



**Hunter  
Mobile  
Preschool**

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# **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.



## Philosophy

Hunter Mobile Preschool is a Community Based, Not-for-Profit preschool service, established to meet the needs of younger children in outlying and rural communities, staffed by a team of qualified and experienced early childhood educators and managed by a volunteer committee.

Across all of our venues children are seen as capable, competent learners who are valued as individuals. Play based learning environments are created with varied experiences that reflect the interests, strengths, needs and cultures of the children.

We maintain balance between child initiated experiences and those which are facilitated or supported through intentional teaching. Importance is placed on our learning environments, including our relationships with the children to ensure a positive impact on the child's learning with adequate time for support, exploration, sharing ideas, investigating and experimenting.

We strive to develop positive, mutually respectful relationships with families and encourage family participation through many aspects of our service, such as policy development and program input. We endeavour to support families with advice, encouragement and resources.

Through working in partnership with families, we aim to provide continuity of care to enhance each child's learning and development.

Hunter Mobile Preschool aims to provide our educators with a satisfying work environment where previous knowledge, skills, interest and opinions are acknowledged and respected.

At Hunter Mobile Preschool we recognise the significance of the learning and development that occurs for children during the early years. We believe the environments we create and the experiences we create within these environments supports the children now and enhances their future learning.

September 2019



## Code of Conduct

**Updated: November 2018**

### **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 2010*).

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 2010
- Education & Care Services National Regulations
- 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 Regulations NSW 2017

#### **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
- EdVolunteer/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.
- 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.

**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.
- 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. 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.

## **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.

Sample

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Signature

Name (please print)

Date

Sample

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Witness signature

Name (please print)

Date

Sample

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Received at HMP Office

by Name (please print)

Date



## Fee Policy

### Quality Area 7: Leadership & Service Management

**Date: September 2019**

#### **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.
- A non-refundable annual enrolment/administration fee of \$55 is payable by each family, 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.

#### **SUBSIDISED FEE'S:**

- Subsidised fees are available to families holding a Health Care Card, or those who identify as Indigenous. If you would like to apply for subsidised fees, please fill in and return the last page of this form, and present your Health Care Card.

#### **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.

#### **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.

**Reference:**

- Education and Care Services National Regulations 168
- National Quality Standards 7.1 – 7.1.2 – 7.1.3

**Approved by Committee**

# Medical Conditions Policy

## Quality Area 2: Children's Health & Safety

**Date: October 2019**

### **Rationale:**

Our aim is to efficiently respond to and manage medical conditions including asthma, diabetes, anaphylaxis, and allergies, of the children, staff, families, and visitors of our service.

### **Descriptions:**

- *Asthma* is an abnormal reaction in the small air passages (Bronchi) throughout the lungs, which causes the airways to become narrow by the spasm of the muscle in their walls, swelling of their lining membrane, excess production and build-up of mucus.
- *Diabetes* is a disease in which the body is unable to properly use and store glucose (a form of sugar). Glucose backs up in the bloodstream causing blood glucose to rise too high.
- *Anaphylaxis* is a serious, life-threatening allergic reaction. The most common anaphylactic reactions are to foods, insect stings, medications and latex. If you are allergic to a substance, your immune system overreacts to this allergen by releasing chemicals that cause allergy symptoms.
- *Allergies* are a number of conditions caused by hypersensitivity of the immune system to typically harmless substances in the environment. These diseases include hay fever, food allergies, atopic dermatitis, allergic asthma, and anaphylaxis.

### **Procedure:**

- All staff members have first aid, asthma and anaphylaxis qualifications.
- At the time of enrolment, parents are responsible for informing staff in regards to all medical conditions using the appropriate section on the enrolment form.
- The service requires the child's Action Plan that has been prepared and signed by a doctor, including the date of next review to have at the venues. A copy will be kept with the child's enrolment forms, and in the preschool emergency bag.
- Once the child is enrolled, the staff will meet with the family to prepare a risk minimisation plan. This plan ensures that the child's health care needs are assessed and risks are minimised. This will be kept with the child's enrolment forms.
- The plans will be followed in the event of an incident relating to the child's health needs.
- These plans will be reviewed annually, or if there are changes in the action plan developed by the doctor.

- Our service will ensure that children with asthma, diabetes, severe allergic reactions (anaphylaxis) and allergies are protected within the preschool environment.
- Staff will be required to be aware of individual children’s triggers, symptoms, and treatment. All staff will be responsible for administering treatment as needed.
- Any time medication is administered, it will be recorded on the child’s medication form.
- Asthma medication and equipment (eg: Asthma puffer and spacer) will be stored in the preschool emergency bag for easy access when needed.
- Allergy medication (eg: Clarantyne or other) will be stored in the preschool emergency bag for easy access when needed.
- Diabetes medication and equipment will be stored in the preschool emergency bag for easy access when needed.
- Anaphylaxis medication (eg:Epi-Pen) will be stored in the preschool emergency bag for easy access when needed.
- Parents/carers will be responsible for putting these in the emergency bag and taking them out at the end of the day.
- A notice explaining that there is a child in attendance who suffers from anaphylaxis will be displayed near the sign in area.
- At any time necessary, the particular item that causes the anaphylactic reaction to children will be excluded from preschool on the days that child attends.
- All enrolment forms include a Medical Conditions policy to be signed. Parents/carers will be advised that compliance with the venue specific exclusions is compulsory.
- Children will be educated about allergies, triggers, risks, and the importance of caring about the needs of others.
- The importance of not sharing food will be explained to the children. Staff will monitor this during meal times.

#### Reference:

- Education and Care Services National Regulations 90 – 91 – 92 - 93
- National Quality Standards 2.1 – 2.1.2 – 2.2 – 2.2.2 – 6.1 – 6.2 -6.2.2

-  **ASTHMA AUSTRALIA** [www.asthma.org.au](http://www.asthma.org.au)
-  **as1diabetes** [www.as1diabetes.com.au](http://www.as1diabetes.com.au)
-  **ascia** australian society of clinical immunology and allergy [www.allergy.org.au](http://www.allergy.org.au)

**Approved by Committee**

## Nutrition Policy

### Quality Area 2: Children's Health & Safety

Date: July 2019



#### Rationale:

The purpose of this policy is to ensure children attending Hunter Mobile Preschool are given the best possible start in life, and are eating appropriate and nutritious food whilst in care. Families are encouraged to follow the guidelines provided, and staff will use their discretion in ways to encourage and promote healthy food choices.

#### Procedure:

Hunter Mobile Preschool will use the "Good for Kids Good for Life" Manual when interpreting amounts of fat, salt and sugar in foods. This means that foods will be low in sugar, fat and salt. Water will be freely available for all children throughout the day.

For packaged foods, the following information is what our service is guided by. Please include foods that come within these amounts.

**20g FAT PER 100g – Products with less than 10g fat per 100g are best.**  
**5g SATURATED FAT PER 100g - Products with less than 3g fat per 100g are best.**  
**15g SUGAR per 100g**  
**600mg SODIUM PER 100g – Products with less than 400mg per 100g are best.**

- Some foods do fall into these guidelines, but due to their chocolate nature, or stickiness, they are not suitable for preschool eg: chocolate custards, fruit 'flavoured' snacks, such as fruit bars, roll ups etc.  
These foods do not support good dental health.
- There are foods that fall outside these guidelines, but are accepted at preschool eg: nuts and dried fruits

**For a comprehensive list of foods, please refer to the information book.**

The staff will:

- Provide clear information to families on recommended and non-recommended food and drinks for children's lunchboxes. This will occur upon enrolment, through newsletters, notices at the venues, on Facebook, and on our website.

- Observe children’s lunchboxes daily in accordance with lunchbox guidelines.
- If inappropriate foods are provided, the child will be encouraged to eat their healthier options first. A discussion about every day and sometimes foods will occur with the child/ren. Families will be approached either with verbal contact, or a service note that reminds them of the nutritional information to refer to on foods.



Sourced From:

Please refer to the nutritional panel for this food, and check it is within these guidelines, before sending it to preschool.

**Fat** (less than 20g of total fat per 100g) (less than 5g of saturated fat per 100g)  
**Sugar** (less than 15g of sugar per 100g)  
**Sodium** (less than 600mg of sodium per 100g)

- Staff will indicate on the slip which part of the dietary guide that the food does not meet.
- Promote water as the most suitable drink for consumption at preschool, and ensure water is readily available for children to drink throughout the day.
- Milk is suitable in 125ml containers as part of the child’s dairy intake for the day eg as a substitute for one serving of yoghurt or cheese.
- Be aware of children with food allergies, food intolerances and special dietary needs and consult with families to determine specific food related requirements and develop individual management plans.
- Discourage children from handling other children’s food and utensils.
- Assist children to develop an understanding of healthy food and drink choices through including a range of learning experiences encouraging healthy food choices.
- Create a relaxed atmosphere at mealtimes where children have enough time to eat and enjoy their food as well as enjoying the social interactions with educators and other children.
- Respect each child’s appetite. If a child is not hungry or is satisfied, educators do not insist he/she eats.
- Encourage children to try different / new foods but will not force them to eat.
- As updated information becomes available, this will be made available to staff so they can renew their knowledge and keep up to date.

**Reference:**

- Education and Care Services National Regulations 77 - 78
- National Quality Standards 2.1 - 2.1.3



[www.goodforkids.nsw.gov.au](http://www.goodforkids.nsw.gov.au)

**Approved by Committee**



# Sun Protection Policy

## Quality Area 2: Children's Health & Safety

**Date: September 2019**

**Rationale:**

To ensure that the children's skin is protected during outdoor experiences.

**Procedure:**

- Staff and children will wear sun protective hats and clothing. Choose shirts with collars, high necks and sleeves. Hats should be brimmed hats that protect the face, ears and neck.
- SPF30+ sunscreen must be applied generously 20 minutes before going outside. During the warm weather months, when the children will be playing outside on arrival at preschool, please apply sunscreen at home. There will be sunscreen at preschool at the sign on area
- Sunscreen will be re-applied to all children before any further outdoor play during the day.
- UV rays are at their highest during 10 am and 2pm, time outdoors will be minimised during these hours, and 11am and 3pm DST. Activities are organised to maximise use of available shade ie trees or shade covers
- Teaching program will include sun protection awareness.
- Parent information will include sun protection awareness.
- The Sun Protection Policy will be reviewed annually.
- Children will have a reminder sent home when they forget to bring a hat.
- You can reach the **Cancer Council Helpline** by calling **13 11 20** (for the cost of local call) between 9am and 5pm Monday to Friday from anywhere in NSW.

**Reference:**

- Education and Care Services National Regulations 114
- National Quality Standards 2.1 - 2.1.1
- [www.cancerCouncil.com.au](http://www.cancerCouncil.com.au)

**Approved by Committee**



## 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





# Confidentiality Policy

## Quality Area 7: Leadership & Service Management

**Date: September 2019**

### **Rationale:**

Confidentiality is regarded as a high priority. Our policy has been developed in keeping with Education and Care Services National Regulations, and our services philosophy.

### **Procedure:**

- The following records will be kept in the locked office box, so staff have easy access to:
  - Enrolment forms
  - Immunisation records
  - References in regards to the assessment of individual children from support agencies.
  - Any documents required for the Department of Education in regards to a child/family.
- Primary contact staffs are responsible for the security of the above documents.
- Records not to be shown to anyone apart from Certified 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 fee 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 venue 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.
- In keeping with the Early Childhood Australia (ECA) Code of Ethics (2016), and the Education and Care Services National Regulations, educators and staff employed by HMP will respect the privacy rights of children enrolled and their families, other staff members and their families.

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

**Reference:**

- Education and Care Services National Regulations 181
- National Quality Standards 4.2 – 4.2.2 – 6.1 – 7.1.2

**Approved by Committee**



# Late Pick Up Policy

## Quality Area 7: Leadership & Service Management

**Date: September 2019**

### **Rationale:**

It is a requirement of Department of Education & Communities, and Work 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
- Wollombi – 9.45am – 3.15pm
- Gillieston Heights – 9.00am – 3.00pm
- East Cessnock – 9.15am – 2.45pm
- Telarah – 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.

### **Reference:**

- Education and Care Services National Regulations 99 - 158
- National Quality Standards 2.2.1

**Approved by Committee**



## Privacy Collection Statement

**Date: September 2019**

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?

What information is collected?	How we collect information?	Why we collect this?
<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	Required under the Education and Care Services Regulation and to provide a high quality

	Programming documents Communications with families	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**

# Complaints/Communication Policy

## Quality Area 7: Leadership & Service Management

**Date: September 2019**

### **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 feedback, including comments, suggestions, and grievances are to be written on the Communication Form. Grievances will be responded to within five (5) working days via written response from the Certified Supervisor/Coordinator clarifying the situation. The complaint will be recorded in the Complaints Register. If a grievance is received, via phone, a Communication form will be forwarded for completion, so the service has written record.
- If the situation has not been rectified or answered satisfactorily then a discussion would be encouraged, with parent, certified supervisor, and coordinator.
- Where no satisfactory agreement can be met, then the complainant will be encouraged to contact the Licensee/Management Committee depending on the situation.
- At any time the Licensee/Management Committee may be 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. If completing the communication form for a grievance, a name and contact number must be included, as no anonymous grievances 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 of an obviously trivial nature): Regs Clause 88 (1) (a) (b)
  - 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.

### **Reference:**

- Education and Care Services National Regulations 168
- National Quality Standards 7.1.2 – 7.2.1

### **Approved by Committee**



**Hunter  
Mobile  
Preschool**

3/5 Anlaby Street, Maitland NSW 2320  
Office Ph/Fax: 02 49346725  
Email: lhactivityvan@bigpond.com  
Gresford & Vacy Van: 0408 684 942  
Wollombi & East Cessnock Van: 0407 359 105  
Lochinvar, Gillieston Heights, & Telarah Van: 0455 116 393  
OSHC (Gresford): 0447 504 978  
OSHC (Vacy): 0455 040 998  
huntermobilepreschool.com.au

## Grievance/Communication Form

Name (Compulsory when registering a grievance) \_\_\_\_\_

Phone Number: \_\_\_\_\_

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

Feedback/Comment/Suggestion/Grievance: \_\_\_\_\_ (Please circle the one that applies)

HAVE YOU?

- Read the policy/code of conduct
- Spoken to the staff      Comment: \_\_\_\_\_
- Completed the communication form (keeping in mind the service policy/code of conduct)

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Parent/Carer: \_\_\_\_\_ Date: \_\_\_\_\_

Thank you for your communication.  
Please give form to staff, or place in one of the addressed envelopes, available at the sign in area, and post to the office using the address at the top of the form.

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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





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OSHC (Vacy): 0455 040 998  
Huntermobilepreschool.com.au

OFFICE USE ONLY:

Action Plan:

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Coordinator: \_\_\_\_\_ Date: \_\_\_\_\_

Certified Supervisor (Venue): \_\_\_\_\_ Date: \_\_\_\_\_

I have been informed of the above action plan, following my communications.

Parent/Carer: \_\_\_\_\_ Date: \_\_\_\_\_

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