

Outside School Hours Care

Vacy OSHC Information and Policies

About the Service

Hunter Mobile Preschools Outside School Hours Care program is a non-profit service, which provides quality care for primary school children before/after school hours. The programs are developed by the staff, with input from the children and families, to meet the needs of the children in our care, as well as the school and wider community. Children have opportunities to participate in a variety of planned and spontaneous experiences which assists their social, emotional and intellectual, and physical development.

The service will:

- provide a safe, secure, stimulating, and caring environment for children which encourages involvement for all children
- promote wellbeing and respect for each child's dignity and privacy
- be mindful that each child has their own interests, customs, culture, language, beliefs, needs and abilities
- provide a nutritional breakfast and afternoon tea to encourage the children's health and wellbeing
- provide friendly, caring, knowledgeable, and sensitive educators
- create an environment where open communication is encouraged and respected

Location

Vacy Public School

Days & Hours of Operation

Mondays, Tuesdays, Wednesdays, Thursdays, Fridays of the school terms

Before School Care 7.00am – 9.00am

After School Care 3.00pm – 6.00pm

Staff

Hunter Mobile Preschool/OSHC Coordinator: Sarah Spinks

Educational Leader: Lorraine Ashard

OSHC Educators: Lorraine Ashard

Enrolment/Cancellations/Termination of Enrolment

All children attending OSHC will be required to complete full online enrolment (including uploading any documents required) in order to attend. Enrolment enquiries must be made through the Hunter Mobile Preschool office, which can be contacted via phone (49346725) or email lhactivityvan@bigpond.com. A link to complete the enrolment application will be sent via email. This link is also available on our webpage www.huntermobilepreschool.com.au

If a child is not attending the program on any day, absences must be entered on the parent portal, or a message left on the OSHC mobile 0455 040 998.

Two weeks written notice is required to cancel permanent booking or terminate enrolment. Payment of two weeks fees will be charged in lieu of notice.

Signing In / Out

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 service approval.

On arrival each morning session, each child must be electronically signed in by the guardian dropping off. Upon departure each afternoon session, each child must be electronically signed out by the guardian collecting the child.

The service device is always available for parents to sign in/out. If you cannot find the device, please speak to the staff at OSHC. Please make sure a staff member is aware of your child's arrival and departure.

Before School Care students will be signed out by OSHC staff before they are escorted to the playground once there are school staff on duty.

After School Care students will line up in the OSHC line under the COLA area alongside the other students and be signed in by OSHC staff.

Authority to Collect Children

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 as an authorised person on your child's electronic enrolment, which authorises them to collect your child in your absence. Please ensure you give them the PIN number issued by the system that allows them to sign for your child electronically. 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 list.

Extra-Curricular Activities

OSHC staff are available to escort OSHC children to and from extra-curricular activities. If families are in need of this service, it must be discussed with the staff, and the Escorting Children to After School Activities form completed. These forms are available from the OSHC office or can be downloaded from huntermobilepreschool.com.au

Please note that the person (coach, dance teacher, etc) who will be signing your child out of OSHC, to attend training/dance or any other activity, will need to be listed on the enrolment form as an authorised person to collect your child/ren.

Late Collection

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 mobile number and advise them of the approximate time they expect to arrive.

Court Orders & Custody

Parents/authorised persons have access to their children at all times unless a relevant Court Order is given to the program stating otherwise. A copy of a current Court Order must be uploaded on enrolment.

Parents/authorised persons must notify the staff if there are any changes to these documents. The document will be filed with the child/rens records and treated in strict confidence.

Fees

Normal Rates:

Morning Session	(7.00am – 9.00am)	\$22.50 per child/session	
Afternoon Session	(3.00pm -6.00pm)	\$32.50 per child/session	CCS Applies (see next page)

Casual Rates:

Morning Session	(7.00am – 9.00am)	\$27.50 per child/per session	
Afternoon Session	(3.00pm -6.00pm)	\$37.50 per child/per session	CCS Applies (see next page)

All absences must be paid for. You are entitled to receive CCS for 42 absence days per child each financial year.

Fees should be paid on a weekly/fortnightly basis. Payment can be made by Direct Deposit (Internet Banking), Direct Debit or by using the Pay Now button on your statement.

Continuous non-payment of fees will jeopardize a child's position in the OSHC Program. 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, both at a cost to you. Please see the staff or contact the office on 02 49346725 if you are experiencing any difficulties paying fees.

Child Care Subsidy

Child Care Subsidy is a payment made directly to child care providers to be passed on to families. To make Child Care Subsidy claims and view the status of their claims, families will be able to go to my.gov.au and sign in to access their Centrelink online account.

Upon enrolment, the parent and child's Customer Reference Numbers (CRN) must be added onto the enrolment form for this subsidy to apply to your child's fees.

Under the Child Care Subsidy, the percentage of subsidy a family is entitled to is based on their combined annual income, with more financial support available to lower income families. Current Child Care Subsidy rates can be found at:

<https://www.childcaresubsidy.com.au/>

Medication

No off the shelf medicines (Panadol etc) will be given to children. Prescribed medicines can only be administered if a Medication form has been completed by the parent/Guardian. Prescribed medication needs to be provided to the staff in the original container-showing child's name, dosage and expiry date. Medications will be kept in a locked medication box in kitchen area (or in the fridge if it requires refrigeration).

If a child becomes unwell while attending BSC/ASC the Supervisor will attempt to contact the parents. If parents are unavailable then the emergency contact will be called.

While waiting for a parent/ emergency contact to arrive staff will:

- Make the child comfortable
- Take the child's temperature
- Monitor the child's condition
- Keep a written report of the child's condition
- Seek medical attention if the situation becomes urgent

In the case of serious injury or serious health condition OSHC will call an ambulance. The child's parents will be notified.

Children and staff with infectious diseases will be excluded from the service in accordance with current Guidelines. If a child is unwell at home or becomes unwell at school, parents are asked not to send the child to the service, but to make alternative arrangements for their care

Accidents

OSHC staff will administer first aid to your child as required. Any assistance your child receives will be noted in the First Aid folder and a note placed in the Sign in Register.

Where children require additional medical treatment, parents /emergency contacts will be contacted to seek further advice or to ask for children to be collected.

Programs

Our service provides programs that are planned to accommodate the needs, interests, and ideas of the children enrolled. The program includes experiences that allow children quiet indoor play, active outdoor play, individual or group play, and an opportunity to complete homework. Our program is evaluated. This information is used when planning future experiences. Programs are displayed. We value your ideas & feedback to help us maintain a safe, enjoyable and stimulating environment.

Nutrition

OSHC will provide a nutritious and balanced breakfast and afternoon tea, catering for children's tastes and health needs, as well as religious/cultural requirements. Children have access to water at all times. The menu will be displayed. If your child has food allergies, an action plan must be provided upon enrolment.

Hygiene

Staff and children will follow strict hygiene procedures including: regular hand washing, using gloves when preparing food, using tongs when serving food, and cleaning surfaces with neutral detergent and paper towel.

Homework

Staff will provide a quiet safe area for children to do their homework if needed. All efforts will be made to encourage students to occupy their time in a constructive way.

Complaints

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 a service representative regarding the communication. 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.

Sun smart

All children and staff are required to wear hats whenever they are outdoors, all year round. Sunscreen will be provided, and the children will be encouraged to apply this before spending any time outside. Please advise the staff if your child has particular sensitivities to sunscreen. We ask that you provide a suitable one for them to use.

Code of Conduct

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.
- 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.
- Monitoring 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

Code of conduct acknowledgement

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

Medical Conditions Policy

Rationale:

Hunter Mobile Preschool – OSHC will work closely with children, families and where relevant, schools and other health professionals to manage medical conditions of children attending the service. We will support children with medical conditions to participate fully in the day-to-day program in order to promote their sense of well-being, connectedness and belonging to the service. Medications will only be administered to children in accordance with the National Law and Regulations.

Procedure:

- Families will be asked to inform the service of any medical conditions the child may have at the time of enrolment. This information will be recorded on the child's enrolment form.
- Specific or long-term medical conditions will require the completion of a medical management plan developed in conjunction with the child's doctor and family.
- Where a child has an allergy, the family will be asked to supply information from their doctor explaining the effects if the child is exposed to whatever they are allergic to and to explain ways the educators can help the child if they do become exposed. A meeting will be held with the family to prepare a risk minimisation plan.
- All medical conditions including food allergies will be placed on a noticeboard near the kitchen area out of the sight of general visitors and children. It is deemed the responsibility of every educator at the service to regularly read and refer to the list.
- All relief staff will be informed of the list on initial employment and provided orientation on what action to take in the event of a medical emergency involving that child.
- Where a child has a life-threatening food allergy and the service provides food, the service will endeavour not to serve the particular food allergen in the service when the child is in attendance and families will be advised not to supply that allergen for their own children. Families of children with an allergy may be asked to supply a particular diet if required (e.g. soy milk, gluten free bread).
- Where it is necessary for other children to consume the particular food allergen (e.g. milk or other dairy foods) the child with a food allergy will be seated separately during meal times and all children will wash their hands before and after eating.
- Where medication for treatment of long-term conditions such as asthma, diabetes, epilepsy, anaphylaxis or ADHD is required, the service will require an individual medical management plan from the child's medical practitioner or specialist detailing

the medical condition of the child, correct dosage of any medication as prescribed and how the condition is to be managed in the service environment.

- Prescription medication will only be administered to the child for whom it is prescribed, from the original container bearing the child's name and with a current use by date. Non-prescription medication will not be administered at the service unless authorised by a doctor.
- Educators will only administer medication during services operating hours.
- Medication must be given directly to an educator and not left in the child's bag. Educators will store the medication in a designated secure place, and ensure that medication is kept out of reach of children at all times.
- Staff will record on the medication form the doses they have given each time. This is signed by the educator each time medication is administered.

Sourced From:

- **Education and Care Services National Regulations**
- **National Quality Standard**
- **Network of Community Services**

Sun Protection Policy

Rationale:

Sun protection times are a forecast for the time of day UV levels will reach 3 or above. At these levels, sun protection is recommended for all skin types and the policy areas should be implemented. In NSW, UV levels are high enough (UV 3 or above) to damage unprotected skin most months of the year. Our main objective is to ensure that the staff and children's skin is always protected during outdoor experiences.

Procedure:

- UV levels and daily sun protection times are used to plan daily activities, ensuring a correct understanding of local sun protection requirements.
- Activities are organised to maximise the use of shaded areas around the playground. The areas used will be a combination of naturally shaded areas, and structural shade.
- When children are on excursions all sun protection practices are planned, organised, understood and available.
- 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.
- Children without sun smart hats or clothing are encouraged to play in an area protected by the sun (e.g. under shade or indoors).
- SPF30 or higher broad-spectrum water-resistant sunscreen must be applied generously 20 minutes before going outside and reapplied every 2 hours. There will be sunscreen available at OSHC for the children's use.
- Program will include sun protection awareness - Sun protection is incorporated regularly into learning programs. Children understand why sun safety is important and learn how to take effective sun protection actions e.g. hat wearing, accessing daily UV levels
- Staff act as role models and demonstrate SunSmart behaviours by:
 - Wearing a SunSmart hat, protective clothing, and wearing sunglasses (optional)
 - Applying SPF30+ broad-spectrum water-resistant sunscreen
 - Promoting the use of shade
 - Discussing sun protection with children and demonstrating a positive and proactive approach to the management of sun protection in the service.
- Sun safety is everyone's responsibility. By being role models ourselves and leading the way with our own sun safety, we can inspire our children to be SunSmart when they step outside.

- Parent information will include sun protection awareness - Sun protection policy, procedures, requirements and updates are made available to staff, families and visitors. All parents/families are informed of the sun protection policy including appropriate hat, clothing and sunscreen requirements on enrolling their child in the service.
- 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.

Sourced From:

- **Education and Care Services National Regulations**
- **National Quality Standard**
- www.cancercouncil.com.au

Confidentiality Policy

Rationale:

Confidentiality is regarded as a high priority. Our policy has been developed in keeping with Network of Community Activities OSHC Code of Professional Standards, Education and Care Services National Regulations, and our services philosophy.

Procedure:

- The following records will be kept in the locked office box/filing cabinet, so staff have easy access to:
 - Enrolment forms
 - Immunisation records
 - 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 Supervisor, 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.
- 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 OSHC 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, OSHC Code of Professional Standards, and the Education and Care Services National Regulations, educators and staff employed by HMP-OSHC 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.

Sourced From:

- **Education and Care Services National Regulations**

- OSHC Code of Professional Standards
- Hunter Mobile Preschool Philosophy

Late Pick Up Policy

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:

Morning Session: 7.00am – 9.00am

Afternoon Session: 3.00pm – 6.00pm

Procedure:

- Staff will open the OSHC space to families on morning session start time.
- Children must be collected by the afternoon session finish 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 mobile number (0455 040 998) and advise them of the approximate time they expect to arrive.
- 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.

Reference:

- National Quality Standards 2.2.1 – 2.2.3

Privacy Collection Statement

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**

Dealing with Complaints

Rationale:

The Department of Education 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 Nominated 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, nominated supervisor, and/or 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.
- 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) 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.
 - Our Service is committed to the National Principles for Child Safe Organisations and adopts a child safe approach to complaints involving a child or young person. As a child safe organisation, we will respond promptly and systematically to any concerns, disclosures, allegations or suspicions while fostering an environment where children feel confident that their safety and wellbeing are paramount.
 - ensure people feel safe or comfortable when making a complaint, including children
 - ensure educators, staff, volunteers and students are well informed about the different ways children may express concerns, distress and disclose harm as well as the process for responding to disclosures from children- including a complaint that alleges a child is exhibiting sexual behaviours that may be harmful to the child or another child. (ACECQA 2023)
 - ensure our complaint handling processes are child-focused providing support and guidance for children to know who to talk to if they are feeling unsafe

- children are able to express their concerns or allegations to either the management, educators, and/or families who are encouraged by management to complete the *Complaints Form* on the child's behalf
- be informed about the different ways children can express concerns or distress and disclose harm
- ensure children know who to talk to if they are feeling unsafe and know the process that will happen to

Sourced From:

- **Education and Care Services National Regulations**