Hunter Mobile Preschool
Learn to play. Play to learn.

3/5 Anlaby Street, Maitland NSW 2320
Office Ph/Fax: 02 49346725
Email: lhactivityvan@bigpond.com
Gresford, Vacy & Mulbring Van: 0408 684 942
Wollombi & East Cessnock Van: 0407 359 105
Kitchener & Lochinvar Van: 0455 116 393
huntermobilepreschool.com.au

PRESCHOOL INFORMATION & POLICY BOOKLET

March 2022

Venue Information

Monday	**Vacy** School of Arts Hall 779 Gresford Road Vacy 2421 **9.00am – 3.00pm** **0408 684 942**	**Kitchener** School Library 38 Richmond Street Kitchener 2325 **9.00am – 3.00pm** **0455 116 393**	**Cessnock East** Cessnock East School Cnr Old Mait Rd & Mait Rd Cessnock 2325 **9.15am – 2.45pm** **0407 359 105**
Tuesday	**Vacy** School of Arts Hall 779 Gresford Road Vacy 2421 **9.00am – 3.00pm** **0408 684 942**	**Kitchener** School Library 38 Richmond Street Kitchener 2325 **9.00am – 3.00pm** **0455 116 393**	**Cessnock East** Cessnock East School Cnr Old Mait Rd & Maitl Rd Cessnock 2325 **9.15am – 2.45pm** **0407 359 105**
Wednesday	**Mulbring** Community Hall 12 Stone Street Mulbring 2323 **9.00am – 3.00pm** **0408 684 942**	**Lochinvar** School of Arts Hall 134 New England Hwy Lochinvar 2321 **9.00am – 2.45pm** **0455 116 393**	**Wollombi** Wollombi School 2285 Wollombi Rd Wollombi 2325 **9.45am – 3.15pm** **0407 359 105**
Thursday	**Gresford** School of Arts Hall 42 Park Street East Gresford 2311 **9.00am – 2.45pm** **0408 684 942**	**Lochinvar** School of Arts Hall 134 New England Hwy Lochinvar 2321 **9.00am – 2.45pm** **0455 116 393**	**Wollombi** Wollombi School 2285 Wollombi Rd Wollombi 2325 **9.45am – 3.15pm** **0407 359 105**
Friday	**Gresford** School of Arts Hall 42 Park Street East Gresford 2311 **9.00am – 2.45pm** **0408 684 942**		

Hunter Mobile Preschool was established to accommodate the needs of young pre-school children in outlying and rural areas in and around the Lower Hunter area including Cessnock and Maitland.

As a service, we are committed to providing staff of the highest quality and experience.

We strive, through our teamwork, toward creating a safe, caring and friendly environment, which will afford children the highest quality care with learning opportunities that allow them to develop at their own rate.

Programming is based on the needs and interests that have been observed or discussed at preschool, and information families share with us.

Teaching occurs through experiences in the areas of the arts, crafts, manipulative play, constructive play, language, music & movement, maths, science, drama, and children's interests.

Hunter Mobile preschool is licenced for twenty 3-5 year olds per venue, per day, and currently services 6 areas. We offer priority of access to 4 year olds, children who identify as Aboriginal or Torres Strait Islander and children from disadvantaged families.

As a State-funded Service we are bound by all legislation, currently in operation thus ensuring that the highest quality care and education is maintained through regular and adequate funding and accountability.

Staff:

Coordinator:	Sarah Spinks – Monday, Tuesday & Thursday
Venue Supervisors:	Leanne Hayter – East Cessnock & Wollombi Kristie Ling – Vacy & Gresford Jennifer Collado - Kitchener & Lochinvar Sarah Spinks - Mulbring
Educators:	Natalie Towndrow - East Cessnock & Wollombi Madalyn Watters - Vacy & Gresford Paula Cheetham - Kitchener & Lochinvar Helen Russell - Mulbring
Admin Manager:	Liz O'Brien – Monday, Tuesday, Wednesday, Thursday

Policies and Procedures:

The policies included with the enrolment form need to be read on enrolment and signed to inform staff you have read and understood their content. All service policies are stored on the preschool laptops. If you would like to read a specific policy, please speak to staff at the venue. The policy can be read there, or it can be emailed to you to read at a suitable time. When policies are reviewed, as a part of the process, they are posted to the private Facebook groups for families' comments and suggestions. These are then included in the policy, which is then approved by the management committee.

Arrival and departure:

Children are **not** to be left **before starting time** and need to be collected **before our finishing time**. Any child on the premises before or after our operating hours is in breach of our Pre-school license.

- On arrival, each child **must** be signed into the attendance book and the actual time recorded.
- On departure, each child **must** be signed out and the actual collection time recorded.

Please make sure a staff member is aware of your child's arrival and departure.

- When any other person (other than the parents or guardians) is collecting your child, their name, address, phone numbers (home and mobile) and relationship to your child **must** be recorded on the **authority to collect/emergency contact** form, which authorises them to collect your child in your absence. Without these details, your child will remain with staff until the parents can be contacted or a person nominated on the child's **authority to collect/emergency contact** form.
- You are also able to authorise a person to collect your child by completing the **communication section of the sign in sheet,** on your arrival. Please ask staff for assistance. This allows you to nominate a person without permanently adding them to your child's personal file.

Please inform us in writing if there are any changes to your child's custody or access arrangements.

Your child will need:

1) **Lunch.** Please clearly label your child's lunch. Please see the back two pages for more information on nutritional lunch box ideas. It is a policy of this service to encourage children to eat a balanced diet, please refer to our policy booklet for more information.
2) **Morning or Afternoon tea.** Please bring a piece of fruit, cheese and biscuits, vegetable sticks, sultanas in a separate container to lunch. Cooler bags are not needed (unless asked to by staff for any reason), as we refrigerate all of the children's food.
3) **A back pack.** To keep their possessions in.
4) **A spare set of clothes.** These are necessary for any minor personal or play accidents which may occur!

5) **Sun protection.** Please bring a hat in their bag each day even in the winter months. It is the parents' responsibility to apply sunscreen before the children come to Preschool or sunscreen is available for your use – see the sign-in area.
6) **Drink Bottle.** A water bottle with a covered mouth piece is required, as they are stored in an esky during the day, and are at risk of contamination from other bottles. Drinking water is always accessible for children's use.
7) **Fruit Break.** Some venues do a fruit break in the morning. Please check with the staff at your venue to see if this is applicable to you.
8) **Pillow & Sheet/Blanket.** Some venues have quiet relaxation/meditation time. Please check with the staff at your venue to see if this is applicable to you.

Immunisations:

From 1 January 2018, parents **must** provide a copy of one or more of the following documents upon enrolling their child in preschool:

- an AIR **Immunisation History Statement** which shows that the child is up to date with their scheduled vaccinations or
- an AIR **Immunisation History Form** on which the immunisation provider has certified that the child is on a recognised catch-up schedule (temporary for 6 months only) or
- an AIR **Immunisation Medical Exemption Form** which has been certified by a GP.

No other form of documentation is acceptable (i.e. the Interim Vaccination Objection Form or Blue Book).

A copy of one of these documents must be presented to staff, to be kept with the child's enrolment records, **before** your child is able to start attending.

Parents/guardians may obtain a copy of their child's **Immunisation History Statement** at any time:

- **By telephone on 1800 653 809**
- **Online at my.gov.au**
    - Medicare needs to be a linked service on mygov
    - Once logged in, Immunisation History Statement can be selected from the menu on the left hand side of the screen.
- **In person at the local Medicare Service Centre**

Toys:

We ask that children leave their own toys at home. This avoids competition between the children and prevents the toys getting lost or damaged.

Clothing:

Please label all your child's clothing and leave a spare set, including underwear and socks in their bag in case of accidents or incidents, or if they get wet during water play experiences. We ask that they wear simple clothes (no buckles, no thongs, no overalls) so it is easy for children to manage toileting and changing. Please avoid sending them in good clothes as it can get very messy and active at preschool. Shoes should be sensible and safe for climbing,

e.g. no gumboots, thongs, scuffs or slides. Clothing in the warmer months needs to be sun safe. Please ensure your child has protective clothing on, eg: t-shirts with sleeves, not singlet tops, or strappy summer dresses, where their arms, neck and chest area are exposed to the harmful rays of the sun.

Birthdays:
We invite you to celebrate your child's birthday at Preschool. Before bringing a cake/cupcakes, please check with staff for any food allergies. You're welcome to send a camera and we will be happy to take snapshots for you.

Illness:
To avoid risk of infection, please keep your child at home if they have a bad cold, temperature or possible infectious illness. We are required to record your child's immunisation record. This must be with you when you come to enrol your child. If their record is not up to date, your child will be asked to stay away from Preschool while any outbreak of infectious disease occurs.

Parent Involvement:
We believe that parents need to be recognised as the primary influence in their child's life and that it is vital that staff and parents work together in a close relationship for the benefit of the child. We encourage you to become involved in the service and its program in any way that you can. Please let us know if you have any special skills or interests that you would like to share with the children.

Absent days:
We ask that you please contact us on the relevant mobile numbers on the morning of Preschool (as early as possible) if your child will be absent for the day.
The mobile numbers are:
Gresford, Vacy & Mulbring Van: 0408 684 942
Wollombi & East Cessnock Van: 0407 359 105
Lochinvar & Kitchener Van: 0455 116 393
The office number is: 49346725 (ring this before 7.30am, so staff will get the message before they leave for preschool).
All absent days for children must be paid for.

Termination of Enrolment:
Two weeks written notice is required. Payment of two weeks will be charged in lieu of notice.

Management Committee:
The service is managed by a Parent/Community Members Committee. This Committee meets each month, usually at the base, 3/5 Anlaby Street, Maitland. We urge that parents become involved to ensure the service continues to grow. All families have an opportunity to become involved in the running of the service. The meetings are informal and provide a

great time for you to get together and meet other parents and have input into this, your service. Morning tea is provided, and activities for the children in attendance.

First days at Preschool:

Before you come to preschool, talk to your child and let him / her know what they might expect. Please make sure your child is familiar with their lunch box, bag, drink bottle, etc, and are able to open them with ease. If there is an older child who remembers going to Preschool, encourage them to talk to the younger child about their POSITIVE experiences! The first day at Preschool can be very frightening for your child, especially if it is a new experience to them. If your child has trouble settling, we invite you to stay for a while, show them around and become involved with the activities. When the time comes for you to leave, please let staff know so we can be there for support. **Always** tell your child that you are leaving and emphasise that you will be coming back. Disappearing without warning is easier for parents, but it is difficult for the child to believe that you will come back for them. It can also be a scary experience for your child as they do not know where you have gone. All children take time to adjust to a new environment, please be patient during this process and please talk to staff if you are unsure.

For Preschool your child needs:

- ✓ **Bag (big enough that they can pack all of their belongings in)**
- ✓ **Lunch**
- ✓ **Morning or Afternoon Tea**
- ✓ **Water Bottle (with a covered mouth piece)**
- ✓ **Hat**
- ✓ **Change of Clothes**
- ✓ **Sensible Shoes**
- ✓ **Fruit break (if applicable to your venue)**
- ✓ **Pillow & Sheet/Blanket (if applicable to your venue)**

Please make sure that all belongings are clearly labeled with your child's name**.**

PRESCHOOL HATS FOR SALE

Please see staff at your venue.

Colours: Purple, Pink, Light Green, Light Blue

Sizes: 51-55cm, 55-59cm

Cost: $12

HEALTHY LUNCHBOXES

Healthy lunchboxes can be fun and delicious, packed with excitement, colours, textures and tastes, an adventure in eating everyday. With a little planning your child will be unable to resist. For young children variety is important, choosing a food from each of the six groups below creates a balanced healthy lunchbox and can be easily tailored to the fussy eater.

HEALTHY LUNCHBOXES

1. GRAINS & CEREALS

Wraps
Sandwiches
Bread rolls
Pasta
Rice
Noodles
Cous Cous
Corn and rice cakes
Crackers
Sushi
Naan
Rice paper rolls
(wholegrain or wholemeal varieties are the best choices)

2. FRUIT

Fresh fruit:
Apple
Apricot
Banana
Grapes
Mandarin
Orange
Pear
Peaches
Pineapple
Plum
Rockmelon
Strawberries
(fruit can be cut into chunks for small children)

Tub of fruit
in natural juice

Dried fruit
Sultanas
Dried fruit mixes
(less often)

3. VEGETABLES

Fresh veggies:
Avocado
Carrots
Capsicum
Celery
Corn cobs
Cucumber
Green beans
Mushroom
Snow peas
Tomatoes
(veggies can be cut into sticks or shapes for small children, they can also be teamed with dips, like hommus or natural yoghurt)

Salads:
Salad flling in sandwiches and wraps.

4. DAIRY/ ALTERNATIVES

Plain milk
(freeze the night before to keep cool)
Soy or other calcium enriched plant based milk
Plain yoghurt
Custard
Cheese slices, cubes, sticks
Cream cheese
Cottage cheese
Ricotta cheese.
(*choose reduced fat for children over 2 years of age)*

5. LEAN MEAT/ ALTERNATIVES

Fish:
Tinned tuna
Tinned salmon

Meat:
Lean roast or grilled meats: beef, lamb chicken
Lean meat or chicken patties
Skinless chicken drumsticks
Rissoles or meatballs
Lean deli meat: ham, chicken, beef (*less often)*

Alternatives:
Boiled eggs
Baked beans
Tofu
Lentil patties
Hommus
Falafel

6. WATER

Water is the best thirst quencher and the best choice of drink for every lunchbox.

Tap water is safe, so buy your child a refillable drink bottle they like and get them involved.

Freezing water bottles overnight keeps them cool during the day.

SOMETIMES FOODS

Snack foods and drinks that are high in added sugar, saturated fat or salt are generally low in nutrients. They also provide a lot of kilojoules that can contribute to children becoming overweight or obese. We call these 'sometimes' foods and drinks because they should only be consumed sometimes and in small amounts. Foods like lollies, chocolates, jelly cups, fruitbars and fruit straps, sweet biscuits, potato and corn chips should be given much less often.

For more information and ideas on healthy eating and physical activity go to www.healthykids.nsw.gov.au

NSW GOVERNMENT Health

Fee Information:

Enrolment Fee: (Term 1&2)	**$55.00**
Enrolment Fee: (Term 3&4)	**$27.50**
Fee Deposit: (2weeks)	
eg: 1 day/week attendance	**$70.00**
2 days/week attendance	**$140.00**
Daily Fee:	**$35.00**

When enrolling at preschool, the above fee's are payable.
An invoice is provided at the beginning of each term.
Each time you pay money towards this amount, it is taken off the total, and a balance is provided the following week in the form of a receipt.

Fee Structure:

Enrolment Fee	**$55**
Fee Deposit – Two weeks daily fess paid in advance	
Daily Fee – Full Fees	**$35**
Daily Fee – Sibling (attending together)	**$30**
Daily Fee – Subsidised	**$25**
Daily Fee – Indigenous	**$25**

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 the enrolment form, and present your Health Care Card.

If these fees are unaffordable to you, or your fees have fallen in arrears, you can speak to staff at your venue, or call 49346725 and speak to Liz in the office to discuss payment options.

Management and Staffing Structure

Our Annual General Meeting is held during March each year.
This is where the committee positions are filled for the following 12 months. If the positions are not filed at the AGM, preschool cannot resume term 2 of that year.

The Committee meets once a month at our office – 3/5 Anlaby Street Maitland.
Morning tea and children's activities are provided.

Volunteer Management Committee

Parents, Carers, Community Members

Responsible for making informed decisions about the operation of the service.

Coordinator

Responsible for managing the day to day running of the service.

Administration Manager

Responsible for managing the day to day administration of the service

Venue Supervisors

Responsible for managing the day to day operation of the preschool venues

OSHC Educators

Responsible for managing the morning or afternoon sessions at OSHC

Early Childhood Educators

Responsible for assisting with the day to day

Early Childhood Inclusion Support Educators

Responsible for assisting with the day to day operation of the preschool venues

Roles of the Committee Members:

PRESIDENT

- **Be available to staff & committee**
- **To chair and oversee the smooth running of all committee meetings**
- **To liaise with the Coordinator about the operation of the service**
- **To work closely with staff, and committee members**

VICE PRESIDENT

- **To assist the president as required**
- **To chair the meetings in Presidents absence**
- **To be available to staff & committee**
- **To work closely with staff, and committee members**

TREASURER

- **To work in conjunction with the administration staff in overseeing the ongoing viability of the service**
- **To review and present a monthly statement of accounts prepared by staff at committee meetings**
- **To work closely with staff, and committee members**
- **Be available to staff & committee**

SECRETARY

- **To take minutes of all committee meetings, and forward to admin staff for distribution**
- **To give appropriate notice of all meetings**
- **To work in conjunction with the admin staff in dealing with correspondence with the respect to the operation of the service**
- **To work closely with staff, and committee members**
- **Be available to staff & committee**

VENUE REPRESENTATIVES (1-2 per venue)

- **This positon involves being the contact person at your venue, representing the parents and community at the committee meetings**
- **To oversee the operation of your venue, and liaise with staff and community members**
- **To bring all concerns, ideas or suggestions from your community, to the attention of the management committee**

ORDINARY MEMBERS

- **To attend meetings, listen to the information presented, and to help make decisions in the best interests of the service, and the communities we deliver to**
- **To carry out any tasks that you have agreed to do**
- **To provide support for staff on site, and information to committee to ensure communication remains open between all parties**

If you require further information, or have a question regarding any of these roles, please do not hesitate to talk to the staff at your venue, or call the office on 49346725

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.

Code of Conduct

Quality Area 7: Leadership & Service Management

August 2020

Purpose

This code of conduct establishes a standard, reflecting the goals, objectives and values of Hunter Mobile Preschool, ensuring fairness and equity, by which committee, staff, parents, carers, volunteers and students conduct themselves towards others.

This will provide guidelines to promote desirable and appropriate behaviour to ensure that all interactions with children and adults are respectful, honest, courteous, sensitive, tactful and considerate. It provides an outline of behavioural principles, expectations and ideals that will assist in ensuring the safety and wellbeing of children, families and staff.

The management committee of Hunter Mobile Preschool has a 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.

The code of conduct applies to all adults, including parents, carers, staff, volunteers, students, extended family and visitors while attending or involved in any activities.

Hunter Mobile Preschool is committed to the wellbeing of each child having fundamental importance, the provision of a safe and secure environment, providing an open, welcoming environment in which everyone's contributions are valued and respected, and to encourage parents, carers, volunteers and community members to support and participate in the services' program.

Management Committee is responsible for:

- Ensuring that all parents/carers, 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.
- Ensuring the completed and signed acknowledgements are stored by each van in their secured office boxes.
- Implementing the standards of conduct as set out in this policy on receiving a complaint, give written notice of the complaint (that has not been deemed trivial), to the director general, or becoming aware of an incident regarding a child's health, safety or wellbeing by providing a written report as soon as practicable.
- Ensuring that the children being cared for and educated by Hunter Mobile Preschool are protected from harm and from any hazard likely to cause injury.

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/carers to provide an environment that encourages positive interactions and supports constructive feedback.

- Providing guidance to parents/carers and volunteers through positive role modelling and, when appropriate, clear and respectful directions.
- Developing practices and procedures that will ensure that parents/carers 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 within the service.
- Ensuring that the children being cared for and 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.
- Being a positive role model at all times.
- Always speaking in an encouraging and positive manner.
- Listening actively to children and offer empathy, support and guidance where needed.
- Regarding all children equally and with respect and dignity.
- Informing children if physical contact is required for an activity and ask them if they are happy to proceed.
- Ensuring that all interactions with children are undertaken in full view of other adults.
- Never doing things of a personal nature for a child that they can do themselves; example, helping them go to the toilet or changing their clothes.
- Respecting the confidential nature of information gained, or behaviour observed, while participating in the program, in relation to other children and adults.
- Using courteous, respectful, encouraging and accepting verbal and nonverbal language.
- Refraining from the use of profane, insulting, harassing, aggressive or otherwise offensive language.
- Respecting the rights of others as individuals.
- Giving encouraging and constructive feedback rather than negative criticism.
- Being aware of routines and guidelines for children's play within the service, abide by them and seek advice when unsure.
- Being aware of emergency evacuation procedures.
- Refraining from public criticism of children and adults within the service.
- Raising any issues or grievances as outlined in the Dealing with Complaints policy.
- Ensuring that under NO circumstance a child, parent, carer, or member of staff be approached directly in a confrontational manner.
- Enforcing the prohibition of smoking at all preschool venues.
- Being responsible for the children who are enrolled and signed in.
- Asking parents/carers to remove children not enrolled and signed into the program if they are disturbing the program

Parents/Carers are responsible for:

- Abiding by the standards of conduct as set out in this policy.
- Reading the Code of conduct policy and signing the Code of conduct acknowledgement section at the end of the document.
- Using courteous, respectful, encouraging and accepting verbal and nonverbal language.
- Refraining from the use of profane, insulting, harassing, aggressive or otherwise offensive language.
- Respecting the rights of others as individuals.
- Giving encouraging and constructive feedback rather than negative criticism.
- Accepting staff decisions and follow their directions at all times.
- Speaking with the staff member if you have a problem complying with any directions.

- Accepting 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.
- Avoiding approaching staff to discuss a child during a session. Seeking an alternative time when staff are free from contact duties with children.
- Refraining from public criticism of children and adults within the service.
- Ensuring physical contact with children other than your own is avoided unless directed by staff or if the safety of a child is compromised (this should be reported immediately to staff).
- Raising any issues or grievances as outlined in the Dealing with Complaints policy.
- Ensuring that under NO circumstance a child, parent, carer, or member of staff be approached directly in a confrontational manner.
- Enforcing the prohibition of smoking at all preschool venues.
- Being responsible for any children who accompany them.
- Cleaning up after their children following meetings and activities that are not part of the program, leaving all areas as they were found.
- Children's behaviour when attending other activities when the child is not signed into the normal program, such as working bees, meetings and family nights.

The children will be supported to:

- Respect themselves and others.
- Use language to express themselves, and communicate their wants and needs.
- Care for and respect the environment, the toys/equipment, and anything that belongs to others.
- Know what is expected of them, and follow these expectations.
- Listen to and follow directions given by adults.
- Manage emotions.
- Talk to staff if there is something worrying or concerning them, or if they require help.

Procedures for dealing with a breach in the code of conduct:

- On notification of a breach of the Code of Conduct, the committee will activate the Dealing with Complaints policy. This may include, but 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
  - 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 committee.
  - In an emergency situation, where it is believed that staff, children or parents/carers 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 and any staff member are authorised to contact the local police to advise them of the current situation.

Reference

- Education & Care Services National Regulations 168-170
- National Quality Standards 2.2.3 – 3.2.1– 4.2- 4.2.1- 4.2.2- 5.1- 5.1.1- 5.1.2- 5.2- 5.2.1- 5.2.2- 6.1- 6.1.1- 6.1.2- 6.1.3- 6.2- 6.2.2- 6.2.3- 7.1.2- 7.1.3- 7.2
- Early Childhood Australia Code of Ethics

This Code of Conduct was adopted by the Hunter Mobile Preschool Management Committee August 2020.

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.

Name: _____Sample_____ Signature: _____Sample_____ Date: ____Sample____

Received at HMP Office by: Staff Name: _____ Sample _____

Staff Signature: _____ Sample _____

Date: _____ Sample _____

Hunter Mobile Preschool
Learn to play. Play to learn.

Payment of Fee's Policy

Quality Area 7: Leadership & Service Management

Date: Reviewed **September 2020**

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 the enrolment 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

I acknowledge that I have read and understand the above policy.

Parent/Caregiver Name: _____

Parent/Caregiver Signature: _____

Date: _____

Medical Conditions Policy

Quality Area 2: Children's Health & Safety

Date: Reviewed **August 2021**

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.

- An ongoing **Communication Plan** will be prepared so any changes to the medical management plan, or risk minimisation plan, can be documented. This is a part of the Risk Minimisation plan document, to ensue all relevant information is kept together.
- 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 record 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.

Medication:

- Other medications, such as antibiotics/Panadol etc will be handed to staff by parent/caregiver.
- Any medication must be in the original bottle bearing name and dosage.
- Staff will place medication in the lockable medication box in the fridge.
- Parents will fill in a Medication Form for every single dose of medication required.
- Parents will fill in the date, child's full name, and medication, and amount, time to be administered and sign it.
- At the required time the medication is to be measured using a 10ml syringe, which is supplied by the service.
- Staff will check the amount of medication on form with the amount in the syringe.
- A second staff member will check the dosage.
- Staff member administers medication, and signs the medication form.
- Staff member who checks the dosage also signs the Medication Form.

- Parent signs medication out when session is over.

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
- as1diabetes www.as1diabetes.com.au
- ascia www.allergy.org.au
- NSW GOVERNMENT Health www.health.nsw.gov.au

Approved by Committee

Nutrition Policy

Quality Area 2: Children's Health & Safety

Date: Reviewed **July 2020**

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.

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Sourced From: Good for kids good for life

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
- NSW Health Hunter New England Local Health District Good for kids good for life www.goodforkids.nsw.gov.au

Approved by Committee

Sun Protection Policy

Quality Area 2: Children's Health & Safety

Date: **Reviewed September 2020**

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

Approved by Committee

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Application of Sunscreen, Itch Relief Cream, Antiseptic Cream, Insect Repellent Permission Slip

I understand that:

1. I will apply sunscreen to my child before preschool starts for the day.

2. The staff will apply the creams I have indicated below, to my child's skin, as needed.

3. The staff will endeavour to teach my child to apply the sunscreen him/herself.

4. My child needs to use a specific brand of _____Sample_____. The name of it is _____ Sample _____ , and I will supply this each day.

I_____ Sample_____ being the parent of _____ Sample _____, give permission to the staff of Hunter Mobile Preschool to apply:

❑ Sunscreen
❑ Itch Relief Cream/Gel
❑ Antiseptic Cream/Gel
❑ Insect repellent

if needed by my child.

Signature: _____ Sample_____

Date: _____ Sample_____

Confidentiality Policy

Quality Area 7: Leadership & Service Management

Date: Reviewed **July 2020**

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 (Children's Services) 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 Coordinator, Supervisor, Educators, Administration staff, Licensee, children's parents/guardian, 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.
- 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, and the Education and Care Services National Regulations, educators and staff employed by HMP will respect the privacy rights of children enrolled, 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 – 183 - 184
- National Quality Standards 2.2 – 4.2 – 4.2.2 – 5.1.2 – 7.1 – 7.1.1 – 7.1.2
- Hunter Mobile Preschool Philosophy

Approved by Committee

Late Pick Up Policy

Quality Area 7: Leadership & Service Management

Date: Amended **November 2021**

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
- Kitchener – 9.00am – 3.00pm
- Mulbring – 9.00am – 3.00pm
- Wollombi – 9.45am – 3.15pm
- East Cessnock – 9.15am – 2.45pm

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 -1st 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 -2nd 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:

- National Quality Standards 2.2.1 – 2.2.3

Approved by Committee

COVID -19 Policy

Quality Area: 2 Children's Health & Safety

Date: Amended **October 2021**

Rationale:

COVID-19 is a new strain of coronavirus that was originally identified in December 2019. The World Health Organization has declared the COVID-19 outbreak as a 'pandemic'. COVID-19 is transmitted from someone who is infected with the virus to others in close contact through contaminated droplets spread by coughing or sneezing or by contact with contaminated hands or surfaces. According to Department of Health, the time of exposure to the virus and when symptoms first occur is anywhere from 2-14 days.
Symptoms can range from a mild illness, similar to a cold or flu, to pneumonia. People with COVID-19 may experience: fever, flu-like symptoms such as coughing, sore throat and fatigue, and a shortness of breath.

Procedure:

QR Codes

- The office and each location our service operates are registered with a QR code.
- Upon arrival and departure at the office, staff and any visitor are required to check in and out with the office QR code.
- Staff, parents/carers, and visitors are required to check in and out with the QR code provided at the venues upon arrival/entry into the enclosed yard or building and departure/exit of the enclosed yard or building.

Service Delivery

- Our Service will minimise our staff and children's exposure to COVID-19 by adhering to all recommended guidelines from the Australian and NSW Government's Department of Health, to slow the spread of the virus. We will implement practices that help to reduce the transmission of the virus including the exclusion of any person (child, educator, staff, parent, visitor or volunteer) that is suspected or has tested positive to having COVID-19.
- Staff will adhere to the practices outlined in the services Cross Infection Policy; these include and are not restricted to:
- Frequent handwashing
- Covering your cough or sneeze with elbow or tissue
- Everybody will be required to wash/sanitise hands on arrival, depending on availability of services at the venues.
- Limit close-contact activities.
- Children are closely supervised when washing and drying hands

- Practical measures are implemented to encourage physical distancing. These will differ depending on the requirements at each venue. Staff will endeavour to make this clear to all attending.
- Educators and staff must adhere to effective food preparation and food handling procedures
- Educators will wash their hands or use alcohol-based sanitiser, before wearing gloves and wash their hands after wearing gloves
- Staff will maintain cleaning registers for equipment, personal items, and identified high touch objects and areas.
- Each sign in table will have a container of unused pens, and a container of used pens. If families would prefer, they can bring their own pen to use.
- Frequently touched surfaces in the vans will be wiped down with disinfecting wipes at the end of the day, or masks and hand sanitiser used, depending on the current health orders.
- Our Service will use signs and posters to remind staff, children and others of the risks of COVI19, and the measures that are necessary to stop its spread.–Families will be communicated with via email, newsletters and social media on a regular basis, and when health orders change.
- Use outdoor settings wherever possible. In most cases, outdoor settings have better natural airflow than indoor areas.
- Use large, well-ventilated indoor spaces.
- If you must use an indoor space, avoid crowded or noisy indoor spaces.
- Take steps to improve ventilation in indoor settings by opening doors and windows.
- Avoid directing fans towards children's faces; aim them continuously towards the ceiling or floor.
- Consider the setup of the room and the placement of the activities and limit the number of whole group activities. Children should be spaced out as much as possible. For table activities, set up activities only at each end of the table.
- Set up more individual activities throughout the room. Rather than having all of your books and blocks on one shelf, set them up in separate areas throughout the room if possible.
- Rather than having group times where everyone is sitting on the mat, consider using informal opportunities to engage with the children/read books/do storytelling with one or two children at a time throughout the day.
- Look at your setup when children are eating. Consider having fewer children at each table and use more tables to allow more space between children.
- If you have limited tables and normally have all children eating at the same time, consider staggered timings of snacks and lunch over a longer period of time.
- Wherever possible (e.g. weather dependent) and where you have enough staffing for adequate supervision, consider operating an indoor/outdoor program for the full day/session. This naturally provides for more space for the children and the setup of more activities for children to engage in.

- If you are not able to run an indoor/outdoor program, consider spending more time outdoors; consider the placement of activities and the amount of activities in the outdoor space. A greater range of activities will encourage children to spread out more broadly.
- Non-essential visitors should not attend services – this means that in house events or incursions should not proceed at this time where they include a visitor who is not a regular staff member of the service.

Families/ Staff/ Children

- Every person (employee, enrolled child, parent, caregiver, visitor or contractor) is required to adhere to all current health orders, and stay up to date by checking NSW Health website. This includes wearing masks.
- Exemptions for adults wearing masks in ECE apply:
  - where a child is deaf or hard of hearing; or
  - when the clear enunciation or visibility of the educator's mouth is essential.
- Every person (employee, enrolled child, parent, caregiver, visitor or contractor) who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath, must seek urgent medical attention to determine if they need to be tested for COVID-19 and not attend our Service under any circumstance
- Management reserves the right to request employees to self-isolate if they suspect they have come into contact with someone who has a confirmed COVID-19 infection.
- Every person (employee, enrolled child, parent, caregiver, visitor or contractor) who is confirmed to have COVID-19, or are notified as a close contact, is unable to attend the service. They cannot return until they have completed a period of self-isolation of at least 14 days, and provide evidence of a negative COVID test.
- Families, Educators and Staff must immediately advise the Service if they, or anyone in their family,
  - Gets tested for the virus
  - Receives a positive result to the virus
  - Needs to self-isolate
  - Is notified as a casual contact of a confirmed case
- As per our Incident Injury Trauma Illness policy, we reserve the right to refuse a child into care if they:
  - are unwell and unable to participate in normal activities or require additional attention
  - have had a temperature/fever, or vomiting in the last 24 hours
  - have had diarrhoea in the last 48 hours
  - have been given medication for a temperature prior to arriving at the Service
  - have started a course of anti-biotics in the last 24 hours or
  - If we have reasonable grounds to believe that a child has a contagious or infectious disease (this includes COVID-19)
- If your child becomes ill whilst at the Service, educators/staff will respond to their individual symptoms of illness and provide comfort and care while making contact with family to collect their child.

- Educators will take your child's temperature. If the temperature is 38°C or above you will be contacted immediately and required to collect your child within 30 minutes. If you are unable to collect your child, an emergency contact person will be contacted, and they must collect your child within 30 minutes.
- Water bottles with lids covering the mouth piece are recommended.
- We ask that no toys / items be brought from home (other than what is necessary)
- Please use a new set of clothes everyday your child attends preschool. It is a good practice to change your child's clothes as soon as you get home to limit the transmission of germs into your home.

Notifications

- The Approved Provider or Nominated Supervisor is mandated by law to notify the Public Health Unit or Health Information hotline on 1800 020 080 of any confirmed or suspected cases of COVID-19. In addition, the Approved Provider must also notify the Regulatory Authority in their state or territory within 24 hours.
- In the event of the Service being closed as a precaution to limit the spread of the virus, information will be provided to parents/families to help explain the situation to young children. No fees will be charged to families during this time
- Our Service will continue regular communication channels with families and share information about COVID-19 as required.

Our service will continue to make necessary changes as guidelines from the Department of Health and the Department of Education is received.

Reference:

- Education and Care Services National Regulations 77- 85 -86 -87- 88 -90 -93 -162 -168
- National Quality Standards 2.1.1 – 2.1.2 – 2.2
- Childcare Centre Desktop
- NSW Government Health

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?
Medical information, health and immunisation	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.
Income and financial details, includes credit card and banking information	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.
Contact details of family and emergency contact information	Enrolment form Employment record Updated details form	Required under the Education and Care Services Regulation.
Children's developmental records	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.

Family Assistance information	Enrolment form Employment record CCMS	Required under the Family Assistance legislation and under employment legislation under Income Tax legislation.
Legal information	Enrolment form Employment record Court orders or AVOs	Required under the Education and Care Services Regulation.
Employment, marital status and nationality	Enrolment form Employment record	Required under employment legislation and to provide priority of access under commonwealth and state legislation.
Qualifications	Employment record Certified copies of documents	Required under the Education and Care Services Regulation.
WWCC, criminal history checks	Employment record Originals of documents	Required under the Education and Care Services Regulation.
Staff entitlements	Payroll records Tax File Number	Provision of entitlements.
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	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: Reviewed **September 2020**

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
Learn to play. Play to learn.

3/5 Anlaby Street, Maitland NSW 2320
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Email: lhactivityvan@bigpond.com
Gresford, Vacy & Mulbring Van: 0408 684 942
Wollombi & East Cessnock Van: 0407 359 105
Kitchener & Lochinvar 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.

Hunter Mobile Preschool
Learn to play. Play to learn.

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