



**Hunter  
Mobile  
Preschool**

7/42 Spitfire Place, Rutherford NSW 2320  
Office Ph/Fax: 02 49346725  
Email: [lhactivityvan@bigpond.com](mailto:lhactivityvan@bigpond.com)  
Gresford & Vacy: 0408 684 942  
Wollombi & East Cessnock: 0407 359 105  
Kitchener & Lochinvar: 0455 116 393  
Mulbring: 0447 504 978  
[huntermobilepreschool.com.au](http://huntermobilepreschool.com.au)

# PRESCHOOL INFORMATION & POLICY BOOKLET

March 2025

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

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

## Venue Information

<b>Monday</b>	<b>Vacy</b> School of Arts Hall 779 Gresford Road Vacy 2421 <b>9.00am – 3.00pm</b> <b>0408 684 942</b>	<b>Kitchener</b> School Library 38 Richmond Street Kitchener 2325 <b>9.00am – 3.00pm</b> <b>0455 116 393</b>	<b>Cessnock East</b> Cessnock East School Cnr Old Mait Rd & Maitl Rd Cessnock 2325 <b>9.15am – 2.45pm</b> <b>0407 359 105</b>
<b>Tuesday</b>	<b>Vacy</b> School of Arts Hall 779 Gresford Road Vacy 2421 <b>9.00am – 3.00pm</b> <b>0408 684 942</b>	<b>Kitchener</b> School Library 38 Richmond Street Kitchener 2325 <b>9.00am – 3.00pm</b> <b>0455 116 393</b>	<b>Cessnock East</b> Cessnock East School Cnr Old Mait Rd & Maitl Rd Cessnock 2325 <b>9.15am – 2.45pm</b> <b>0407 359 105</b>
<b>Wednesday</b>	<b>Mulbring</b> Community Hall 12 Stone Street Mulbring 2323 <b>9.00am – 3.00pm</b> <b>0447 504 978</b>	<b>Lochinvar</b> School of Arts Hall 134 New England Hwy Lochinvar 2321 <b>8.45am – 2.45pm</b> <b>0455 116 393</b>	<b>Wollombi</b> Wollombi School 2285 Wollombi Rd Wollombi 2325 <b>9.45am – 3.15pm</b> <b>0407 359 105</b>
<b>Thursday</b>	<b>Gresford</b> School of Arts Hall 42 Park Street East Gresford 2311 <b>9.00am – 2.45pm</b> <b>0408 684 942</b>	<b>Lochinvar</b> School of Arts Hall 134 New England Hwy Lochinvar 2321 <b>8.45am – 2.45pm</b> <b>0455 116 393</b>	<b>Wollombi</b> Wollombi School 2285 Wollombi Rd Wollombi 2325 <b>9.45am – 3.15pm</b> <b>0407 359 105</b>
<b>Friday</b>	<b>Gresford</b> School of Arts Hall 42 Park Street East Gresford 2311 <b>9.00am – 2.45pm</b> <b>0408 684 942</b>	<b>Lochinvar</b> School of Arts Hall 134 New England Hwy Lochinvar 2321 <b>8.45am – 2.45pm</b> <b>0455 116 393</b>	<b>Mulbring</b> Community Hall 12 Stone Street Mulbring 2323 <b>9.00am – 3.00pm</b> <b>0447 504 978</b>



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 7 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, Wednesday, Thursday & Friday

Venue Supervisors: Benjamin Hayter – East Cessnock & Wollombi  
Kristie Hagan-Ling – Vacy & Gresford  
Jennifer Collado - Lochinvar  
Renay Lane – Mulbring  
Emma Pticek - Kitchener

Educators: Lisa Stratigos - East Cessnock & Wollombi  
Madalyn Watters - Vacy & Gresford  
Paula Cheetham - Kitchener & Lochinvar  
Sheena Robertson - Mulbring

Administration Manager: Liz O'Brien – Monday, Tuesday, Wednesday & Thursday

Educational Leader: Jennifer Collado

## **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 & 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) **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: 0408 684 942**

**Wollombi & East Cessnock: 0407 359 105**

**Lochinvar & Kitchener: 0455 116 393**

**Mulbring: 0447 504 978**

**The office number is: 49346725** (ring this before 7.30am, so staff will get the message before they leave for preschool).

### **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, 7/42 Spitfire Place, Rutherford. 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, if you require an additional hat.



**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.

## Mix from 6

2  
FRUIT

3  
VEGETABLES

1  
GRAINS &  
CEREAL

6  
WATER

4  
DAIRY

5  
LEAN MEAT



Health

# HEALTHY LUNCHBOXES



1. GRAINS & CEREALS	2. FRUIT	3. VEGETABLES	4. DAIRY/ ALTERNATIVES	5. LEAN MEAT/ ALTERNATIVES	6. WATER
Wraps Sandwiches Bread rolls Pasta Rice Noodles Cous Cous Corn and rice cakes Crackers Sushi Naan Rice paper rolls ( <i>wholegrain or wholemeal varieties are the best choices</i> )	<b>Fresh fruit:</b> Apple Apricot Banana Grapes Mandarin Orange Pear Peaches Pineapple Plum Rockmelon Strawberries ( <i>fruit can be cut into chunks for small children</i> ) <b>Tub of fruit</b> in natural juice <b>Dried fruit</b> Sultanas Dried fruit mixes ( <i>less often</i> )	<b>Fresh veggies:</b> Avocado Carrots Capsicum Celery Corn cobs Cucumber Green beans Mushroom Snow peas Tomatoes <i>(veggies can be cut into sticks or shapes for small children, they can also be teamed with dips, like hummus or natural yoghurt)</i> <b>Salads:</b> Salad filling in sandwiches and wraps.	Plain milk ( <i>freeze the night before to keep cool</i> ) Soy or other calcium enriched plant based milk Plain yoghurt Custard Cheese slices, cubes, sticks Cream cheese Cottage cheese Ricotta cheese. ( <i>choose reduced fat for children over 2 years of age</i> )	<b>Fish:</b> Tinned tuna Tinned salmon <b>Meat:</b> 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 ( <i>less often</i> ) <b>Alternatives:</b> Boiled eggs Baked beans Tofu Lentil patties Hommus Falafel	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](http://www.healthykids.nsw.gov.au)

### Fee Information:

**Enrolment Fee: \$30 fee per child. This includes a preschool hat, a drink bottle, and calico lunch & snack bags.**

When enrolling at preschool, the above fee will be invoiced and is payable immediately (banking details will be supplied on the invoice).



## Education

The NSW Government is providing fee relief to families through the Start Strong Affordable Preschool Fee Relief initiative as part of the Early Years Commitment. With the funding provided by this initiative, our service is able to offer attendance fee free preschool to all children, regardless of any other service your child may attend. The only fee payable for the entire year is the above enrolment fee.

If your family holds a Health Care or Pension Card, please supply a photo of your current card by email to [lhactivityvan@bigpond.com](mailto:lhactivityvan@bigpond.com) so we can maximise the funding our service gets and continue to offer fee free preschool.

If you are having difficulty paying your enrolment fee, or have any fee questions, 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 – 7/42 Spitfire Place Rutherford. 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 President's 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 (this can be delegated to the admin staff)
- 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**



**Hunter  
Mobile  
Preschool**

## **Philosophy**

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

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

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

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

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

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

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



**Hunter  
Mobile  
Preschool**

## 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:
  - 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** \_\_\_\_\_



Outside School Hours Care

## Medical Conditions

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

**Date:** Amended September 2023

#### 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.

#### 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 permanent staff members, including Inclusion Support Educators, will 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. This plan includes a communication section, where ongoing communication with the family can be documented.

- The plans will be followed in the event of an incident relating to the child's health needs.
- These plans will be reviewed annually, or if there are changes in the action plan developed by the doctor.
- Our service will ensure that children with asthma, diabetes, severe allergic reactions (anaphylaxis) and allergies are protected within the preschool environment.
- Staff will be required to be aware of individual children's triggers, symptoms, and treatment. All staff will be responsible for administering treatment as needed.
- Any time medication is administered, it will be recorded on the child's medication record form.
- Asthma medication, Allergy medication, Diabetes medication, Anaphylaxis medication, and their respective equipment will be stored in the preschool emergency bag for easy access when needed.
- Parents/carers will be required to give put their child's medication straight into the emergency backpack, and collect it at the end of the day, or hand to staff to be stored away. Any short-term medications that are required to be put into the medication box, need to be given to staff, so they can ensure the medication form has been completed for that 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:**

- Please keep children at home if symptoms of any illness are present.
- The first dose of any medication should always be given at home and within sufficient time, (no less than 24 hours) before the child returns to care, to observe the child's response to the medication given.
- Other medications, such as antibiotics etc will be handed to staff by parent/caregiver. DO NOT leave any medication in children's bags
- Any medication must be in the original bottle bearing child's name, date & dosage.
- Staff will place medication in the lockable medication box in the fridge (if requires refrigeration).
- 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 (if required), 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
- [www.asthma.org.au](http://www.asthma.org.au)
- [www.as1diabetes.com.au](http://www.as1diabetes.com.au)
- [www.allergy.org.au](http://www.allergy.org.au)
- [www.health.nsw.gov.au](http://www.health.nsw.gov.au)

**Approved by Committee**

## Nutrition

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

**Date:** Amended February 2025

#### Rationale:

The purpose of this policy is to ensure children attending Hunter Mobile Preschool/OSHC are given the best possible start in life, and are eating appropriate and nutritious food. At preschool, families are encouraged to follow the guidelines provided, and staff will encourage and promote healthy food choices. At OSCH we will provide nutritious, good quality food that is consistent with the Dietary Guidelines for Children and Young People in Australia. All food served at the service will be consistent with the child's own dietary requirements, and take into consideration the children's like and dislikes as well as meet any cultural requirements of families. High standards of hygiene will be maintained throughout all food preparation. We will encourage the development of the children's good eating habits through the modelling and reinforcing of healthy eating and nutrition practices by educators.

#### Nutrition:

- 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 limited amounts of dried fruits eg:30g

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

Staff will:

- Provide clear information to families on healthy food and drink choices for children's lunchboxes. This will occur upon enrolment, through newsletters, notices at the venues, on Facebook, and on our website.
- Observe children's lunchboxes daily in accordance with lunchbox guidelines.
- If inappropriate foods are provided, the child will be encouraged to eat their healthier options first. A discussion about every day and sometimes foods will occur with the child/ren. Families will be approached either with verbal contact, or a service note that reminds them of the nutritional information to refer to on foods.



**Sourced From:**



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

**Fat (less than 20g of total fat per 100g) (less than 5g of saturated fat per 100g)**

**Sugar (less than 15g of sugar per 100g)**

**Sodium (less than 600mg of sodium per 100g)**

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

- A menu, developed using the principles set out in the Australian Dietary Guidelines for Children and Adolescents, will be on display for families and children at all times and be an accurate representation of the food and drink that is being served.
- Food and drink consistent with the menu will be provided for morning and afternoon tea as well as small nutritious snacks available as necessary.
- Fresh drinking water will be available at all times for the children and educators.
- Children and families will be encouraged to share family and cultural traditions, ideas and recipes to contribute to the menu.
- Education of healthy eating habits will be developed through ongoing example, specific activities, notices, posters and information sheets to families.

## **Food Safety**

- Safety is important across all areas. Our procedures in the preparation, handling, and storage of foods are to prevent food borne illness and contamination
- All food will be prepared and stored in a hygienic manner as per the current Australian New Zealand Food Standards.
- Opened food will be stored in tightly sealed containers, away from any chemicals.
- Kitchen equipment will be cleaned and stored appropriately.
- Surfaces are cleaned and sanitised before and after food preparation.
- All perishable foods will be stored in the refrigerator and the temperature should be monitored to ensure it is less than 5°C,
- Children will be encouraged not to share their drinking and eating utensils.
- Tongs and spoons will be used for the serving of food. Where possible, educators will encourage children to serve their own food and drinks to encourage the development of their food handling skills as well as acknowledging their growing sense of independence.
- All cups, plates and utensils will be washed in hot, soapy water.
- Children should be seated while eating or drinking
- The service will regularly review and evaluate food handling practices in line with current best practice guidelines from recognised authorities.
- Children's food will be stored in the fridge. In the temporary absence of a fridge, a cooled storage device (i.e. esky) may be used for the storage of children's food requiring refrigeration. Families will be informed as soon as possible, in the event of a fridge not being available, requesting they pack an ice brick in their child's containers.
- Food will be brought out of the fridge at meal times and uneaten food will be returned to the fridge until the end of preschool.
- Keep children's food in their own lunch boxes
- Follow appropriate food handling practices when handling children's food, and during cooking experiences (ie hand washing, sanitising and the use of gloves).
- Protect food against contamination eg; dust, insects, unclean surfaces, unnecessary handling, coughs and sneezes etc.

- Use strategies to prevent contamination of shared food. eg: cupcakes with a birthday candle to blow out, covering food, serving of food by adults etc.
- Continue to educate children around the importance of avoiding cross contamination of our food to enable us to all stay healthy.

### **Food Handling Qualifications:**

- Recent changes to the Food Standards Code have introduced new food safety requirements for children's services, including out of school hours care, that prepare and serve food on an ongoing basis. Those that prepare unpackaged, potentially hazardous food and serve it ready-to-eat, must:
- have a qualified onsite Food Safety Supervisor, who is reasonably available to supervise food handlers,
- ensure all food handlers are trained in food safety and hygiene, or can demonstrate adequate skills and knowledge, and
- maintain a record of their food safety risk management or be able to show their food is safe.

### **Reference:**

- Education and Care Services National Regulations 77 – 78 - 168
- National Quality Standards 2.1 - 2.1.3 – 2.2
- [www.goodforkids.nsw.gov.au](http://www.goodforkids.nsw.gov.au)
- Network of Community Activities

### **Approved by Committee**

## **Sun Protection**

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

**Date:** Amended October 2024

#### **Rationale:**

The sun's ultraviolet (UV) radiation is the main cause of skin cancer. UV damage also causes sunburn and eye damage. The WHO Global Solar UV Index measures UV Levels on a scale from 0 (low) to 11+ (extreme). Sun protection is recommended when UV levels are 3 (moderate) or higher.

#### **Procedure:**

- The current UV index may be taken into account when applying sun protection and spending time outside.
- Sunscreen will be provided at preschool and OSCHC for families to apply on arrival
- Families who have nominated that their child requires a specific sunscreen, they will be asked to provide this for use at preschool.
- During the warmer months families are encouraged to apply sunscreen before arriving at the service as outdoor play is in the morning
- Children are supported to take increasing responsibility of their own health and physical wellbeing through sun protection awareness
- Sun protection awareness is shared with families through newsletters, notifications and conversations

When the current UV index is 3 or over, or the UV index is unknown;

- Staff and children are encouraged to wear sun protective hats and clothing. Shirts/tops with collars, and sleeves. Hats should protect the face, ears and neck
- Sunscreen will be re-applied before any further outdoor play during the day
- Activities are organised to maximise use of available shade ie trees or shade covers
- Each venue has spare hats for the children to use if they do not have their own.
- 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).
- 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.
- 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.

#### **Reference:**

- Education and Care Services National Regulations 114
- National Quality Standards 2.1 - 2.1.1
- [www.cancercouncil.com.au](http://www.cancercouncil.com.au) 13 11 20
- Sunsmart.com.au

#### **Approved by Committee**



## 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

### Quality Area 7: Leadership & Service Management

**Date: Amended February 2025**

#### **Rationale:**

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

#### **Procedure:**

- Children's records are stored electronically with Smart Central. Staff have access to these by logging onto the service tablets. When families log on, they only have access to their own child's information, in order to sign them in and out. The system allows supporting documents to be uploaded. In the case that a paper document is given to staff in regards to a child, this will be locked away in the preschool black office box, or the filing cabinet at the OSCHC onsite office.
- 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/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 Early Childhood Australia (ECA) Code of Ethics, OSCHC Code of Professional Standards and the Education and Care Services National Regulations, educators and staff employed by Hunter Mobile Preschool will respect the privacy rights of children enrolled, their families, other staff members and their families.

**Reference:**

- Education and Care Services National Regulations 168 -181 – 183 - 184
- National Quality Standards 2.2 – 4.2 – 4.2.2 – 5.1.2 – 7.1 – 7.1.1 – 7.1.2
- **OSHC Code of Professional Standards**
- **Preschool & OSCHC Philosophies**

Approved by Committee



## Delivery & Collection of Children

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

**Date:** Amended February 2025

We are committed to the safe delivery of children to, and collection from, our service. We have detailed processes, procedures and practices to ensure that all staff implement them, therefore protecting children from any harm or hazard, including providing adequate supervision and preventing the entry of unauthorised persons.

#### Procedure:

- An electronic attendance record is provided so that the time of arrival and departure of each child is accurately recorded. In the case of this not being completed, an educator who has witnessed the child arrive or leave with the authorised person will document the time in the system.
- Parents/carers are asked to make sure that a staff member is aware of their child's arrival and departure.
- OSHC children are not to be left at the school or OSHC space unattended at any time prior to the opening hours of the service.
- Staff will not be responsible for a child who is not enrolled while on school grounds.
- Children will only be released to their parents/carers, an authorised person named on the child's enrolment form, or a person authorised by the parent or authorised nominee. Anyone responsible for collecting a child must be 16 years and older.
- Anyone who has authority to collect a child must be recorded on the child's enrolment form. Their name and relationship to the child should be also added in the communication section of that day's sign in sheet.
- Parents/carers must notify us in writing of any change to the persons authorised to collect or be an emergency contact for their child/ren.
- All staff will be available at pick up time to monitor that each child is leaving with an authorised person.
- Staff will check the premises at the end of each preschool day to ensure that no child remains. The afternoon safety section of the sign in sheet will be completed, and a staff member will sign to acknowledge that all children have been picked up.
- Children may not be left at Pre-school before the designated start time and must be collected by the designated finishing time for their particular venue. If late when picking up, a late fee will be charged as per the Late Pick-Up policy.

- A child may leave the premises in accordance with the written authorisation of the child's parent or authorised nominee named on the child's enrolment form, to attend extracurricular after school activities, taken on an excursion, or given into the care of, or taken outside the premises because they need medical, hospital, or an ambulance, or for any other emergency.
- If there is only one OSHC educator on duty during the afternoon that children are required to be taken to soccer, cricket, or football practice at the Vacy oval next to the school, or to dance lessons at the Vacy Hall across the road from the school, the educator and all children will walk to the oval, or to the hall, to deliver the children, then return to the school with the rest of the group.
- If the children need collecting at the end of training or dancing, the educator and all remaining children will walk to collect the children.
- If children are returning to OSHC after such activities, they will be re-signed into OSHC by the Educator, then signed out when collected by parent/carer.
- Families are required to notify educators as early as possible if children will be absent from the service. Educators will record the absences in an appropriate place where other educators will be aware of the information.
- Should a child not arrive at the service or not be waiting in the designated area when expected, educators will:
  - Ask the other children of their knowledge of where the child might be.
  - Contact the school office and ask for information regarding the child's attendance at school.
  - If the child was absent from school, call the child's authorised nominees at a suitable time to remind them of their notifying responsibilities and find out when they should expect the child to return to the service.
  - If the child was present at school and the other children and school staff are unaware of their whereabouts, educators will ask the school staff for assistance in searching for the child in the school area. Ensure supervision is maintained for other children during this process.
  - If the child is still unable to be located, educators will return to the service and call the child's authorised nominees to gain further information. Continue to call the authorised nominees on the contact list until contact has been made. Maintain contact with the authorised nominees until the child has been located.
  - Continue to keep in contact with the school during this time.
  - Arrange for appropriate supervision of children at the service and send an educator back to the school area to continue looking for the child. Follow up on any leads regarding children going to a friend's home and check common places in the local area.
  - If the child remains missing, contact the police and keep the authorised nominees and school informed of the situation.
  - Educators will notify the Department of Education and Communities (DECS) within 24 hours of the incident occurring.

## **Access to Children:**

- If a custodial parent informs a staff member that they have a court order regarding parental responsibility to their child, a copy of this court order will be kept with the child's enrolment information, and also in the roll book which is kept in the emergency evacuation bag.
- Staff will be required to check the date on the court order to make sure it is current. If it is out of date, staff will require a current one from the family.
- Staff to inform the parent that no action can be undertaken by staff until they have a copy of the court order.
- All staff will be informed so they can act on the court order.
- Where a court order nominates a person as forbidden to access a child, a photo is to be provided to staff where possible.
- If a person that has been forbidden to access a child turns up at preschool, staff are to request that person leaves the venue. If this person refuses to leave the venue, the police will be called, followed by the custodial parent.
- Respect confidentiality of the family concerned and ensure no one, other than staff are aware of court orders pertaining to child/ren in care.
- If a parent wishes to negate a court order, the parent must provide notification in writing from the Family Law Court or any other Court pertaining to that order.

## **Transportation**

- A child may only leave preschool if they are given into the care of:
  - a parent of the child; or
  - an authorised nominee named in the child's enrolment record; or
  - a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or
- Leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or
- Is taken on an excursion in accordance with this Division; or
- Is given into the care of a person or taken outside the premises—
  - because the child requires medical, hospital or ambulance care or treatment; or
  - because of another emergency.
- For families who organise the use of an alternate form of transport (local school bus), for their child to and from preschool, a sign in and out procedure will be created to suit each individual case.
- The document will be available at the beginning and end of each trip (morning & afternoon).
- This will include:
  - The date
  - Parent/Carer document the time the child gets on the bus
  - Parent/Carer signs the form when handing child over

- Bus driver signs when the child gets onto the bus
- Preschool staff will meet the bus at preschool, to ensure the child is safely met
- Preschool staff will then sign the form when child gets off bus
- Preschool staff will then proceed to sign the child into preschool using the services sign in process.
  - After preschool is finished, a staff member will walk the child to the bus, fill out the time they get onto the bus, and sign that they are on the bus
  - The bus driver will then sign the form once the child is seated on the bus
  - When the child reaches their destination, the bus driver will record the time they get off the bus
  - The parent/carer will sign that they have received the child
  - The bus driver will sign again to confirm the days travel
- If an OSHC child is travelling from another school to attend OSHC for an afternoon session, they will be collected at the bus stop by a staff member. The details of the child's travel will be completed by the family on the **Safe Travel Agreement Form**.
- The OSHC staff member responsible for meeting the child at the bus will go to the meeting point 5 minutes before they are due to arrive. Once the child has exited the bus, their arrival time will be recorded on the daily attendance record.

### **Late Pick Up**

- It is a requirement of the Regulatory Authority, and Work Health and Safety, that the children attending the service are not on the premises outside our hours of operation. Our insurance will not cover any incidents that happen outside the hours below.
  - Gresford – 9.00am – 2.45pm
  - Vacy – 9.00am – 3.00pm
  - Lochinvar – 8.45am – 2.45pm
  - Kitchener – 9.00am – 3.00pm
  - Mulbring – 9.00am – 3.00pm
  - Wollombi – 9.45am – 3.15pm
  - East Cessnock – 9.15am – 2.45pm
  - OSHC – 7.00am – 9.00am and 3.00pm – 6.00pm
- Preschool and OSHC doors will remain locked until the allocated start time.
- Children will be collected 5 minutes before finishing time to ensure all families have left by the end of the preschool session time.
- In the first instance of a late pick up, a 'Late Fee -1<sup>st</sup> Letter' will be sent to family explaining that next time they will be charged \$1 per minute.
- In the second instance of a late pick up, a 'Late Fee -2<sup>nd</sup> Letter' will be sent informing the family that they will be invoiced for the late fee's accumulated on date recorded.
- The rate for late fees will be \$1 per minute for each minute after the official finishing time.
- If there is a genuine reason for a parent being late to pick up their child (i.e. a broken down car, etc) and they cannot organise anyone else to pick up their child, they are

required to ring the staff on the appropriate number and advise them of the approximate time they expect to arrive.

**Reference:**

- Education and Care Services National Regulations 99-100-101-102-122-158-161-168
- National Quality Standards 2.2 - 2.2.1 – 3.1

**Approved by Committee**

## Infectious Diseases

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

**Date:** Amended August 2024

#### Rationale

Our Service will minimise children's exposure to infectious diseases by adhering to all recommended guidelines from relevant authorities regarding the prevention of infectious diseases, promoting practices that reduce the transmission of infection, ensuring the exclusion of sick children and educators, supporting child immunisation, and implementing effective hygiene practices.

The aim of exclusion is to reduce the spread of infectious disease. The less contact there is between people who have an infectious disease and people who are at risk of catching the disease, the less chance the disease has of spreading. Excluding ill children, educators and other staff is an effective way to limit the spread of infection in education and care services.

#### Infectious Diseases:

- The service will use the Recommended Minimum Periods of Exclusion to exclude children and educators.
- Information from the NSW Department of Health on the exclusion and non-exclusion periods for infectious diseases will be kept on file at the venues for staff to reference.
- We will aim to minimise the spread of potential infectious diseases between children and educators by excluding children who may have an infectious disease, or are too ill to attend the service.
- Regular hand washing helps to avoid the spread of infectious diseases.
- Visual directions of how to wash hands may be placed above children's sinks as a reference.
- Exclusion periods for the most common communicable diseases are:
  - **Bronchiolitis-** If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if:
    - they have several respiratory symptoms at the same time or
    - they have developed new symptoms while at the service or
    - the respiratory symptoms are severe or
    - the respiratory symptoms are getting worse (more frequent or severe) or
    - they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
  - **Campylobacter Infection-** Exclude until there has not been any diarrhoea or vomiting for at least 24 hours
  - **Chickenpox -** Exclude until the blisters have dried – this is usually at least 5 days after the rash first appeared in non-immunised children, and less in immunised children.
  - **Cold Sores-** Not excluded if the person can maintain hygiene practices to minimise the risk of transmission If the person cannot maintain these practices (for example,

because they are too young), exclude until the sores are dry Cover sores with a dressing, if possible.

- **Common Cold**- a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if:
  - they have several respiratory symptoms at the same time or
  - they have developed new symptoms while at the service or
  - the respiratory symptoms are severe or
  - the respiratory symptoms are getting worse (more frequent or severe) or
  - they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
- **Conjunctivitis**- Exclude until discharge from the eyes has stopped Not excluded if a doctor has diagnosed non-infectious conjunctivitis.
- **COVID**- If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if:
  - they have several respiratory symptoms at the same time or
  - they have developed new symptoms while at the service or
  - the respiratory symptoms are severe or
  - the respiratory symptoms are getting worse (more frequent or severe) or
  - they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
- **Croup**- If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if:
  - they have several respiratory symptoms at the same time or
  - they have developed new symptoms while at the service or
  - the respiratory symptoms are severe or
  - the respiratory symptoms are getting worse (more frequent or severe) or
  - they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
- **Cryptosporidiosis**- Exclude until there has not been any diarrhoea or vomiting for at least 24 hours.
- **Diarrhoea & Vomiting**- Exclude until there has not been any diarrhoea or vomiting for at least 24 hours. If the symptoms are confirmed to be due to norovirus, exclude until there has not been any diarrhoea or vomiting for at least 48 hours.
- **Ear Infection** - Not excluded unless associated with other concerning symptoms.
- **Eye Discharge (pus or severe wateriness)**- Exclude until the discharge from the eyes has stopped (unless a doctor has diagnosed a non-infectious cause for the eye to discharge).
- **Fever**- Exclude until the temperature remains normal, unless the fever has a known non-infectious cause. If the child has gone home from the service with a fever but their temperature is normal the next morning, they can return to the service. If the child wakes in the morning with a fever, they should stay home until their temperature remains normal. Normal temperature is between 36.5 °C and 38.0 °C
- **Flu (influenza)**- If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if:
  - they have several respiratory symptoms at the same time or

- they have developed new symptoms while at the service or
- the respiratory symptoms are severe or
- the respiratory symptoms are getting worse (more frequent or severe) or
- they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)

➤ **Fungal Infections-** Exclude until the day after starting appropriate antifungal treatment.

➤ **Giardia Infection (Giardiasis)-** Exclude until there has not been any diarrhoea or vomiting for at least 24 hours.

➤ **Hand, foot and mouth –** Exclude until all blisters have dried.

➤ **Hepatitis A -** Exclude until at least 7 days after jaundice starts, or if there is no jaundice, until at least 2 weeks after onset of other symptoms Talk to your public health unit for advice.

➤ **Hepatitis E –** Exclude until at least 7 days after jaundice starts, or if there is no jaundice, until at least 2 weeks after onset of other symptoms.

➤ **Hib-** Exclude until the person has received antibiotic treatment for at least 4 days.

➤ **Human Metapneumovirus-** If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if:
 

- they have several respiratory symptoms at the same time or
- they have developed new symptoms while at the service or
- the respiratory symptoms are severe or
- the respiratory symptoms are getting worse (more frequent or severe) or
- they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)

➤ **Impetigo (school sores) -** Exclude until antibiotic treatment has started. Cover any sores on exposed skin with a watertight dressing.

➤ **Measles -** Exclude for at least four days after the rash appears.

➤ **Meningitis (viral)-** Exclude until person is well.

➤ **Meningococcal Infection-** Exclude until the person has completed antibiotic treatment.

➤ **Mumps -** Exclude for at least 9 days or until swelling goes down (whichever is sooner).

➤ **Norovirus Infection-** Exclude until there has not been any diarrhoea or vomiting for at least 48 hours Talk to your local public health unit for advice if there are several children and staff with diarrhoea or vomiting at the service. Check if your state or territory has different requirements for gastroenteritis.

➤ **Pneumococcal Disease-** Exclude until person has received antibiotic treatment for at least 24 hours and feels well.

➤ **Pneumonia-** If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if:
 

- they have several respiratory symptoms at the same time or
- they have developed new symptoms while at the service or
- the respiratory symptoms are severe or
- the respiratory symptoms are getting worse (more frequent or severe) or
- they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)

- **Rash**- Rash on its own may not be cause for concern, but rash can often be combined with other symptoms. In cases of rapidly developing rash or when rash is combined with other concerning symptoms, exclude until the concerning symptoms have gone.
- **Respiratory Symptoms**- If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if:
  - they have several respiratory symptoms at the same time or
  - they have developed new symptoms while at the service or
  - the respiratory symptoms are severe or
  - the respiratory symptoms are getting worse (more frequent or severe) or
  - they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
- **Rotavirus Infection**- Exclude until there has not been any diarrhoea or vomiting for at least 24 hours
- **RSV**- If a person has respiratory symptoms (cough, sneezing, runny or blocked nose, sore throat), monitor them and exclude them if:
  - they have several respiratory symptoms at the same time or
  - they have developed new symptoms while at the service or
  - the respiratory symptoms are severe or
  - the respiratory symptoms are getting worse (more frequent or severe) or
  - they also have concerning symptoms (fever, rash, tiredness, pain, poor feeding)
- **Rubella (German measles)** - Exclude until the person has fully recovered or for at least 4 days after the rash appears.
- **Salmonella Infection**- Exclude until there has not been any diarrhoea or vomiting for at least 24 hours
- **Scabies** - Exclude until the day after starting treatment
- **Shigella Infection (Shigellosis)**- Exclude until there has not been any diarrhoea or vomiting for at least 24 hours
- **Shingles (zoster infection)**- Exclude children until blisters have dried and crusted. Adults who can cover the blisters are not excluded (they are excluded if blisters cannot be covered).
- **Staph Infection**- Exclude until the person has received antibiotic treatment for at least 24 hours and feels well.
- **Streptococcal Sore Throat**- Exclude until the person has received antibiotic treatment for at least 24 hours and feels well.
- **Trachoma (Chlamydia Trachomatis Eye Infection)**- Exclude until antibiotic treatment has started and Talk to your local public health unit for advice.
- **Tuberculosis (TB)**- Talk to your local public health unit for advice about exclusion.
- **Typhoid and Paratyphoid Fever**- Exclude until cleared by the local public health unit.
- **Whooping Cough (pertussis)**- Exclude until at least 5 days after starting appropriate antibiotic treatment, or for at least 21 days from the onset of coughing if the person does not receive antibiotics.

- The Nominated Supervisor is responsible for notifying the local Public Health Unit within 24 hours of the following diseases
  - Diphtheria
  - Gastroenteritis (if 2 or more people are affected and you suspect an outbreak)
  - Hib (Haemophilus Influenza type b)
  - Measles
  - Meningococcal Disease
  - Mumps
  - Poliomyelitis
  - Rubella (German measles)
  - Tetanus
  - Whooping cough (Pertussis)
- Approved providers are required to notify vaccine preventable diseases to their local Public Health Unit (PHU) on **1300 066 055** or after-hours phone John Hunter Hospital on **(02) 49246477** – ask for Public Health Officer on call.

**Covid:**

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

- Everybody is encouraged to wash/sanitise hands on arrival, depending on availability of services at the venues
- 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.

**Sick Staff:**

- Management reserves the right to request employees to self-isolate if they display any symptoms of being unwell.
- Staff will adhere to the practices outlined in the services Cross Infection Policy

**Sick children:**

- 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
  - have a cold, including runny nose, coughing, sneezing, watery eyes
  - have had a temperature/fever last 24 hours
  - have had diarrhoea and/or vomiting 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

- 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.

### **Hygiene, Cleaning, & Infection Control:**

- We have a duty of care to our staff, children, families and visitors to maintain a clean and safe environment. We promote hygienic practices and prevent the spread of infections by implementing the following strategies:
  - Handwashing/drying/use of sanitiser/gloves
  - Cleaning of the environment and the equipment
  - Handling of bodily fluids
  - Knowledge of infectious diseases and exclusion guidelines
  - Identifying and excluding sick children and staff
  - Maintaining records of children's immunisation status.
  - Cough & Sneeze Etiquette

#### **Hand Washing**

- The best way to prevent the transmission of disease is through effective hand hygiene. This can be done with soap and water, which removes both dirt and germs from the hands
- Everyone will be encouraged to wash/sanitise their hands upon arrival at preschool, before preparation of food, before eating, after toileting, after wiping noses, after cleaning faeces or vomit, before and after giving first aid, after cleaning, after disposing of waste items.

#### **Hand Drying**

- Effective hand drying is just as important as thorough hand washing. Damp hands pick up and transfer up to 1000 times more bacteria than dry hands. Drying your hands thoroughly also helps remove any germs that may not have been rinsed off.
- Using disposable paper towel is the preferred option

#### **Hand Sanitiser**

- Alcohol-based hand rubs are useful when performing multiple tasks in which hands can potentially become contaminated; for example, when assisting children with eating, during excursions, in the playground, or in other situations where soap and water are not always available.
- An alcohol-based hand sanitiser will be placed at the entrance of the venue. This will help remind parents, carers and children (as well as educators and other staff) to have clean hands when they enter the service. Children will be encouraged to wash/sanitise their hands after eating, before they proceed to other activities.

## Gloves

- Wearing gloves does not replace the need to wash your hands, and you should ensure that you perform hand hygiene before putting gloves on and after taking them off. Gloves provide a protective barrier against germs. When educators and other staff wear gloves appropriately, they protect both themselves and the children in their care from potential infection. It is important to remember that using gloves correctly will reduce the spread of germs, but will not eliminate it.

## Cleaning Environment:

- The tables, floors and bathrooms will be clean before the beginning of the session.
- For cleaning purposes, there are separate buckets, each with its own cloth.

**Pink/Paper Towel** is for wiping tables after food.

**Green** is for cleaning up after craft/painting.

**Blue** is for disinfecting kitchen sink.

**Yellow** is for washing dishes

- The sink will be cleaned with neutral detergent after washing up.
- Floor spills are to be cleaned up with paper towels.
- Toilets will be cleaned with paper towels, disposing of paper towel and gloves in the bin.
- Bathrooms should be spot checked regularly throughout the day by staff.

## Cleaning Equipment:

- All the toys and play equipment both used indoor and outdoor should be cleaned regularly (at the end of the program cycle).
- Toys that can go in the water will be washed in the washing machine with Food Grade Anti-Bacterial Solution, and left to drip dry. If they are unable to go into the machine, they will be wiped over with Neutral Detergent, and laid out to dry.
- If toys have been put in mouths, sneezed on, the toy has been used by a child who is unwell or there is an outbreak of an infectious disease, then they should be cleaned immediately.
- All toys should be thoroughly cleaned before being packed away.

## Bodily Fluids:

- Avoid direct contact with blood and other body fluids by wearing gloves; cover any cuts, abrasions, small open wounds etc.
- The van will carry a blood spills bucket which will contain: Disposable gloves, A plastic bag, A bottle of neutral detergent, clearly labelled, Tissues Paper towel
- When changing a nappy or cleaning a child who had an accident, it is very important to wash your hands before you put on gloves, so that when you have finished, you can remove the dirty gloves and dress the child without needing to interrupt the procedure to wash your hands before dressing the child.
- Once all clean-up is done, gloves and items used to clean the area will be placed in a plastic bag and disposed of in an outside bin if available. Staff will then ensure they wash their hands thoroughly.

## Infectious Diseases:

- The service will use the Recommended Minimum Periods of Exclusion to exclude children and educators.
- We will minimise the spread of potential infectious diseases between children and educators by excluding children who may have an infectious disease or are too ill to attend the service.

## Sick Children & Staff:

- If clothing needs to be changed, the items will be bagged for the parent/carer to take home.
- After the child leaves, ensure that anything used with the child is cleaned well before using again.
- Once all clean-up is done, gloves and items used to clean the area will be placed in a plastic bag and disposed of in an outside bin if available. Staff will then ensure they wash their hands thoroughly.

## Immunisation:

- Immunisation is a reliable way to prevent many childhood infectious diseases. As of January 2018, unvaccinated children due to their parent's conscientious objection are no longer able to be enrolled in childcare. Children who cannot be fully vaccinated due to a medical condition or who are on a recognised catch-up schedule may still be enrolled upon presentation of the appropriate form signed by a medical practitioner who meets the criteria stated by the Australian Government.
- Refer to Immunisation Policy

## Cough and sneeze etiquette:

- Many germs can be spread through the air by droplets. By covering your mouth and nose when you cough or sneeze, you reduce how far the droplets can travel and stop them from contaminating other surfaces
- Children will be educated on correct coughing and sneezing etiquette.
- Children will be educated on proper nose blowing/wiping techniques.

## Reference:

- Education and Care Services National Regulations 77 – 85 – 86 – 87 – 88-168
- National Quality Standards 2.1.1 – 2.1.2 – 2.2
- Staying Healthy – Preventing Infectious Diseases in Early Childhood Education & Care Services (6<sup>th</sup> Edition)
- Child Care Centre Desktop
- NSW Health- Stopping the spread of Childhood Infections

## Approved by Committee

## Privacy Collection Statement

### Quality Area 7: Leadership & Service Management

**Date:** Reviewed September 2020

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

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

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

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

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

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

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

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

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

## **Direct communications**

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

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

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

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

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

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

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

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

## **Access and updating personal information**

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

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



## Dealing with Complaints

### Quality Area 7: Leadership & Service Management

**Date:** Amended **February 2025**

#### Rationale:

The Department of Education requires all services to have an active complaints mechanism in place. This ensures that complaints are dealt with in a timely and appropriate manner. Feedback from families, educators, staff and the wider community is fundamental in the service's continuous improvement.

#### Procedure:

- All feedback, including comments, suggestions, and grievances are to be written on the Communication Form. \*If completing the communication form for a grievance, a name and contact number must be included, as no anonymous grievances will be answered.
- 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 a parent of a child makes a complaint to the licensee about the conduct of the service, the Approved Provider or Nominated Supervisor must (unless the complaint is of an obviously trivial nature) report to the Department of Early Childhood Education and Care within twenty-four (24) hours of the complaint being made.
- 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, disclosers, allegations or suspicions while fostering an environment where children feel confident that their safety and wellbeing are paramount by providing support and guidance for children to know who to talk to if they are feeling unsafe.

- 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)

**Reference:**

- Education and Care Services National Regulations 168 - 176
- National Quality Standards 6.1 – 6.1.2 – 6.2 - 7.1.2 – 7.2.1
- Childcare Centre Desktop

**Approved by Committee**



## 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: \_\_\_\_\_

---

Parent/Guardian: \_\_\_\_\_ 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.

7/42 Spitfire Place, Rutherford, NSW 2320  
Office Ph/Fax: 02 49346725  
Email: lhactivityvan@bigpond.com  
Gresford & Vacy Van: 0408 684 942  
Wollombi & East Cessnock Van: 0407 359 105  
Kitchener & Lochinvar Van: 0455 116 393  
Mulbring: 0447 504 978  
OSHC (Vacy): 0455 040 998  
Huntermobilepreschool.com.au

**OFFICE USE ONLY:**

## Action Plan:

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

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

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

Parent/Guardian: \_\_\_\_\_ Date: \_\_\_\_\_

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

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