosed form with proof of income to staff.

### **ABSENCES:**

- Days missed due to general illness, family holidays, etc. must be paid for.
- For long term absences of more than 4 weeks, or for special circumstances, eg: hospitalisation, for any period of time, families may apply to the management committee in writing to have their child's preschool fee's waived. If a child has been hospitalised or is required to stay away from preschool due to a medical condition, a medical certificate will be required.



**CHILD CARE BENEFIT:**

- There is a fee rebate available through the Child Care Benefit scheme from the Family Assistance Office. Receipts for this will be issued once a term on request for those who qualify (please go to [www.familyassist.gov.au](http://www.familyassist.gov.au) to see if you qualify). Please indicate in the box below if you would like to receive CCB receipts.

**I would like to receive Child Care Benefit Receipts**

**UNPAID FEES:**

- If you have not made a payment within two (2) weeks, a notice will be sent by mail to you requesting payment.
- If no payment is received a second notice will be sent. This notice will again inform you of your late fees and request that your child be removed from the Service until payment has been made.
- Legal action to recover unpaid fees will take place at the discretion of the Committee; this may be in the form of a Debt Collector or a summons for payment issued by the Local Court at a cost to you. Please see the staff or contact the office if you are experiencing any difficulties paying fees.
- If there is a previous outstanding account, your child’s enrolment for the following term will be denied until payment in full or an acceptable written payment plan is received.

I have read, understood and agree to the terms of this policy. I also consent to my personal details being passed on to a debt collection agency in the event that recovery action is required.

Name: \_\_\_\_\_ **Sample** \_\_\_\_\_

Signed: \_\_\_\_\_ **Sample** \_\_\_\_\_ Date: \_\_\_\_\_ **Sample** \_\_\_\_\_

Name of Child: \_\_\_\_\_ **Sample** \_\_\_\_\_ Venue: \_\_\_\_\_ **Sample** \_\_\_\_\_

**Approved by Committee:**

**-End-**

## Hunter Mobile Preschool

# Allergy Policy

**Date: March 2011**

### **Rationale:**

Our aim is to ensure the safety and wellbeing of all enrolled children by eliminating the risk of allergic reactions.

### **Procedure:**

- At the time of enrolment, parents are responsible for informing staff in regards to all allergies using the appropriate section of the enrolment form.
- An Allergy Action Plan will be completed by parents when enrolling their child.
- Children are instructed not to share their food, food utensils or containers.
- Parents are advised that compliance with the venue specific exclusions is compulsory. Any excluded foods sent to Pre-school will be sent home uneaten, with a reminder note about food allergies and excluded items.

This information is included in the Information Booklet handed out at enrolment.

- If a child attends a venue and they have a known allergy to a certain type of food, that food will be excluded from that venue. (eg Henry is allergic to eggs. Henry attends the Castle Hill venue. Eggs will not be allowed to be brought to the Castle Hill venue by any of the children, staff, casuals or helpers attending there).
- Children will be given age appropriate education about allergies, triggers and risks and the importance of caring for others.
- In signing this policy, you agree to comply with the provisions
- Multiple breaches of this policy may result in your child being withdrawn from the service.
- This Service compiles and updates a list of children with allergies for use by staff. Without identifying the child, this information is available for any Pre-school function.

**Sourced From: [www.health.nsw.gov.au](http://www.health.nsw.gov.au)**

**Approved by Committee: May 2011**

## Hunter Mobile Preschool

# Nutrition Policy

Date: May 2011



### Rationale:

Rationale: Hunter Mobile Preschool is an educational facility catering for children aged between three and six years. As part of its obligation under the Children Services Regulation 2010 and The Education and Care services National Law and the Education and Care Services National Regulations 2011, services must develop a policy that is consistent with the Dietary Guide For Children (Caring for Children, Fun Activities 3<sup>rd</sup> or 4<sup>th</sup>Ed.)

Research indicates that 25% of boys and 23% of girls are overweight or obese. Overweight and obesity in children is generally linked to lack of physical activity and or unhealthy eating habits, genetic makeup and lifestyle are also contributory factors.

There is also a moral obligation under the Early Childhood Code of Ethics and the United Nations Convention on the Rights of the Child to ensure that the children attending Hunter Mobile Preschool are given the best possible start in life, this includes implementing an educational program relating to nutrition and physical activity because all children have a right to good health.

NSW Health data states that by age five, forty % of children have untreated tooth decay. This is attributed to foods and drinks high in sugar.

### References:

The Education and Care services National Law and the Education and Care Services National Regulations 2011,

NSW Children's Services Regulation 2010: (Please see attached)

NSW Schools Physical Activity Survey. (SPAN)

Caring for Children Fun Activities. 4<sup>th</sup> Ed

Australian Dental Association

Good For Kids Good for Life NSW Health, Hunter New England Area Health Service

## Procedure:

Hunter Mobile Preschool will ensure that all foods and drinks consumed during operational hours meet the dietary guidelines for children. This means that foods and drinks will be low in sugar, fat and salt. Hunter Mobile Preschool will use the “Good for Kids Good For Life” Manual when interpreting amounts of fat, salt and sugar in foods. (Please see attached guide.) Water only will be offered as a drink and be freely available for all children throughout the day.

When unacceptable foods are sent to preschool for consumption by an enrolled child the following procedure will be followed:

- The food will be removed from the child’s lunch box, placed in a zip lock bag and placed back in the child’s bag..
- Staff will indicate on the bag which part of the dietary guide that the food does not meet.
- The staff will encourage the child to eat the healthier option in their lunchbox.
- The staff will offer the parent literature and/ or advice on healthier food options.
- Children with allergies will be offered replacement food after checking their enrolment / medical status. If food is not available to meet their dietary needs the parent will be contacted and requested to deliver appropriate food to the venue.

The following Nutrition guide will be used to determine this:

**Good for Kids. Good for Life considers a packaged food is lower in fat, sodium and sugar if it contains:**

- **Less than 10 grams of fat per 100g, and less than 5 grams of saturated fat per 100g.**
- **Less than 15 grams of sugar per 100g (or less than 7.5 grams per 100g if a drink)**
- **Less than 600mg of sodium per 100g (or less than 300mg per 100g if a drink).**

Children's Services Regulation 2010 states:

(1) Centre based or mobile education and care service. The approved provider of a centre based or mobile education and care service must ensure a policy is developed and maintained that:

- (a) is consistent with the Food Act 2003 and the regulations under that Act, and
  - (b) is consistent with the Dietary Guide for Children, and
  - (c) ensures that each child provided with the service is given food and drinks that are nutritious, adequate in quantity, varied, offered at frequent intervals, appropriate to the developmental needs of the child and any special dietary needs of the child and appropriate to the culture and religion of the child, and
  - (d) provides a system for parents of a child to be given information about:
    - (i) the approach taken by the service to meet the nutritional needs of the child, and
    - (ii) the eating habits of the child, and
  - (e) outlines a program of nutrition education for primary contact staff covering the following matters:
    - (i) safe eating practices (including the eating environment),
    - (ii) understanding and handling eating behaviour of children (including refusal of food by children),
    - (iii) teaching children provided with the service about nutrition through food-related activities, and
  - (f) requires information to be given to parents of children provided with the service to assist them in providing food for the child that is varied, adequate in quantity, appropriate to the developmental needs of the child and consistent with the Dietary Guide for Children,
  - (g) requires information to be prominently displayed as to the service's weekly menu for children's meals,
  - (h) outlines practices for the preparation, storage, handling and hygiene of food,
  - (i) requires eating utensils and furniture used when eating to have a size and shape that encourage development of eating skills and independence in eating by children,
  - (j) requires primary contact staff to ensure that drinking water is provided and available to children at all times while the service is being provided.
- (2) The nominated supervisor of a centre based or mobile education and care service must ensure that the policy referred to in subclause (1) is practised by each member of staff.

**Sourced From: Good for Kids Good for Life Manual**

**Approved by Committee: June 2011**

**-End-**

## Sunblock Permission Slip

I.....Sample.....being the parent of.....Sample.....

give permission to the staff of Hunter Mobile Preschool to apply sunscreen to my child.

I understand that:

1. The staff will use tissues when applying sunscreen to my child's skin.
2. The staff will endeavour to teach my child to apply the cream him/her self.
3. I will apply sunscreen to my child before preschool starts for the day.
4. Sunscreen is available for my use near the sign on book.

.....Sample.....  
Parent/caregiver

.....Sample.....  
Date

-End-

## Clothing Policy

**Date: May 2010**

**Rationale:**

- This policy promotes active participation by all children in all aspects of the program, ie sandpit, mat time, gross and fine motor activities.
- To provide a safe environment in line with the Services' philosophy.

**Procedure:**

- All children to be dressed in a practical and comfortable manner.
- Hats to be worn at all times during outdoors play. Children bring their own hat.
- T-shirts with sleeves must be worn – no sleeveless shirts or singlets.
- Shoes to be worn. No gumboots, thongs, scuffs or slides.
- Use of paint smock encouraged when appropriate.
- All children will be dressed appropriately in relation to the season/weather.
- Children's clothes will be changed if wet or dirty.
- Children will bring a change of clothes at all times – including underwear and socks.
- All clothing is to be labelled.
- Please dress children in clothes they can manage themselves. This encourages self-help skills.

**Approved by Committee: July 2010**

**-End-**

## Confidentiality Policy

**Date: May 2010**

### **Rationale:**

Confidentiality is regarded as a high priority. Our policy has been developed in keeping with Department of Family and Community Services regulations, and our services philosophy.

### **Procedure:**

- The following records will be kept in either the locked van or somewhere within the preschool venue so staff have easy access:
  - Enrolment forms
  - Individual checklists/programs
  - Immunisation records
  - References in regards to the assessment of individual children from support agencies.
  - Any documents required for Human Services (Children's Services) in regards to a child/family.
- Primary contact staff are responsible for the security of the above documents.
- Records not to be shown to anyone apart from Authorised Supervisor, Child Care Worker, Licensee, children's parents/guardian or Children's Services Officer, the Director General or a person otherwise authorised by law, or a person authorised in writing to inspect the records by a parent of the child.
- Children's developmental records will only be released to Special Education Teachers with parent's permission.
- Information about children's families and staff and their families must remain confidential.
- Volunteers/students are not to be given access to records/computer files.
- Staff phone numbers/addresses will not be disclosed.
- Information regarding parent's account to remain anonymous.



- Confidential issues discussed during staff/committee meetings are not to be disclosed with any person who was not present at the meeting.
- In relation to Notification of Suspected Child Abuse, see relevant Policy.
- Private conversation between parents and staff are not to be discussed with other work colleagues/children without parent consent. i.e. pregnancy/marriage problems.
- Anything seen or heard at preschool by any visitors must be kept confidential , and not discussed with outside members of the public. Our service respects individuals' right to privacy.

**ANY BREACH OF THE ABOVE POLICY SHALL BE NOTIFIED TO THE COORDINATOR/COMMITTEE.**

**Sourced From: Children's Services Regulations  
Services Philosophy**

**Approved by Committee: July 2010**

**-End-**

## Hunter Mobile Preschool

# Late Pick Up Policy

**Date: March 2011**

### **Rationale:**

It is a requirement of Department of Family And Community (Community Services) and Occupational Health and Safety, that the children attending the service are not on the premises outside our hours of operation and our insurance will not cover any incidents that happen outside the hours below.

- Gresford – 9.00am – 2.45pm
- Vacy – 9.00am – 3.00pm
- Lochinvar – 9.00am – 2.45pm
- Millfield – 9.30am – 3.00pm
- Wollombi – 9.45am – 3.15pm
- Gillieston Heights – 9.00am – 3.00pm

### **Procedure:**

- Preschool doors will remain locked until the allocated start time for each venue.
- Children will be collected 5 minutes before finishing time to ensure all families have left by the end of the preschool session time.
- In the first instance of a late pick up, a 'Late Fee -1<sup>st</sup> Letter' will be sent to family explaining that next time they will be charged \$1 per minute.
- In the second instance of a late pick up, a 'Late Fee -2<sup>nd</sup> Letter' will be sent informing the family that they will be invoiced for the late fee's accumulated on date recorded.
- The rate for late fees will be \$1 per minute for each minute after the official finishing time.
- If there is a genuine reason for a parent being late to pick up their child (i.e. a broken down car, etc) and they cannot organise anyone else to pick up their child, they are required to ring the staff on the appropriate number and advise them of the approximate time they expect to arrive.

**Sourced From: Children's Services Regulations**

**Approved by Committee: May 2011**

**-End-**

## Complaints Mechanism

**Date: February 2009**

**Rationale:**

The Department of Community Services requires all services receiving State Funding to have an active complaints mechanism in place. This ensures that customer complaints are dealt with in a timely and appropriate manner.

**Procedure:**

- All informal complaints to be noted on the Feedback Form.
- All Feedback Forms to be directed to the Authorised Supervisor.
- If the situation has not been rectified or answered satisfactorily then a one on one discussion would be encouraged.
- All formal complaints are to be written on the Formal Complaints Form and responded to within five (5) working days via written response from the Authorised Supervisor clarifying the situation. The complaint will be recorded in the Complaints Register.
- If a written complaint is received, The Management Committee will respond in writing and offer a Formal Complaint Form
- Where no satisfactory agreement can be met, then the complainant will be encouraged to contact the Licensee/Management Committee depending on the situation.
- At anytime the Licensee/Management Committee maybe called upon to resolve any complaint.
- A suggestions/complaints box is available at all venues. Issues received via this will be dealt with as soon as practicable. No anonymous complaints will be answered.
- If a parent of a child makes a complaint to the licensee about the conduct of the service, the licensee must (unless the complaint is trivial):

- Give written notice of the complaint to the Director General within 1 week.
- Give written notice to the Director General of any action taken in response to the complaint as soon as reasonable practicable.

**Approved by Committee: April 2009**

**-End-**

## Privacy Collection Statement

Date: October 2014

Hunter Mobile Preschool is committed to maintaining all personal information provided by its children, families, staff, management, volunteers, students and community in accordance with our Privacy Policy and the Australian Privacy Principles.

Each family, staff, volunteers and student and committee member is provided with a privacy collection statement upon enrolment, commencement of employment or upon joining the management committee.

This statement outlines the type of personal information collected by our service and how information is acquired, used and shared.

### What is personal information? How is it collected and why?

<b>What information is collected?</b>	<b>How we collect information?</b>	<b>Why we collect this?</b>
<b>Medical information, health and immunisation</b>	Enrolment form Employment record Immunisation history statement Health care cards – Medicare and health fund information Accident, Illness and Injury forms	To ensure the health and safety of every child and as a requirement under Family Assistance Law and the NSW Public Health Act 2010.
<b>Income and financial details, includes credit card and banking information</b>	Enrolment form Employment record Fee payment and purchases Tax File Number	For the provision of the education and care service and as required under Family Assistance legislation and as per Funding Agreements with the Department of Education and Communities.
<b>Contact details of family and emergency contact information</b>	Enrolment form Employment record Updated details form	Required under the Education and Care Services Regulation.
<b>Children’s developmental records</b>	Observations Assessment of children’s learning Programming documents Communications with families	Required under the Education and Care Services Regulation and to provide a high quality education and care service.

<b>Family Assistance information</b>	Enrolment form Employment record CCMS	Required under the Family Assistance legislation and under employment legislation under Income Tax legislation.
<b>Legal information</b>	Enrolment form Employment record Court orders or AVOs	Required under the Education and Care Services Regulation.
<b>Employment, marital status and nationality</b>	Enrolment form Employment record	Required under employment legislation and to provide priority of access under commonwealth and state legislation.
<b>Qualifications</b>	Employment record Certified copies of documents	Required under the Education and Care Services Regulation.
<b>WWCC, criminal history checks</b>	Employment record Originals of documents	Required under the Education and Care Services Regulation.
<b>Staff entitlements</b>	Payroll records Tax File Number	Provision of entitlements.
<b>Any information required to be recorded under the National Law and Regulations, the Family Assistance Law other relevant information collected to support the enrolment of a child</b>	Enrolment form Employment record Complaints records	Required under appropriate legislation.

Personal information is information that personally identifies an individual, such as a name, residential or email address and includes information relevant to the enrolment process, , billing records, documentation of a child’s learning and development, and recorded information regarding complaints.

Publicly available information, such as information on a public website profile is not considered personal information.

Hunter Mobile Preschool only collects personal information when individuals specifically and knowingly elect to provide this, such as when individuals enrol a child in the service, pay fees, and provide health or family information to support the inclusion of a child.

## **Direct communications**

Hunter Mobile Preschool uses personal information to send information by post, email or telephone. Hunter Mobile Preschool can be contacted on **(02) 49346725** or **lhactivityvan@bigpond.com**

## **What happens with personal information?**

Hunter Mobile Preschool will strive to let individuals know how any personal information will be used at the time of collection. Individuals will be asked if personal information can be used to establish contact with them regarding other aspects of organisational business. This service will not sell or trade individuals' personal information to other third parties.

Hunter Mobile Preschool collects and uses personal information generally to provide individuals with the information and the services they request, to provide appropriate and relevant information pertaining to the education and care of a child/ren, and to continue to improve service quality.

## **Where is personal information stored?**

Personal information is stored in a safe and secure manner, using locked filing cabinets or a password protected database and computer. Information is backed up electronically and securely stored. Data will not be altered or destroyed except in extraordinary circumstances.

Hard copy information is stored at the service, which is secured to prevent entry by unauthorised people. Any personal information not actively being used may be archived, in accordance with regulatory requirements.

Personal information will remain on the service database indefinitely until personally advised by a customer that information is to be removed, unless information has been archived or destroyed at an earlier date in accordance with privacy law and regulatory requirements.

## **Access and updating personal information**

Individuals may ask to access, update or delete personal information held about them at any time. Reasonable steps will be taken to verify an individual's identity before granting access, before making any corrections to, or deleting information.

Individuals requiring access to, or wanting to update personal information, can contact the service on **(02) 49346725** or **lhactivityvan@bigpond.com**

Hunter Mobile Preschool

**Feedback/Comments Form**

Venue \_\_\_\_\_

Date \_\_\_\_\_

Name of Person  
Making Comment \_\_\_\_\_

Phone No \_\_\_\_\_

Feedback/Comment/Suggestion \_\_\_\_\_  
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Signature of Parent \_\_\_\_\_ Date \_\_\_\_\_

**Thankyou for your feedback, please place this form into the fee tin at your venue**



Hunter Mobile Preschool

**Formal Complaints Form**

Venue \_\_\_\_\_ Date \_\_\_\_\_

Name of Person  
Making Complaint \_\_\_\_\_

Phone No \_\_\_\_\_

Complaint Description \_\_\_\_\_

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Action  
Plan \_\_\_\_\_

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Signature of Parent \_\_\_\_\_ Date \_\_\_\_\_

Signature of  
Authorised Supervisor \_\_\_\_\_ Date \_\_\_\_\_

Signature of Coordinator \_\_\_\_\_ Date \_\_\_\_\_