

## **Health and Safety**

1. Nutrition, food and beverages
2. Sun protection
3. Water safety
4. Administration of first aid
5. Sleep and rest

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7. Medical conditions
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## **1. Food and Nutrition Policy**

### **Aim**

Children in Long Day Care must receive 50% - 70% of their food intake whilst in care. It is therefore essential that Gumnut Kindergarten provides information to parents so that adequate nutrition is provided to the children in proportion to the time spent in care. Gumnut Kindergarten's aim is to provide food, and food and nutritional education that is consistent with the National Dietary Guidelines for Children, Adolescents and Infant Feeding, State Regulations, Food Safety Principles and is appropriate to their age, cultural background or medical needs.

### **Legislative Requirements**

Education and Care Service National Law Act 2010

Education and Care Service National Regulations 2011

National Quality Standards 2011

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

Food Standards Australia New Zealand Act 1991

Food Standard Australia New Zealand Regulations 1994

Food Safety Act 1989 (NSW)

Food Act 2003

Food Regulation 2010 (NSW)

### **Who is affected by this policy?**

Child

Staff

Families

Management

### **Implementation**

It is Gumnut Kindergarten's responsibility to help children and parents develop good food attitudes and habits.

In order to achieve this, Gumnut Kindergarten will:

- Encourage families to provide food consistent with the Australian Dietary Guidelines
- Understand the individual needs of children in relation to culture, vegetarianism, allergies and any medical conditions
- Develop an awareness of cross-cultural eating patterns and related food values
- Ensure mealtimes are relaxed, pleasant and timed to meet the needs of the children
- Encourage children to attempt foods that are presented to them by parents and by Gumnut Kindergarten
- Discuss food and its nutritional value with the children
- Prohibit the use of food as punishment, reward or bribe
- Prohibit any form of force feeding
- Encourage independence and social skills at mealtimes
- Establish healthy eating habits in the children by the incorporation of nutritional education into the program
- Provide safe drinking water to children and staff at all times, and ensure children have adequate fluid intake during their care

- Ask parents to encourage healthy eating habits in children by providing a nutritious lunch and afternoon tea. A list of suitable lunch and snack ideas is attached to be provided to parents on enrolment
- Encourage parents to follow up the “healthy eating” message at home. This policy and information provided to parents throughout their child’s enrolment will support the parents in doing this
- Motivate staff to present themselves as role models, maintaining good personal nutrition, and to eat with the children at mealtimes
- Provide training to staff in understanding and handling eating behaviours of children (including refusal of food by children)
- Communicate with parents/guardians about their child’s food intake, ie. let parents know if the child has not eaten their food, report any concerns regarding children’s eating habits and

Gumnut’s current recommendations for appropriate lunch and snack options are as follows:

- Morning Tea: Munch and Crunch is fruit, vegetables, cheese or a sandwich only. Please place in a reusable container and put in the esky.
- Lunch: For lunch we suggest that you give your child a roll or sandwich and include sultanas, fruit, cheese or yoghurt in a labelled lunch box. For hygiene and safety reasons parents are required to provide spoons for yoghurt or fruit where needed.
- Drinks: Drink bottles with water only are placed in the drink holders. (Drink bottles must have covered lids)
- Afternoon Tea: Please pack a small snack of fruit or savoury biscuits.

#### **Excluded Foods.**

Please keep cakes, chocolate biscuits, chips, lollies or nuts for an after kindy treat. We do not allow nuts, popcorn, chips, nutella, chocolate or soft drinks as some of these foods contain minimal nutritional value and may cause choking. The Nominated Supervisor retains the right to send inappropriate food home with the child and will provide a healthy substitute.

#### **Transportation of food to centre:**

Food will be stored in adequate hot/cold storage containers to ensure that the food remains at the appropriate temperature, below 5°C for cold food, above 60°C for hot food. For the safety of all children staff are unable to heat up food brought from home for children.

Management will be notified if the food does not arrive at the appropriate temperature, and the food will not be served to the children.

All food will be adequately protected to ensure that it is not contaminated by dust, insects or other sources.

Raw food will be stored and handled separately to avoid cross contamination with bacteria.

Food handlers will be adequately trained in food safety and personal hygiene.

#### **Healthy Choices**

Better Foods	Examples	Justification
Fruit	Fresh, dried, fruit in juices, fruit puree	High in fibre, vitamins and minerals: low in energy.
Vegetables	Salads, carrots, tomatoes, cucumber, corncoobs, etc.	High in fibre, vitamins and minerals: low in energy
Water		Essential for hydration
Sandwiches/rolls/fruit bread	Preferably with healthy filling such as cheese, meat, salad, vegemite.	Children need complex carbohydrates for energy.

Protein Foods	Cold spaghetti, pasta/noodles, meat, eggs etc.	High in protein, carbohydrates, vitamins and minerals.
Dairy Foods	Milk, yogurt/fruche, yoghurt tubes, custard, creamy rice, cheese.	Calcium content high therefore sugar in flavoured items is justified. Flavoured or unflavoured yoghurt is a better choice than other dairy desserts. Products should have about 170mg of calcium per 100g.
Crackers	Plain crackers, rice cakes, corn thins, rice crackers.	Children need carbohydrates of energy. Please Note – any of these items that are flavoured are not acceptable due to the high salt and fat content.
Cheese and biscuit snacks		These are popular and a good source of calcium. Some may be high in salt so rather than pre-packaged varieties a better choice would be wrapping some crackers and a slice of cheese in a plastic foil.
Better Left Out	Examples	Justification
Sticky, sweet foods	Muesli bars – all types Breakfast bars Fruit filled bars Fruit roll ups Dried Fruit bars Rice bar treats	Stick to teeth and cause dental cavities. High in sugar and fat content.
Salty, fatty foods	Potato chips/crisps, corn chips, cheese extruded snacks, small oven baked savoury biscuits, 2 minute noodles, flavoured rice wheels.	Salt content too high – can be a risk factor for heart disease and high blood pressure.  Fat can contribute to obesity.
High fat and or high sugar goods	Lollies, chocolate, carob and yoghurt coated sweets, cough lollies liquorice etc. muffins, cakes or iced buns including lamington, chocolate cake or chocolate muffins, muffin bars, breakfast cereal bars, donuts, sweet pastries, croissants. Chocolate spread with spoon, sweet dip and biscuit packs. Any sweet biscuit.	Can contribute to obesity, low in vitamins and minerals.  Can contribute to dental cavities.
Sweet drinks	Cordial Blackcurrant syrup Soft Drinks	Can contribute to obesity and dental cavities

	Flavoured mineral water Any drink with caffeine Diet soft drinks	Not appropriate for age group.
Fruit Juice	100% juice and fruit juice drinks	Low in fibre but high in vitamins, can contribute to obesity if more than one glass is consumed per day. Can contribute to dental cavities.

## **2. Sun Protection Policy**

### **Aim**

This policy aims to ensure that everyone attending the Gumnut Kindergarten is protected throughout the year from harmful ultraviolet (UV) radiation from the sun. This will be achieved by the promotion of SunSmart behavior, and by a comprehensive approach to reducing UV exposure.

### **Rationale**

Exposure to UV radiation in childhood is a major risk factor for developing skin cancer later in life. The implementation of Sun Protection policy and practices by the Gumnut Kindergarten can help protect staff, educators and children from UV radiation, and teach children good sun protection habits from an early age.

### **Legislative Requirements**

Education and Care Service National Regulation 2011

Education and Care Service National Law Act 2010

National Quality Standards 2011

Work Health and Safety Act 2011

Work Health and Safety Regulations 2011

### **Who is affected by this policy?**

Staff

Children

Parents

Families

Management

Visitors

Students

Voluntary Workers

### **Practices**

#### **Scheduling Outdoor Activities**

Quality Area 2: Children's health and safety.

- From October to March, sun protection practices are required at all times. Gumnut Kindergarten therefore, will schedule outdoor play before 11am and after 3pm (daylight saving time). If the need arises to be outdoors between 11am to 3pm, extra sun protection will be enforced.
- From April to September, outdoor activity can be planned for any time of the day. Sun protection practices are required between 10am and 2pm, except in June and July when the UV Index is mostly below 3.
- All sun protection measures will be considered when planning excursions and incursions.
- Use of the SunSmart App is being introduced in 2021 so that staff receive UV alerts when sun protection is required in our location.

### **Shade**

Quality Area 2: Children's health and safety. Quality Area 3: Physical Environment.

- Outdoor play will be planned to occur in shaded areas and moved throughout the day to take advantage of shade patterns.
- The outdoor play space must be adequately shaded, having regard to The Shade Handbook, published by the New South Wales Cancer Council in 2008.

- Shade options will include a combination of portable, natural and built shade. Regular shade assessments will be conducted to monitor existing shade structures and will assist in planning for additional shade if needed.
- When replacing shade, Gumnut Kindergarten will carry out a shade audit to maximize and effectively use shade products.

## **Hats**

### Quality Area 2: Children's health and safety

- Management, staff, educators and children are required to wear sun-safe hats that protect their face, neck and ears. Sun-safe hats include:
  - Bucket hats with a deep crown and brim six of at least 5cm (adults 6cm)
  - Broad-brimmed hats with a brim size of at least 6cm (adults 7.5cm)
  - Legionnaire style hats.
  - Baseball caps and visors are not sun-safe hats.
- Children without a sun-safe hat will be required to play in an area protected from the sun (e.g. under shade, on a veranda or indoors), or will be provided with a spare hat.
- During the winter months in terms 2 and 3, children are able to wear a beanie or a sun-safe hat when the UV is lower than 3.

## **Clothing**

### Quality Area 2: Children's health and safety

- Management, staff, educators and children are required to wear sun-safe clothing that covers as much of the skin (especially the shoulder, back and stomach) as possible. This includes wearing:
  - Loose fitting shirts and dresses with sleeves and collars or covered neckline
  - Longer style shorts and trousers.
  - Midriff, crop or singlet tops are not sun-safe clothing.
- Children without sun-safe clothing are required to play in an area protected from the sun (e.g. under shade, on a veranda or indoors), or will be provided with spare clothing.

## **Sunscreen**

### Quality Area 2: Children's health and safety

- SPF 30+ broad spectrum, water-resistant sunscreen is to be provided by parents for each child at Gumnut Kindergarten. Sunscreen is to be applied by parents to all exposed areas of skin in the morning prior to arriving at Gumnut Kindergarten, then reapplied by staff every two hours if outside. Sunscreen is to be stored in a cool, dry place, and the expiry date is monitored.
- Staff, Educators and children will apply sunscreen 20 minutes before going outside in the afternoon. Staff will help the children.
- Staff and Educators will check the UV index each day. When it is below 3, the use of sunscreen will not be required.

## **Role Modelling**

### Quality Area 5: Relationships with children

- Staff and educators are required to act as role models and demonstrate sun-safe behaviour by:
  - Wearing a sun-safe hat, clothing and sunscreen, and using shade
  - Wearing sunglasses (optional) that comply with the Australian Standard 1067 (Sunglasses: Category 2,3 or 4)
- Encouraging families and visitors to role model positive sun-safe behavior when at Gumnut Kindergarten.



### **Education and Information**

– Quality Area 1; Educational program and practice. Quality Area 5: Relationships with children. Quality Area 6: Collaborative partnerships with families and communities.

- Sun safety will be incorporated into the program to help educate children and instill positive attitudes and practices.
- Information will be sent home to parents and families to help educate and encourage parents to adopt these practices. Further information is available from the Cancer council NSW website [www.cancercouncil.com.au/sunsmart](http://www.cancercouncil.com.au/sunsmart)

### **Policy Availability**

Quality Area 6: Collaborative partnerships with families and communities.

Quality Area 7: Leadership and Gumnut Kindergarten management.

The sun safe policy will operate throughout the year. Updates and requirements will be made available to staff, educators, families and visitors.



### 3. Water Safety Policy

#### Background

Children's access to clean water for drinking and for washing their hands is important for their health and wellbeing. In addition, access to water play affords children the opportunity for open-ended, exploratory and sensory play which contributes to their development and learning. It also develops environmental awareness.

However, children can drown in as little as 5cm of water. Accordingly, their access to water requires effective management and the highest level of supervision.

#### Policy statement

This Policy outlines the Service's approach to water safety so that children remain unharmed and healthy and applies at the Service and during excursions. Safety and supervision of children are the highest priority when children have access to water. The Policy covers hot water, drinking water, hygiene practices with water, and water play. It also includes safe storage of equipment used for water play.

#### Strategies and practices

- At enrolment, the Service's *Water Safety Policy* is explained to parents.
- Families are provided with water safety information including water safety in the home and the availability of learn-to-swim programs in the local community.
- Children are closely supervised at all times they are involved in water play or are near water. They are never left alone near water.
- Cardiopulmonary Resuscitation (CPR) posters are displayed prominently throughout the Service, and where water play is set up.
- Educators intentionally teach children about staying safe in and around water.
- Educators receive continuing professional development in water safety, and specific water safety issues are discussed in team meetings.
- Children have ready access to clean drinking water at all times, and are regularly offered water throughout the day.
- The water in troughs and containers used for water play is kept at safe levels for children, and at weights that educators can move or secure according to WHS guidelines for safe lifting.
- Children are discouraged from drinking any water used in the play activities.
- All water troughs and containers are emptied and hygienically cleaned at the end of each water play activity, allowed to dry thoroughly to prevent the build-up of potentially harmful bacteria such as mould, and then stored in an area inaccessible to children.
- Educators and children wash and dry their hands after each water play activity to reduce the risk of cross-infection.
- Buckets used for cleaning are kept out of children's reach, emptied immediately after each use and stored in an area inaccessible to children.

- The Service's fences and gates meet regulatory requirements, and educators ensure that items that could be used to scale the fence are kept away from the fence.
- The Nominated Supervisor completes an Excursion Risk Management Plan prior to every excursion. As part of the risk assessment, particular attention is focused upon water safety whenever the excursion is near a body of water, and upon supervision implications.
- Water for pets is changed regularly, and is inaccessible to children unless accompanied by an educator.
- Parents are asked to provide a spare set of clothing for their child in the event that the child engages in water play and becomes uncomfortably wet.
- Water conservation is embedded in the Service's practices
  - only the amount of water required to undertake programmed water play is used
  - water used in water play is emptied onto gardens
  - water play is discontinued during water restrictions, and the reasons explained to the children
  - educators encourage children to turn taps off to avoid wastage
  - water conservation posters are displayed in bathrooms.
- Educators model and intentionally teach children water conservation, and provide parents with information to continue the Service's conservation message at home. Refer to the Service's *Environmental Sustainability Policy*.
- Children do not wade or swim while at the Service.
- In the event of an educator noticing water pooling (puddles) in the outdoor playground, that educator is to immediately notify the Nominated Supervisor. The Nominated Supervisor will assess the situation, taking into account but not limited to variables such as: depth of the puddle, location, slipperiness of the area, age of the children, weather and number of educators, to determine any action deemed necessary to uphold the safety of children and educators. That action may include a formal documented risk assessment. The Nominated Supervisor will then exercise options which include:
  - seizing the opportunity for children to engage in active safe exploratory water play while being carefully supervised by their educators;
  - supervising children/taking children inside while a designated educator disperses the water using the wide outdoor broom; or,
  - contacting the Service's on-call maintenance person for advice on any further corrective measures if it is believed that the water will not subside naturally in a reasonable time.
- Adults consume hot drinks in areas not accessed by children, including excursions.
- Grey water systems or water tanks are labeled with "do not drink" signage and the children are supervised to ensure that they do not play in or drink this water.
- The temperature of hot water accessible to children is maintained at 38 Celsius or below in accordance with the AS 3500.4. Thermostatic valves are tested and serviced annually by a plumber, and this action recorded.

#### **Responsibilities of parents**

- To provide a spare set of clothing for their child in the event that the child engages in water play and becomes uncomfortably wet.
- To continue the Service's water conservation message at home.

### Procedures and forms

- Excursion Risk Management

### Links to other policies

- Animal Policy
- Enrolment and Orientation Policy
- Educational Program Policy
- Environmental Sustainability Policy
- Excursion Policy
- Incident, Injury, Trauma and Illness Policy
- Supervision Policy

### Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	25	Additional information about proposed education and care service premises
	100	Risk assessment must be conducted before excursion
	101	Conduct of risk assessment for excursion
	168	Education and care service must have policies and procedures

QA	2.1.1	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
	2.1.2	Effective illness and injury management and hygiene practices are promoted and implemented
	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	3.1.1	Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child
	3.1.2	Premises, furniture and equipment are safe, clean and well maintained
	3.2.1	Outdoor and indoor spaces are organised and adapted to support every child's participation and to engage every child in quality experiences in both built and natural environments
	3.2.2	Resources, materials and equipment allow for multiple uses, are sufficient in number, and enable every child to engage in play-based learning
	3.2.3	The service cares for the environment and supports children to become environmentally responsible
	6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
	6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
	7.2.2	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle.

### Sources

- Community Childcare Cooperative. (2010). *Water safety: Sample policy*
- Early Years Learning Framework 2009
- Education and Care Services National Regulations 2011

- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf> accessed 30 December 2020

**Further reading and useful websites** *(Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)*

- Kidsafe – <http://www.kidsafe.com.au/> accessed 30 December 2020
- Kids Alive. *Kids alive do the five.* <http://www.kidsalive.com.au/> accessed 30 December 2020
- Living Thing – <https://www.livingthing.net.au/> accessed 30 December 2020
- National Health and Medical Research Council – <http://www.nhmrc.gov.au/> accessed 30 December 2020
- Tansey, S. (2007). *Safety in Children's Services*. In Embracing quality in child care: A collection of NCAC's Family Factsheets. [http://epccc.com.au/uploads/embracing\\_quality\\_child\\_care.pdf](http://epccc.com.au/uploads/embracing_quality_child_care.pdf) accessed 30 December 2020

## Policy review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

## Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Dr Brenda Abbey (Author)	Updated to changed NQF requirements 1 February 2018. Service to modify policies to its specific needs.	
2	6 September 2019	Dr Brenda Abbey (Author)	Updated references.	
3	29 September 2020	Dr Brenda Abbey (Author)	Added content about pooling water on the playground. Updated references.	
4	30 December 2020	Dr Brenda Abbey (Author)	Updated references.	

#### 4. Administration of Medication Policy

##### Background

The National Health and Medical Research Council (NHMRC) recommends that children who are physically unwell be excluded from early childhood education and care services to minimise disease outbreaks. It also details the exclusion periods which apply for children with particular infectious diseases.

An unwell child – able to play quietly with toys at home with one or two siblings – may find it difficult to interact with other children, share toys, take part in routines and cope with the noise level in a childcare service. In most instances, for a child who is unwell, the best place to recover is at home.

However, it is reasonable that, from time to time, children may require basic medical treatment or need to be given medication while they are in care. In addition, children with certain medical conditions (e.g. asthma, allergies, diabetes) may need scheduled or unscheduled administration of medication.

##### Policy statement

Gumnut Kindergarten maintains close and regular communication with parents and takes an informed and responsible team approach to administering medication to children and documenting that process. In addition, Gumnut Kindergarten has clear guidelines for managing medical conditions such as asthma, diabetes, anaphylaxis and other specific health care needs.

The Service is unable to accommodate children who require a care regime or medical procedures that educators are not trained to deliver.

##### Strategies and practices

- Parents complete an *Enrolment Form* prior to their child commencing at Gumnut Kindergarten. The Form requires parents to provide details of their child's known medical conditions or specific health care needs (e.g. asthma, diabetes, anaphylaxis). Where a child has a known medical condition or requires specific health care, the parent must provide the Service with a copy of the Medical Management Plan which has been completed in consultation with the family doctor before the child may commence at the Service.
- Any child whose doctor has prescribed medication for a specific health care need, allergy or relevant medical condition, cannot attend the Service without that medication. Refer to the *Service's Medical Conditions Policy*.
- The Nominated Supervisor informs all staff and volunteers of the Medical Management Plan for any child in the Service, and the whereabouts of that Plan. At that time, the Nominated Supervisor clarifies the nature of the medical condition and how it is to be managed. With parental consent, copies of each child's Medical Management Plan which includes a photograph of the child are displayed in strategic locations throughout the Service. With the child's right to privacy in mind, the Plans are not accessible to visitors or other families. If a child requires long-term and regular medication, the parent must complete the Medication Form – Authority to Administer (Long-Term).
- Educators intentionally teach children that medication is sometimes required to support health, and even to maintain life. At the same time, they teach the children about the dangers of touching or using medications and/or equipment meant for others.

- Because of the increasing number of children at risk of anaphylaxis, the Service is a 'Nut-Free Zone' (i.e. no nuts or foods containing nuts or nut derivatives can be brought into or used in the Service).
- Children are encouraged not to share food.
- All cooking activities – handling, preparation, consumption of food – take into account children's individual needs and known allergies.
- Families of children with medical conditions or specific health care needs are provided with a copy of this *Administration of Medication Policy*.
- Medication is only administered if it has been prescribed by a registered medical practitioner, is in the original container, bearing the original label and instructions and before the expiry or use by date.
- Before any medication – other than those listed in Medical Management Plans – is administered, the parent or person named in the enrolment form as authorised to consent to administration of medication must complete the Service's Medication Form – Authority to Administer (Short-Term). The details on the Form must be the same as those on the label on the medication, and the person completing the Form must print and sign their name on the Form. Details to be provided on the Form include:
  - child's name
  - name of the medication to be administered
  - time and date the medication was last administered
  - time and date, or the circumstances under which, the medication should be next administered
  - dosage to be administered
  - manner in which the medication is to be administered.
- Educators administer medication according to the "Five Rights" (i.e. right patient, right time, right medication, right dose, right manner). Before medication is given to a child, an educator member, other than the one administering the medication, verifies the accuracy of each of these Five Rights. After giving the medication, the educator who administered the medication enters the following details on the Authorisation to Administer Medication Form – date, time, medication administered, dosage, the manner in which the medication was administered, name of the educator who administered it and the name of the educator who verified. The Form is then signed by both educators.
- Whenever medication is administered, educators continuously monitor the well-being of the child concerned.
- Educators wash their hands immediately before and after administering medications, and wear gloves when applying creams.
- Parents are to hand medications directly to an educator. Medication of any kind is never to be left in a child's lunchbox or bag.
- Medication is stored securely away from children, and according to the instructions on the label. Medication that does not need to be refrigerated is stored in a locked cupboard

inaccessible to children. Medication that needs refrigeration is stored in the refrigerator in a locked container. Asthma medication and EpiPens are stored in a location accessible to educators but inaccessible to children.

- Medication may be administered to a child without authorisation in the case of anaphylaxis or asthma emergency. When medication has been administered, the Nominated Supervisor ensures that the child's parent(s) and emergency services are notified as soon as practicable. If the child is under a Medical Management Plan, the parent will also be advised to consult their doctor with a view to updating that Plan.
- The Service's rosters ensure sufficient educators with current first-aid and CPR qualifications and trained in asthma and anaphylaxis management are at the Service at all times children are in care. Refer to the *Service's Incident, Injury, Trauma and Illness Policy*.
- Educators are not asked to provide special care or medical procedures for which they are not trained.
- If a child develops a temperature of 38 degrees Celsius or above while at the Service, the Parent/Authorised Emergency Contact is contacted for permission to administer paracetamol. A second educator confirms that verbal permission has been obtained by the caller. If paracetamol is administered, the child is to be collected within the hour. The Parent/Authorised Emergency Contact is to sign the Incident, Injury, Trauma and Illness Record and Medication Form – Authority to Administer (Short-Term) when the child is collected.
- An over-the-counter, naturopathic or herbal preparation requires a letter from a registered medical practitioner before it can be administered.
- The Service at this time has no children who administer their own medication. However, should a specific need arise, the Service is prepared to review its practices to meet that need.

#### **Responsibilities of parents**

- To keep the Service informed of any changes to their child's medical condition.
- To ensure the Medical Management Plan for their child is reviewed every three months, and to inform the Nominated Supervisor of any change in their child's medical condition and/or in the Plan in the interim.
- To ensure that sufficient medication for their child's specific health care need, allergy or relevant medical condition is at the Service whenever the child is in attendance.
- To complete the appropriate Authorisation to Administer Medication Form.
- To ensure any medication brought to the Service has been prescribed by a registered medical practitioner is in the original container, bearing the original label and instructions and before the expiry or use by date.
- To hand medications directly to an educator. Medication of any kind is never to be left in a child's bag, or with any person other than an educator or the Nominated Supervisor.

- To collect their unwell child promptly when called to do so, and to sign the required forms at that time.

## Procedure and forms

- Incident, Injury, Illness and Trauma Record
- Medication Form – Authority to Administer (Long Term)
- Medication Form – Authority to Administer (Short Term)

## Links to other policies

- Enrolment and Orientation Policy
- Incident, Injury, Trauma and Illness Policy
- Handwashing Policy
- Managing Infectious Diseases Policy
- Medical Conditions Policy

## Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	86	Notification to parents of incident, injury, trauma and illness
	87	Incident, injury, trauma and illness record
	90	Medical conditions policy
	91	Medical conditions policy to be provided to parents
	92	Medication record
	93	Administration of medication
	94	Exception to authorisation requirement–anaphylaxis or asthma emergency
	95	Procedure for administration of medication
	96	Self-administration of medication
	160	Child enrolment records to be kept by approved provider and family day care educator
	168	Education and care service must have policies and procedures
	177	Prescribed enrolment and other documents to be kept by approved provider
	245	Person taken to hold approved first aid qualification
	246	Anaphylaxis training
	247	Asthma management training
QA	2.1.1	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
	2.1.2	Effective illness and injury management and hygiene practices are promoted and implemented
	2.1.3	Healthy eating and physical activity are promoted and appropriate for each child
	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented

## Sources

- Education and Care Services National Regulations 2011
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf> accessed 30 December 2020



- National Health and Medical Research Council. (2012). *Staying Healthy: Preventing infectious diseases in early childhood education and care services*. 5<sup>th</sup> edition.  
<https://nhmrc.gov.au/sites/default/files/documents/reports/clinical%20guidelines/ch55-staying-healthy.pdf> accessed 30 December 2020
- NCAC. (2010). *Embracing quality in childcare: A collection of NCAC's Family Factsheets*.  
[http://epccc.com.au/uploads/embracing\\_quality\\_child\\_care.pdf](http://epccc.com.au/uploads/embracing_quality_child_care.pdf) accessed 30 December 2020

**Further reading and useful websites** (Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)

- Anaphylaxis Australia – <https://allergyfacts.org.au/> accessed 30 December 2020
- Asthma Foundation – <https://www.asthmaaustralia.org.au/> accessed 30 December 2020
- ASCIA. (2013). *Anaphylaxis Fact Sheet for Parents of Children at Risk of Anaphylaxis*.  
[http://www.allergy.org.au/images/stories/aer/infobulletins/ascia\\_anaphylaxis\\_parent\\_fact\\_sheet\\_nsw\\_feb2013.pdf](http://www.allergy.org.au/images/stories/aer/infobulletins/ascia_anaphylaxis_parent_fact_sheet_nsw_feb2013.pdf) accessed 30 December 2020
- Centre for Community Child Health – [www.rch.org.au/ccch](http://www.rch.org.au/ccch) accessed 30 December 2020
- Diabetes Australia – [www.diabetesaustralia.com.au](http://www.diabetesaustralia.com.au) accessed 30 December 2020
- NSW Health – [www.health.nsw.gov.au](http://www.health.nsw.gov.au) accessed 30 December 2020

## Policy review

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## 5. Sleep and rest policy

### NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's needs for sleep, rest and relaxation.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.

QUALITY AREA 3: PHYSICAL ENVIRONMENT		
3.1	Design	The design of the facilities is appropriate for the operation of a Gumnut Kindergarten.
3.1.2	Upkeep	Premises, furniture and equipment are safe, clean and well maintained.

EDUCATION AND CARE GUMNUT KINDERGARTENS NATIONAL REGULATIONS	
81	Sleep and Rest
103	Premises, furniture and equipment to be safe, clean and in good repair
105	Furniture, materials and equipment
110	Ventilation and natural light
115	Premises designed to facilitate supervision
168	Education and care Gumnut Kindergarten must have policies and procedures

### Purpose

Gumnut Kindergarten will ensure that all children have appropriate opportunities to sleep, rest and relax in accordance with their individual needs, age and developmental stages according to **Regulation 81**. Gumnut Kindergarten will provide beds that comply with Australian Standards. The risk of Sudden Unexpected Death in Infancy (SUDI) will be minimised by following practices and guidelines set out by health authorities including Red Nose.

### Responsibilities for the Approved Provider

- Ensure there is adequate bedding available to children that meet Australian Standards.
- Ensure that mattresses are in good condition, clean, firm and flat.
- Ensure that areas for sleep and rest are well ventilated and have natural lighting.
- Ensure that supervision windows will be kept clear to ensure safe supervision of sleeping children.

### Responsibilities for the Nominated Supervisor

- Maintain up to date knowledge regarding safe sleeping practice and communicate this information to educators and families.
- Ensure the temperature of each room is between 20-23 degrees Celsius depending on weather and what the child is wearing.
- Ensure that there are no blinds, curtains, cords, or electrical appliances close enough to the cots for the babies to reach.

- Take reasonable steps to ensure that the needs for sleep and rest of children being educated and cared for by the Gumnut Kindergarten are met, having regard to the ages, development stages and individual needs of the children.
- Maintain up to date knowledge regarding safe sleeping practice and communicate this information to Educators and families.
- Ensure that all sleeping children are within hearing range and observed.
- Ensure the child's safety is always the first priority.

## **Responsibilities for the Educators**

- Families are consulted about children's sleep and rest needs. Educators will be sensitive to each child's needs so that sleep and rest times are a positive experience.
- Children who choose sleep will have bed linen that is regularly washed and brought from home
- Beds are arranged to allow easy access for children and staff and for appropriate air flow.
- A relaxing atmosphere is created for resting children by playing relaxation music, reading stories, cultural reflection, turning off lights and ensuring children are comfortably clothed. The environment is tranquil and calm with music or stories to listen to.
- Children will choose to sleep if their body needs it and if a child would like to be patted that is ok.
- Children to rest their bodies and minds for 20-30 minutes. After this time, they will be provided quiet activities for the duration of rest time.
- Adequate supervision is maintained ensuring that ratios are met at all times.
- Each child's circumstances and current health are assessed to determine whether higher supervision levels and checks may be required.
- Acknowledge children's emotions, feelings and fears in regard to sleep/rest time.
- Develop positive relationships with children to assist in settling children confidently when sleeping and resting.

## **Current Recommended Evidence-Based Practices**

<b>Safe Sleeping Practices all ages</b>
Face should be uncovered
A quiet place should be provided
Sleep and rest equipment should be safe and free from hazards
Adequate supervision of all children should be considered when placing staff while children are sleeping
Children should be closely monitored while sleeping eg checking at regular intervals to ensure breathing and colour of their skin

## **Safe Environment and Equipment**

<b>Safe Mattresses</b>	<b>Safe Bedding</b>	<b>Safe Placement</b>
Should be in good condition. Clean, firm and flat and fit the base with	Light bedding is the preferred option. Bottom sheet should be tucked	Ensure a safety check of sleep and rest environments is

not more than a 20mm gap between mattress, sides and ends	into covering the whole mattress.	undertaken on a regular basis
Use the mattress provided in a portable cot. Do not add additional padding over or under or additional mattresses	Pillows, doonas, loose bedding and fabric, lamb wool, bumpers and soft toys should be removed from cots	Keep heaters and other electrical appliances away from the cot and reach of the child
Remove plastic packaging from mattress	Soft and or puffy bedding in cots is not necessary	Ensure hanging cords or strings from blinds, curtains, mobiles or electrical devices are away from cots
Waterproof mattress protectors should be strong, not torn and fit tightly		Lodge a report if any hazards are reported
Mattresses should not be elevated or tilted		Do not use electric blankets hot water bottles or wheat bags in cots

## Definitions, Terms & Abbreviations

Term	Meaning
SUDI	Sudden Unexpected Death in Infancy
SIDS	Sudden Infant Death Syndrome

## Related Statutory Obligations & Considerations

<b>Australian Children's Education and Care Quality Authority (ACECQA)</b>	<a href="http://www.acecqa.gov.au/">http://www.acecqa.gov.au/</a>
<b>Australian Competition &amp; Consumer Commission</b>	<a href="https://www.accc.gov.au/">https://www.accc.gov.au/</a> <a href="https://www.productsafety.gov.au/system/files/Keeping%20baby%20Safe_0.pdf">https://www.productsafety.gov.au/system/files/Keeping%20baby%20Safe_0.pdf</a>
<b>Children (Education and Care Service) National Law (NSW) No 104a</b>	<a href="https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full">https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full</a>
<b>Department of Education</b>	<a href="http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care">http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care</a>
<b>Early Years Learning Framework (EYLF)</b>	<a href="http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf">http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf</a>
<b>Education and Care Service National Regulations</b>	<a href="http://www.legislation.nsw.gov.au/#/view/regulation/2011/653">http://www.legislation.nsw.gov.au/#/view/regulation/2011/653</a>
<b>National Quality Framework (NQF)</b>	<a href="http://acecqa.gov.au/national-quality-framework/">http://acecqa.gov.au/national-quality-framework/</a>
<b>Red Nose</b>	<a href="https://rednose.com.au/article/what-is-a-safe-cot">https://rednose.com.au/article/what-is-a-safe-cot</a> <a href="https://rednose.com.au/section/safe-sleeping">https://rednose.com.au/section/safe-sleeping</a>

**Related Telephone Numbers**

- Early Childhood Directorate 1800 619 113
- Department of Health 1800 020 103
- Kidsafe 02 9845 0890
- Rednose 1300 998 698

## **6. Dealing with infectious diseases**

### **Aim**

To create a safe and hygienic environment that will promote the health of all children and staff. To support each family's need for childcare, however, families must realise that a child who is unwell will need one-to-one attention. This places additional pressure on staff ratios and the needs of other children. To ensure the sick child is as comfortable as possible at Gumnut Kindergarten, away from the other children, until arrangements can be made for them to be picked up.

### **Rationale**

Families will be reminded of the need to keep children who are unwell, home from Gumnut Kindergarten. Children who are unwell need to be in the care of their family so that the family can make important decisions about their health.

Childcare is a field that involves many close physical interactions among children and staff daily. Children are particularly at risk of infection for many reasons such as, having close contact with many children, and staff in closed spaces for considerable lengths of time; they have previously had little exposure to many common infectious illnesses; and they have increased contact with materials (e.g. toys, toilets etc.) that may be infectious.

For these reasons and to stop the spread of infectious illnesses it is essential that children who become sick at Kindergarten be placed in isolation until a parent or emergency contact person can be contacted to pick the child up.

Exclusion periods are recommended by the NHMRC, based on the time a child is infectious to others. Contacts of certain infectious diseases may at the discretion of the local Public Health Unit, be excluded for their own safety. There are circumstances where a child is too ill to attend a children's centre and needs to stay home for treatment and recovery. There are a number of diseases that are notifiable under the Public Health Act 1991 to the local Public Health Unit.

### **Implementation**

- If a child becomes unwell at Gumnut Kindergarten, e.g. They have temperature, vomiting, diarrhoea, pale, irritable, or unusually tired, the child will be separated from the other children as a precautionary measure, and a parent called. If the child does not have any obvious visible symptoms, but does not seem themselves, a parent will be called and informed of their child's situation and asked what they would like to do.
- Separation involves removing the child who is sick from the other children, placing them on a bed with their sheets, individual - toileting, eating, reading a book, or playing with a toy, with one- to- one staff interaction until the child is picked up.
- All materials, (e.g. toys, toilet) the child touches will be washed after the child has touched them, by a staff member wearing gloves. The child's sheets will be sent home for washing.
- If the child has a temperature, the procedure for Managing a child with acute fever will be followed.
- If the parent cannot be contacted within half an hour of first calling, the people on the emergency contact list will be called to pick the child up.
- If a child becomes very ill, very suddenly, we must care for the child's immediate needs. The medical practitioner nominated on the enrolment form will be contacted or an ambulance called, as per signed permission on the enrolment form, and the parents informed if they have not already been informed.
- Managing a child who has had a febrile convulsion while in care



- In any circumstance when a child has had a convulsion (regardless of whether it is a febrile convulsion or a seizure due to another cause), and even if it stops, centre staff should immediately dial 000 for an ambulance and notify the parent or nominated person in accordance with the Regulation and guidelines for emergency procedures (see Sections 7.2 Procedure for Calling an Ambulance and 7.3 First Aid Information & Contacts).
- If a child must go to hospital in an ambulance and a parent or other contact has not arrived, a staff member will accompany the child to the hospital with the child's enrolment form.
- A church staff member will be asked to come to Gumnut Kindergarten, to ensure our staff ratios meet the regulations until the staff member returns or a casual staff member arrives.

Under the Public Health Act and Regulation (NSW) 1991, children with the following diseases will be excluded from care and the local Public Health Unit will be contacted or anyone known or suspected of having any of the vaccine preventable diseases:

Diphtheria	Measles
Mumps	Pertussis (whooping cough)
Poliomyelitis	Rubella (German Measles)
Tetanus	Swine Flu

Staff, children or visitors who have serious infectious illness such as meningitis, food poisoning, gastroenteritis streptococcal infection, tuberculosis, and hepatitis A will be excluded from Gumnut Kindergarten.

No staff will be involved in food handling if they are suffering from pustular infections (such as boils) of the skin that cannot be covered or who are ill from gastroenteritis or hepatitis A.

Staff and Children who have suffered from the following will be requested to produce a clearance from the Public Health Unit: Diphtheria, hepatitis A, polio, tuberculosis, typhoid, or paratyphoid infection.

All staff and persons normally working or visiting Gumnut Kindergarten must conform to all infectious disease policies.

Children are required to stay at home until they have completed at least 24 hours of medication if so required.

Gumnut Kindergarten will access up to date information in relevant community languages regarding infectious diseases if required.

If a child or staff member has been unable to attend Gumnut Kindergarten because of an infectious illness (see Appendices D and E), when the child or staff member has fully recovered, they will be required to obtain a certificate from their doctor which specifically states the child or staff member is not infectious and is able to attend care or return to work.

Note: In accordance with the Centre Based and Mobile Child Care Gumnut Kindergartens Regulation (No.2) (NSW), 1996, the regulation and these policies do not authorise the disclosure of any information concerning exposure to or infection of Human Immunodeficiency Virus or Acquired Immunodeficiency Syndrome (HIV/AIDS).

## 7. Administration of Medication Policy

### Background

The National Health and Medical Research Council (NHMRC) recommends that children who are physically unwell be excluded from early childhood education and care services to minimise disease outbreaks. It also details the exclusion periods which apply for children with particular infectious diseases.

An unwell child – able to play quietly with toys at home with one or two siblings – may find it difficult to interact with other children, share toys, take part in routines and cope with the noise level in a childcare service. In most instances, for a child who is unwell, the best place to recover is at home.

However, it is reasonable that, from time to time, children may require basic medical treatment or need to be given medication while they are in care. In addition, children with certain medical conditions (e.g. asthma, allergies, diabetes) may need scheduled or unscheduled administration of medication.

### Policy statement

Gumnut Kindergarten maintains close and regular communication with parents and takes an informed and responsible team approach to administering medication to children and documenting that process. In addition, Gumnut Kindergarten has clear guidelines for managing medical conditions such as asthma, diabetes, anaphylaxis and other specific health care needs.

The Service is unable to accommodate children who require a care regime or medical procedures that educators are not trained to deliver.

### Strategies and practices

- Parents complete an *Enrolment Form* prior to their child commencing at Gumnut Kindergarten. The Form requires parents to provide details of their child's known medical conditions or specific health care needs (e.g. asthma, diabetes, anaphylaxis). Where a child has a known medical condition or requires specific health care, the parent must provide the Service with a copy of the Medical Management Plan which has been completed in consultation with the family doctor before the child may commence at the Service.
- Any child whose doctor has prescribed medication for a specific health care need, allergy or relevant medical condition, cannot attend the Service without that medication. Refer to the *Service's Medical Conditions Policy*.
- The Nominated Supervisor informs all staff and volunteers of the Medical Management Plan for any child in the Service, and the whereabouts of that Plan. At that time, the Nominated Supervisor clarifies the nature of the medical condition and how it is to be managed. With parental consent, copies of each child's Medical Management Plan which includes a photograph of the child are displayed in strategic locations throughout the Service. With the child's right to privacy in mind, the Plans are not accessible to visitors or other families. If a child requires long-term and regular medication, the parent must complete the Medication Form – Authority to Administer (Long-Term).
- Educators intentionally teach children that medication is sometimes required to support health, and even to maintain life. At the same time, they teach the children about the dangers of touching or using medications and/or equipment meant for others.



- Because of the increasing number of children at risk of anaphylaxis, the Service is a 'Nut-Free Zone' (i.e. no nuts or foods containing nuts or nut derivatives can be brought into or used in the Service).
- Children are encouraged not to share food.
- All cooking activities – handling, preparation, consumption of food – take into account children's individual needs and known allergies.
- Families of children with medical conditions or specific health care needs are provided with a copy of this *Administration of Medication Policy*.
- Medication is only administered if it has been prescribed by a registered medical practitioner, is in the original container, bearing the original label and instructions and before the expiry or use by date.
- Before any medication – other than those listed in Medical Management Plans – is administered, the parent or person named in the enrolment form as authorised to consent to administration of medication must complete the Service's Medication Form – Authority to Administer (Short-Term). The details on the Form must be the same as those on the label on the medication, and the person completing the Form must print and sign their name on the Form. Details to be provided on the Form include:
  - child's name
  - name of the medication to be administered
  - time and date the medication was last administered
  - time and date, or the circumstances under which, the medication should be next administered
  - dosage to be administered
  - manner in which the medication is to be administered.
- Educators administer medication according to the "Five Rights" (i.e. right patient, right time, right medication, right dose, right manner). Before medication is given to a child, an educator member, other than the one administering the medication, verifies the accuracy of each of these Five Rights. After giving the medication, the educator who administered the medication enters the following details on the Authorisation to Administer Medication Form – date, time, medication administered, dosage, the manner in which the medication was administered, name of the educator who administered it and the name of the educator who verified. The Form is then signed by both educators.
- Whenever medication is administered, educators continuously monitor the well-being of the child concerned.
- Educators wash their hands immediately before and after administering medications, and wear gloves when applying creams.
- Parents are to hand medications directly to an educator. Medication of any kind is never to be left in a child's lunchbox or bag.
- Medication is stored securely away from children, and according to the instructions on the label. Medication that does not need to be refrigerated is stored in a locked cupboard

inaccessible to children. Medication that needs refrigeration is stored in the refrigerator in a locked container. Asthma medication and EpiPens are stored in a location accessible to educators but inaccessible to children.

- Medication may be administered to a child without authorisation in the case of anaphylaxis or asthma emergency. When medication has been administered, the Nominated Supervisor ensures that the child's parent(s) and emergency services are notified as soon as practicable. If the child is under a Medical Management Plan, the parent will also be advised to consult their doctor with a view to updating that Plan.
- The Service's rosters ensure sufficient educators with current first-aid and CPR qualifications and trained in asthma and anaphylaxis management are at the Service at all times children are in care. Refer to the *Service's Incident, Injury, Trauma and Illness Policy*.
- Educators are not asked to provide special care or medical procedures for which they are not trained.
- If a child develops a temperature of 38 degrees Celsius or above while at the Service, the Parent/Authorised Emergency Contact is contacted for permission to administer paracetamol. A second educator confirms that verbal permission has been obtained by the caller. If paracetamol is administered, the child is to be collected within the hour. The Parent/Authorised Emergency Contact is to sign the Incident, Injury, Trauma and Illness Record and Medication Form – Authority to Administer (Short-Term) when the child is collected.
- An over-the-counter, naturopathic or herbal preparation requires a letter from a registered medical practitioner before it can be administered.
- The Service at this time has no children who administer their own medication. However, should a specific need arise, the Service is prepared to review its practices to meet that need.

#### **Responsibilities of parents**

- To keep the Service informed of any changes to their child's medical condition.
- To ensure the Medical Management Plan for their child is reviewed every three months, and to inform the Nominated Supervisor of any change in their child's medical condition and/or in the Plan in the interim.
- To ensure that sufficient medication for their child's specific health care need, allergy or relevant medical condition is at the Service whenever the child is in attendance.
- To complete the appropriate Authorisation to Administer Medication Form.
- To ensure any medication brought to the Service has been prescribed by a registered medical practitioner is in the original container, bearing the original label and instructions and before the expiry or use by date.
- To hand medications directly to an educator. Medication of any kind is never to be left in a child's bag, or with any person other than an educator or the Nominated Supervisor.

- To collect their unwell child promptly when called to do so, and to sign the required forms at that time.

## Procedure and forms

- Incident, Injury, Illness and Trauma Record
- Medication Form – Authority to Administer (Long Term)
- Medication Form – Authority to Administer (Short Term)

## Links to other policies

- Enrolment and Orientation Policy
- Incident, Injury, Trauma and Illness Policy
- Handwashing Policy
- Managing Infectious Diseases Policy
- Medical Conditions Policy

## Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	86	Notification to parents of incident, injury, trauma and illness
	87	Incident, injury, trauma and illness record
	90	Medical conditions policy
	91	Medical conditions policy to be provided to parents
	92	Medication record
	93	Administration of medication
	94	Exception to authorisation requirement–anaphylaxis or asthma emergency
	95	Procedure for administration of medication
	96	Self-administration of medication
	160	Child enrolment records to be kept by approved provider and family day care educator
	168	Education and care service must have policies and procedures
	177	Prescribed enrolment and other documents to be kept by approved provider
	245	Person taken to hold approved first aid qualification
	246	Anaphylaxis training
	247	Asthma management training
QA	2.1.1	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
	2.1.2	Effective illness and injury management and hygiene practices are promoted and implemented
	2.1.3	Healthy eating and physical activity are promoted and appropriate for each child
	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented

## Sources

- Education and Care Services National Regulations 2011
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf> accessed 30 December 2020

- National Health and Medical Research Council. (2012). *Staying Healthy: Preventing infectious diseases in early childhood education and care services*. 5<sup>th</sup> edition.  
<https://nhmrc.gov.au/sites/default/files/documents/reports/clinical%20guidelines/ch55-staying-healthy.pdf> accessed 30 December 2020
- NCAC. (2010). *Embracing quality in childcare: A collection of NCAC's Family Factsheets*.  
[http://epccc.com.au/uploads/embracing\\_quality\\_child\\_care.pdf](http://epccc.com.au/uploads/embracing_quality_child_care.pdf) accessed 30 December 2020

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5	30 December 2020	Dr Brenda Abbey (Author)	Updated references.	

## 8. Emergency and evacuation policy

### Aim

Emergency and evacuation situations in an education and care Gumnut Kindergarten can arise in a number of circumstances and for a variety of reasons. In the event of an emergency or evacuation situation, the safety and wellbeing of all staff, children, families and visitors to the Gumnut Kindergarten is paramount.

### Risk assessment for potential emergencies:

In preparing the emergency and evacuation procedures, a risk assessment is conducted to identify potential emergencies relevant to our Gumnut Kindergarten.

The Emergency Management Folder is kept in the Gumnut Kindergarten office and contains:

- Detailed risk assessment and control measures of potential emergencies the Gumnut Kindergarten may be exposed to. Documentation is assessed and updated periodically and when needed as circumstances change.
- Detailed, specific procedures to follow in the event of any emergency or evacuation including:
  - Natural disaster
  - Fire or smoke
  - Bomb threat
  - Snake or other potentially dangerous animal
  - Act of terrorism
  - Chemical or hazardous leaks and spills
  - Loss of power or water
  - Intruders
  - Outbreak of infectious disease or illness
  - Death of a child or adult
- A copy of the emergency and evacuation floor plan and instructions are displayed in a prominent position in the foyer near each exit at the Gumnut Kindergarten (**National Regulation 97(4)**).
- Staffing rosters ensure that at least one Educator who holds a current approved first aid qualification, anaphylaxis management training and emergency asthma management training will be immediately available in the event of an emergency (**National Regulation 136**).
- Emergency telephone numbers are clearly displayed.

### Discovering an Emergency

- Educators who discover an emergency are required to alert the whole Gumnut Kindergarten and immediately take necessary action.
- After immediate assessment, will then call LOCKDOWN or EVACUATION depending on the type of emergency.

### Evacuation Drills and Emergency Evacuation

- Evacuation drills are carried out every three months without notice, at different times of the day (**National Regulation 97(3)(a)**).
- Each drill is documented to include the date, time, how many people in the building according to attendance registers, how many people evacuated, the time it takes to evacuate, what simulated emergency conditions (if any), any problems encountered, weather conditions, which staff and children were absent on the day of the drill and any additional notes. This documentation is kept for a minimum of three years (**National Regulation 97(3)(b)**).
- Simulated emergency conditions consider a variety of practice styles such as scenarios in the rooms, around the yards, and out of the grounds.



- Emergency whistles are provided in designated areas throughout the Gumnut Kindergarten whistles are only to be used for evacuation purposes.
- After reflection, notes on any areas that need improving or revising are to be documented in the *Emergency Evacuation Rehearsal Record*. Educators will discuss and implement strategies to make continuous improvement to procedures which will be documented in the Gumnut Kindergarten's Staff Meeting minutes and Quality Improvement Plan.

#### **After the Emergency is over**

- In the event that the building is unsafe to return to, the Responsible Person will notify parents or emergency contacts to collect each child.
- If able to return to the building, with reassurance and calmness, walk back to the Gumnut Kindergarten following the safety procedures, recheck that all children have returned and discuss as developmentally appropriate the emergency that has taken place.
- Consider counselling Gumnut Kindergartens for anyone affected by the emergency.
- Schedule the next emergency drill on a day that will ensure the children and staff who were absent will be able to participate in emergency practices.
- Document everything that happened good and or bad.

#### **Responsibilities for the Approved Provider**

- Ensuring that every reasonable precaution is taken to protect children at the Gumnut Kindergarten from harm and hazards that are likely to cause injury.
- Ensure the identification of potential emergency and evacuation situations that may arise at the Gumnut Kindergarten and risks associated with such situations and conduct a risk assessment of the whole Gumnut Kindergarten (**National Regulation 97(2)**).
- Ensure the following documents are attached to this policy:
  - risk assessment - reviewed at least on an annual basis
  - emergency and evacuation procedures
  - emergency evacuation floor plan
- Ensure educators and staff have ready access to an operating telephone or similar means of communication and that emergency telephone numbers are displayed near telephones.
- Ensure educators and staff have ready access to emergency equipment such as fire extinguishers and fire blankets, and that staff are adequately trained in their use.
- Ensure that emergency equipment is tested as recommended by recognised authorities.
- Ensure that educators/staff/children/volunteers present at the Gumnut Kindergarten are rehearsing emergency and evacuation procedures every 3 months and documented (**National Regulation 97(3)(a)**).

#### **Responsibilities for the Nominated Supervisor**

- Implement duties as listed above and directed by the Approved Provider.
- *Contact local fire department to review emergency evacuation plans and procedures.*
- Ensure the emergency evacuation procedures and floor plan are displayed in a prominent position near each exit and that all staff and educators are aware of these (**National Regulation 97(4)**).
- Ensure that all staff are trained in the emergency evacuation procedures.
- Ensure that all staff are aware of emergency evacuation points.
- Ensure that families are regularly reminded of the emergency procedures in place at the Gumnut Kindergarten.



- Ensure that rehearsals of evacuation procedures are regularly scheduled, every three months as a minimum, and that the schedule maximises the number of children and staff participating in the procedures.
- Ensure that spontaneous rehearsals take place to ensure staff participate in the simulation of an unplanned, emergency evacuation events.
- Provide staff with evaluation/feedback forms after each scheduled and spontaneous rehearsal to assist in refining their risk management procedures around the safe evacuation of staff and children.
- Ensure all scheduled, spontaneous and actual evacuations are documented and reviewed.
- Ensure all staff are provided with feedback forms after each evacuation.
- Ensure all emergency contact lists are updated as required.
- Our Gumnut Kindergarten will maintain an up-to-date register of emergency telephone numbers. A copy of the current list will always be available in the emergency evacuation bag.
- Emergency telephone numbers will be displayed prominently throughout the Gumnut Kindergarten in the kitchen, office, staff room and each classroom.
- In the event of limited Educators (e.g. early morning or late afternoon), staff members are to work together to perform the duties as per the evacuation plan (the roster should support one Certified Supervisor being on the premises at all times to take responsibility and delegate duties). This scenario will be discussed and documented in the Gumnut Kindergarten's Staff Meeting Minutes (WHS).

#### **Responsibilities for the Educators**

- Ensure the sign-in accurately records attendance of each child.
- Sign yourself in/out on the staff attendance record.
- Display the emergency procedure plan for your room near the exit to the room
- Practice the external procedure by different exits.
- Practice the internal procedure.
- Familiarise yourself with evacuation procedures in each area of the Gumnut Kindergarten.
- Familiarise relievers, students and visitors with the procedure at the beginning of the shift.
- Ensure all items in emergency bags are present as part of your monthly maintenance checklist.
- Do head counts regularly of children in your care throughout the day.
- Provide children with learning opportunities about emergency evacuation procedures.
- Be alert to the immediate needs of all children throughout the scheduled and spontaneous evacuation drills.
- Assist the Nominated Supervisor in identifying risks and potential emergency situations.
- Assist the Nominated Supervisor in developing procedures to lessen the risks associated with emergency evacuations.
- Be aware of the placement of operating communications equipment and emergency equipment, and are confident in their ability to operate them.

#### **Responsibilities for the Families**

- Familiarise themselves with the Gumnut Kindergarten's emergency and evacuation policy and procedures and the Gumnut Kindergarten's Emergency Management Plan.
- Ensure you complete the attendance record on delivery and collection of their child.
- Provide emergency contact details on their child's enrolment form and ensure that this is kept up to date.
- Following the directions of staff in the event of an emergency or when rehearsing emergency procedures.



#### Related Statutory Obligations & Considerations

<b>Australian Children's Education and Care Quality Authority (ACECQA)</b>	<a href="http://www.acecqa.gov.au/">http://www.acecqa.gov.au/</a>
<b>Children (Education and Care Gumnut Kindergartens) National Law (NSW) No 104a</b>	<a href="https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full">https://www.legislation.nsw.gov.au/#/view/act/2010/104a/full</a>
<b>Department of Education</b>	<a href="http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care">http://www.dec.nsw.gov.au/what-we-offer/regulation-and-accreditation/early-childhood-education-care</a>
<b>Early Years Learning Framework (EYLF)</b>	<a href="http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf">http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/belonging_being_and_becoming_the_early_years_learning_framework_for_australia.pdf</a>
<b>Education and Care Gumnut Kindergartens National Regulations</b>	<a href="https://www.legislation.nsw.gov.au/#/view/regulation/2011/653/full">https://www.legislation.nsw.gov.au/#/view/regulation/2011/653/full</a>
<b>National Quality Framework (NQF)</b>	<a href="http://acecqa.gov.au/national-quality-framework/">http://acecqa.gov.au/national-quality-framework/</a>

#### Related Telephone Numbers

- Early Childhood Education and Care Directorate 1800 619 113
- ACECQA 1300 422 327
- Department of Health 1800 020 103
- Emergency Gumnut Kindergartens 000



## 9. Delivery and Collection of Children Policy

### NQS

QA2	2.3.2	Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury.
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### National Regulations

Regs	99	Children leaving the education and care Gumnut Kindergarten premises
	158	Children's attendance record to be kept by approved provider

### Aim

To ensure the safety and wellbeing of children at all times.

### Related Policies

Child protection Policy

Enrolment Policy

Family Law and Access Policy

Incident, Injury, Trauma and Illness Policy

### Implementation

The Nominated Supervisor, educators, staff and volunteers will adhere to the following procedure at all times to ensure the safety of children.

Children and families will not be allowed to enter our building for education and care prior to the advertised operating hours of the Gumnut Kindergarten as we are not licensed or insured to accept children before this time.

#### Arrival:

- All children must be signed in by their parent or person who delivers the child to our Gumnut Kindergarten. If the parent or other person forgets to sign the child in, they will be signed in by the nominated supervisor or an educator.
- An educator will greet and receive each child to ensure the child is cared for at all times.
- A locker will be made available to children and their families.

#### Departure:

- All children must be signed out by their parent or person who collects the child from our Gumnut Kindergarten. If the parent or other person forgets to sign the child out they will be signed out by the nominated supervisor or an educator.
- Children can only be collected by a parent, an authorised nominee named on their enrolment record, or a person authorised by a parent or authorised nominee to collect the child. Children may leave the premises if a parent or authorised nominee provides written authorisation for the child to leave the premises, including authorisation to go on an excursion (please refer Excursion Policy).
- No child will be released into the care of an unauthorised person. If the person becomes aggressive or violent and will not leave the premises the Nominated Supervisor or educator will:
  - ensure the safety of all children and adults at the Gumnut Kindergarten, and implement lockdown procedures if required
  - ring the police on 000.
- Nominated Supervisors will ensure that the authorised nominee pick-up list for each child is kept up to date. It is our policy that we do not allow anyone under the age of 16 to collect children.



- No child will be released into the care of anyone not known to educators. Parents must give prior notice where:
  - the person collecting the child is someone other than those mentioned on the enrolment form (eg in an emergency) or
  - there is a variation in the persons picking up the child, including where the child is collected by an authorised nominee who is unknown to educators.

If educators do not know the person by appearance, the person must be able to produce some photo identification. If educators cannot verify the person's identity, they will be unable to release the child into that person's care.

- If the person collecting the child appears to be intoxicated, or under the influence of drugs, and educators feel that the person is unfit to take responsibility for the child, educators will:
  - discuss their concerns with the person, if possible, without the child being present
  - suggest they contact another parent or authorised nominee to collect the child.
  - educators will inform the police of the circumstances, the person's name and vehicle registration number if the person insists on taking the child. Educators cannot prevent an incapacitated parent from collecting a child but must consider their obligations under the relevant child protection laws.
- If a child has not been collected by close of day, the Nominated Supervisor will:
  - attempt to contact the parents or other authorised nominees. (Earlier attempts may have also been made to contact the parents and nominees)
  - leave a voicemail or SMS message on the parent's phone if they do not answer advising he or she will wait up to 30 minutes before ringing the police or Child Protection Hotline
  - wait for 30 minutes and, if the parents or authorised nominee has not arrived, ring the police or Child Protection Hotline for guidance on the appropriate action to take.
- At the end of each day educators will check all beds and the premises including outdoors and indoors to ensure that no child remains on the premises after the Gumnut Kindergarten closes (refer Lock Up Policy).
- Children may leave the premises in the event of an emergency, including medical emergencies.
- Details of absences during the day will be recorded.

### 13. Excursion policy and procedures

#### Background

Excursions enhance children's experiences by allowing them to explore different environments and to engage in meaningful ways with their communities, as do incursions where organisations or community members visit Gumnut Kindergarten with the express purpose of interacting with the children.

#### Policy statement

This Policy sets out how Gumnut Kindergarten ensures excursions and incursions provide meaningful learning experiences for children while upholding their health, safety and wellbeing at all times.

#### Strategies and practices

- When appropriate, excursions and incursions are included in the program to provide children with opportunities to learn about their local community.
- The Nominated Supervisor completes the Excursion Risk Management Plan for every excursion. The purpose of the risk assessment is to identify, assess and manage and/or minimise any risks posed to the safety, health and wellbeing of any child being taken on the excursion. The risk assessment takes into account:
  - the proposed route and destination
  - any water hazards and/or risks associated with water-based activities
  - transportation to and from the destination
  - the number of adults and children involved
  - given the risks associated with the excursion, the number of educators and/or other responsible adults needed to provide adequate supervision, including the need for any adults with specialised skills
  - the management of the specific health needs or other needs for any child
  - the proposed activities
  - the proposed duration of the excursion; and,
  - the items necessary for the excursion (e.g., mobile phone, Excursion Bag {which contains a mini first-aid kit}, list of emergency contact numbers for children on the excursion). Refer to the Excursion Bag Checklist for the contents required in the mini first aid kit.

**Excursion Risk Management Plans** for regular outings are only completed once providing the circumstances remain unchanged (e.g. time of day, route).

Prior to any child being taken on an excursion, the Nominated Supervisor will ensure that the parent or authorised nominee has completed, signed and returned the **Excursion Form – Parent Authorisation to Gumnut Kindergarten**. The Form contains:

- the child's full name
- the reason the child is to be taken outside the premises
- the date the child is to be taken on the excursion
- a description of the proposed destination for the excursion
- the method of transport to be used for the excursion
- the proposed activities to be undertaken by the child during the excursion
- the period the child will be away from the premises
- the number of children likely to be attending the excursion
- the anticipated ratio of the number of educators to the number of children attending the excursion
- the anticipated number of staff members and any other adults who will accompany and supervise the children on the excursion; and,

- a statement that a risk assessment has been prepared and is available at Gumnut Kindergarten for parents to inspect.
- No child will be taken on an excursion without a completed and signed **Excursion Form – Parent Authorisation**.
- If the excursion is a regular outing, the authorisation need only be obtained once per year. All parents are asked to sign permission forms for regular outings at enrolment and parents or authorised nominees at the beginning of each subsequent year.
- The Nominated Supervisor will appoint an educator to take charge of the excursion, and ensure that the qualifications, training and number of the educators involved in the excursion meet regulatory requirements. The educator in charge of the excursion will also be responsible for developing a specific list of items required for the excursion using the **Excursion Checklist** as a guide.
- Families are encouraged to participate in excursions. If parents bring their child's sibling, the sibling is included in the ratios.
- Students and volunteers who attend excursions must hold a Working With Children Check (WWCC), and complete the **Students and Volunteers Sign-In Sheet**. Details to be provided in the book are printed name, date of birth, address and phone number, WWCC number and expiry date, visit date, brief reason for visiting, time in and signature, time out and signature, and total hours in Gumnut Kindergarten.
  - Students and volunteers are to remain within sight and sound of an educator at all times during the excursion and are never left alone at any time with a child.
  - Educators must make alternate arrangements at Gumnut Kindergarten for any children not attending the excursion and ensure that discussions about the excursions do not exclude the non-attendees.
  - No excursions will be conducted to a swimming pool or other water-based activities.
  - All educators, students, parents and volunteers will be provided with sufficient information to ensure the health and safety of children (e.g. itinerary, special requirements, safety procedures, grouping of children and responsibilities, mobile phone number of the educator in charge of the excursion).
  - All excursions are subject to Gumnut Kindergarten's *Sun Protection Policy*.
  - Every child will wear an Excursion Wrist Band with Gumnut Kindergarten's name, address, and telephone number, and the mobile number of the educator in charge of the excursion. No child's name will appear on the wrist identification tag.
  - Contingency plans for events such as medical emergency, accident or a lost child are carefully considered, and these plans clearly communicated to all adults attending the excursion.
  - All excursions continue to be subject to Gumnut Kindergarten's *Tobacco, Drug and Alcohol Free Environment Policy*.
  - The educator in charge of the excursion will complete an Excursion Evaluation Form, and any issues identified become a part of the considerations for any future excursions.
  - Incursions are managed similarly, and the educator in charge of the incursion will complete the Incursion Evaluation Form.

## Responsibilities of parents

- To complete the **Excursion Form – Parent Authorisation** accurately, with specific attention to the accuracy of the contact details.
- To carefully consider the contents of the **Excursion Risk Management Plan** and to comment if required.
- To ensure the child wears/brings (e.g., hat, suitable shoes, water) all items requested by Gumnut Kindergarten on the day of the excursion.
- To talk about the excursion with the child prior to the day (e.g., road safety, remaining in view of adults).

## Procedure and forms

- Excursion Bag Checklist
- Excursion Evaluation Form
- Excursion Form – Parent Authorisation

- Excursion Risk Management Plan
- Excursion Wrist Band
- Incursion Evaluation Form
- Students and Volunteers Sign-In Sheet

## Links to other policies

- Incident, Injury, First Aid and Trauma Policy
- Staffing Policy
- Students, Volunteers and Visitors Policy
- Sun Protection Policy
- Tobacco, Drug and Alcohol Free Environment Policy
- Water Policy

## Links: Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	82	Tobacco, drug and alcohol-free environment
	89	First aid kits
	100	Risk assessment must be conducted before excursion
	101	Conduct of risk assessment for excursion
	102	Authorisation for excursion

QA	1.1.1	Curriculum decision-making contributes to each child's learning and development outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators
	1.2.2	Educators respond to children's ideas and play and extend children's learning through open-ended questions, interactions and feedback
	2.1.1	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented
	6.1.1	Families are supported from enrolment to be involved in Gumnut Kindertartens and contribute to service decisions
	7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of Gumnut Kindergarten

## Sources

- Education and Care Services National Regulations 2011
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf> accessed 30 December 2020
- Kidsafe – <http://www.kidsafe.com.au> accessed 30 December 2020

**Further reading and useful websites** (*Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.*)

Australian Children's Education & Care Quality Authority. *We hear you. 'It takes a village to raise a child': The role of community – Part 5.* <https://wehearyou.acecqa.gov.au/2018/07/31/it-takes-a-village-to-raise-a-child-the-role-of-community-part-5/> accessed 30 December 2020

## 14. Providing a child safe environment

### Background

Children have the right to be safe. The physical environment plays a critical role in keeping children safe, particularly as they are often unable to identify risks and dangers for themselves. In early education and care services, the buildings, furniture and equipment must meet initial service approval requirements and, after that, be kept safe, clean and well-maintained so that unintentional injuries to children and adults in Gumnut Kindergarten are minimised.

### Policy statement

This Policy outlines the roles and responsibilities of the Approved Provider, staff and educators in maintaining a safe and suitable physical environment for children and adults at Gumnut Kindergarten.

### Strategies and practices

- Gumnut Kindergarten's building, facilities, furniture and equipment meet licensing requirements and those of all relevant national and state regulatory bodies, local council, and the Building Code of Australia.
- Play equipment has been installed strictly according to manufacturers' recommendations. All fixed equipment meets the Australian/New Zealand Safety Standards and is well maintained.
- All toys meet Australian Safety Standards, and are age appropriate, well maintained and have non-toxic finishes.
- Gumnut Kindergarten employs a handyman to repair equipment when necessary. A Maintenance Book is used to record the details of repairs. No item is used after repair until the Nominated Supervisor has checked and approved the repair.
- Educators complete a Safety Check List – Outdoor Daily and a Safety Check List – Indoor Daily before Gumnut Kindergarten opens to ensure the environment is safe for children. Each Friday morning after the check is completed, the lists are taken to the main office to be filed.
- In order to determine the safe air and surface temperatures for children to play on different outdoor equipment and surfaces, educators use an infrared thermometer, or like instrument, to measure the surface temperature of outdoor equipment at various times of the day. The data gathered is recorded on the Outdoor Play Surface Temperature Check form.
- Staff maintain a clean and healthy sandpit by cleaning the sandpit weekly in accordance with Gumnut Kindergarten's Sandpit Cleaning Procedure, and then completing the Sandpit Cleaning Register.
- Should any matter requiring immediate attention be identified during the educators' checks, educators complete a Hazard Report Form and place it the designated place for the Nominated Supervisor's immediate attention.
- Gumnut Kindergarten is safe, clean and well maintained. Refer to Gumnut Kindergarten's *Cleaning Policy*.
- The Nominated Supervisor conducts a comprehensive Service safety audit every three months and documents it. This audit covers all play areas, approaches to Gumnut Kindergarten, outdoor environments, kitchen, laundry and other utility areas, fences and general maintenance items. Any items requiring attention are recorded in the Maintenance Book, and the audit document filed.
- Every two years, Gumnut Kindergarten engages an external expert to conduct a compliance and safety audit of every aspect of Gumnut Kindergarten's building and facilities.

### Responsibilities of parents

- To ensure their children do not drop items along pathways, halls and entry areas when entering or leaving Gumnut Kindergarten
- To ensure that they close the gates and doors securely behind them as they move into and out of the building and rooms.
- To drive slowly and carefully in and around the driveways and car park areas as children may be moving through those spaces with parents.

### Procedures and forms

- Hazard Report Form
- Maintenance Book
- Outdoor Play Surface Temperature Check
- Safety Checklist – Indoor Daily
- Safety Checklist – Outdoor Daily
- Sandpit Cleaning Procedure
- Sandpit Cleaning Register.

#### Links to other policies

- Cleaning Policy
- Dangerous Products, Plants, Vermin and Objects Policy
- Supervision Policy

#### Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	103	Premises, furniture and equipment to be safe, clean and in good repair
	104	Fencing and security
	105	Furniture and equipment
	168	Education and care facilities must have policies and procedures

QA	2.1.3	Healthy eating and physical activity are promoted and appropriate for each child
	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	3.1.1	Outdoor and indoor spaces, buildings, fixtures and fittings are suitable for their purpose, including supporting the access of every child
	3.1.2	Premises, furniture and equipment are safe, clean and well maintained

#### Sources

- Education and Care Services National Regulations 2011
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf> accessed 30 December 2020

**Further reading and useful websites** *(Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)*

- Kidsafe – <http://www.kidsafe.com.au/> accessed 30 December 2020
- Kidsafe. (2019). *Playground Hazards*. <https://www.kidsafensw.org/playground-safety/playground-hazards/> accessed 30 December 2020
- Standards Australia – <http://www.standards.org.au/> accessed 30 December 2020

## 15. Relationships with children policy

### Background

*“In the process of learning the complex life skills of cooperation, conflict resolution, acceptable expression of strong feelings, children, like all of us, make mistakes” (Gartrell, 1997).*

However, young children are likely to make far more mistakes than adults because their abilities to think and reason are in the early stages of development, their life experience is limited, and they have had little exchange with other children.

Educators can effectively help children to learn social skills by providing them with supportive physical and social environments to learn and practise their social skills. When children make a mistake, educators are best to treat the children with respect and empathy as they guide and encourage them to recognise, manage and learn from the mistake, and to express their emotions in positive, non-threatening and productive ways.

### Policy statement

This Policy sets out Gumnut Kindergarten’s expectations for educators’ relationships with young children and to facilitate the children’s friendships with each other. It also details the approach to children who have difficulty relating to others and following guidelines that uphold the safety, dignity and rights of other children.

### Strategies and practices

- Gumnut Kindergarten’s wide variety of resources, materials and equipment meets the needs (e.g. age, development, culture) and interests of the children, and supports children’s learning and harmonious play. Refer to Gumnut Kindergarten’s *Educational Program Policy*.
- The educational program is based on the knowledge, ideas, culture, abilities and interests of each child as communicated to educators by their parents, observed by educators and contributed to by the children. Refer to Gumnut Kindergarten’s *Interactions with Families Policy*. In addition, each child’s learning and development are assessed as part of the programming cycle of planning, documentation and evaluation.
- Gumnut Kindergarten’s expectation that educators relate to children in accordance with this Policy and Gumnut Kindergarten’s *Educator Professionalism and Ethics Policy* is emphasised during their induction.
- Gumnut Kindergarten’s rosters ensure continuity of care so that the children are with educators who know them well and are interested in what they think, feel and do. Further, the educators promote the children’s wellbeing, self-esteem and sense of security by being responsive, warm, trusting and respectful.
- Educators consistently model positive social skills in their everyday interactions with other adults and children.
- Gumnut Kindergarten provides educators with professional development in relating with children and in positive behaviour guidance.
- Gumnut Kindergarten is committed to working in partnerships with parents to best meet the education and care needs of their children. Refer to Gumnut Kindergarten’s *Interactions with Families Policy*. The communication between home and Gumnut Kindergarten is especially important when children experience difficulty relating to others and ensures that each party is aware of what is occurring in the child’s day.
- The program has extended periods of uninterrupted play which accommodate child-initiated, educator-initiated and co-constructed activities. This blend provides children the opportunities to make choices, contribute their own ideas, thoughts and feelings – and to develop social competence. Children then know that they are valued as capable and competent.
- Routines are unhurried, largely social occasions. Refer to Gumnut Kindergarten’s *Educational Program Policy*.
  - Educators collaborate with the children to construct simple rules (expressed in a positive way) and discuss with them how these rules help everyone feel safe and secure.
  - Educators intentionally teach children to play and to complete projects together, and to resolve social conflicts that arise from time to time.
  - Educators encourage children’s efforts, rather than praise the child.



- Educators intentionally teach children protective behaviours.

**When responding to children who have difficulty relating to others or following guidelines, educators:**

- Take a positive approach to guiding children's behaviour. They accept children's behavioural mistakes as a natural part of acquiring social skills and view any mistake as a teaching/learning opportunity – rather than as a distraction.
- Draw upon strategies that do not diminish the child in the eyes of others and, at the same time, do not negatively affect onlooking children. Strategies could include redirection, reminders of the rules (without censure), suggesting alternatives, offering choices and encouraging children to think about how others might feel (empathy).
- Question aspects of the environment that might contribute to the behaviour
  - Is adequate and safe playing space available?
  - Do the resources, materials and equipment meet the children's needs?
  - Can children choose freely from the resources, materials and equipment?
  - Has sufficient personal play space been provided?
  - Is a quiet play space available?
  - Is an active play space available?
- Consider other influences on the child
  - Specific circumstances
  - Specific times of day
  - Developmental issues
  - Prior experiences, particularly those within their family.
  - Adopt a problem-solving approach which involves the children in deciding what to do in the situation.

- **When managing children with recurrent difficulty relating to others or following guidelines, educators:**

Maintain written records of dates, times, circumstances and possible causes of the incidents.

- Discuss with the parents any concerns about their child's behaviour. Collaborate with them in constructing a behaviour guidance plan to help the child acquire the social skills necessary to play and learn happily with others. When practicable, have the child contribute to the plan.
- Refer parents to an external support agency, when appropriate, and work collaboratively with that agency to ensure a consistent approach.

**Responsibilities of parents**

- To inform Gumnut Kindergarten of any changes in their child's education and care needs.
- To contribute to the program.
- To provide Gumnut Kindergarten with up-to-date information on their child and on any external circumstances affecting the child.
- To collaborate with educators in establishing any behaviour guidance plan required.
- To seek professional help for their child when recommended by Gumnut Kindergarten.

**Links to other policies**

- Educator Professionalism and Ethics Policy
- Enrolment and Orientation Policy
- Educational Program
- Interactions with Families Policy
- Staffing Policy

**Links Education and Care Services National Regulations 2011, National Quality Standard 2011**

Regs	155	Interactions with children
	156	Relationships in groups

QA	1.1.1	Curriculum decision-making contributes to each child's learning and development outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators
	1.1.2	Each child's current knowledge, ideas, culture, abilities and interests are the foundation of the program
	1.1.3	All aspects of the program, including routines, are organised in ways that maximise opportunities for each child's learning
	1.2.2	Educators respond to children's ideas and play and extend children's learning through open-ended questions, interactions and feedback
	1.2.3	Each child's agency is promoted, enabling them to make choices and decisions that influence events and their world
	1.3.1	Each child's learning and development is assessed or evaluated as part of an ongoing cycle of observation, analysing learning, documentation, planning, implementation and reflection
	2.1.1	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	2.2.3	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect
	4.1.2	Every effort is made for children to experience continuity of educators at Gumnut Kindergarten
	5.1.1	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included
	5.1.2	The dignity and the rights of every child are maintained
	5.2.1	Children are supported to collaborate, learn from and help each other
	5.2.2	Each child is supported to regulate their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts
	6.1.1	Families are supported from enrolment to be involved in Gumnut Kindergarten and contribute to service decisions
	6.1.2	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing
	6.2.2	Effective partnerships support children's access, inclusion and participation in the program
	7.1.1	A statement of philosophy guides all aspects of Gumnut Kindergarten's operations
	7.2.2	The educational leader is supported and leads the development and implementation of the educational program and assessment and planning cycle

## Sources

- Abbey, B. (2007). *Behaviour management of children in long day care centres: The effects of training on carers' practices*. PhD thesis
- Education and Care Services National Regulations 2011
- Gartrell, D. (1995). Misbehaviour or mistaken behaviour. *Young Children*. 50(5) 27-34
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf> accessed 30 December 2020



**Further reading and useful websites** *(Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)*

- Abbey, B. *Guiding Children's Behaviour*. [https://www.childcarebydesign.com.au/uploads/aca-queensland-ee-spring-2014\\_bg.pdf](https://www.childcarebydesign.com.au/uploads/aca-queensland-ee-spring-2014_bg.pdf) accessed 30 November 2020
- ACECQA. *Inappropriate Discipline*. <https://www.acecqa.gov.au/sites/default/files/2020-06/inappropriate-discipline.pdf> accessed 30 December 2020
- ACECQA. *Supporting Children to Regulate Their Own Behaviour*. [https://www.acecqa.gov.au/sites/default/files/2020-01/QA5\\_Supporting\\_children\\_to\\_regulate\\_their\\_own\\_behaviour.pdf](https://www.acecqa.gov.au/sites/default/files/2020-01/QA5_Supporting_children_to_regulate_their_own_behaviour.pdf) accessed 30 December 2020
- Australian Children's Education and Care Quality Authority – <http://www.acecqa.gov.au/> accessed 30 December 2020
- Early Childhood Australia – <http://www.earlychildhoodaustralia.org.au/> accessed 30 December 2020
- Tebyani, V. (2009). *Guiding children's behaviour in child care*. [http://ncac.acecqa.gov.au/family-resources/factsheets/guiding\\_children's\\_behaviour.pdf](http://ncac.acecqa.gov.au/family-resources/factsheets/guiding_children's_behaviour.pdf) accessed 30 December 2020

## **16. Enrolment and orientation policy**

### **Background**

For many children and their families, commencing child care is their first experience of separation. It is an experience that can be daunting and should be managed so that the process is as smooth as possible for all involved, especially the child.

The experiences of families and their children during the enrolment and orientation processes strongly influence the quality of their future relationships with Gumnut Kindergarten.

### **Policy statement**

This Policy outlines the way Gumnut Kindergarten welcomes parents and their children, informs them about Gumnut Kindergarten's policies and procedures, and gathers the information necessary to ensure the safety, education and care of the children.

### **Strategies and practices**

#### **Pre-enrolment**

- Gumnut Kindergarten follows the Australian Government's "Priority of Access Guidelines" for allocating childcare places. Once these Guidelines are met, Gumnut Kindergarten prioritises siblings of children who are already attending.
- During the initial contact, parents are provided with basic information about Gumnut Kindergarten, its programs, routines and fees, and are shown through Gumnut Kindergarten. When parents indicate their interest in enrolling their child, they are shown through Gumnut Kindergarten and provided with information about its operation (e.g. opening and closing times, program, meals, policies and procedures, fees, documentation required before commencing at Gumnut Kindergarten and tailored orientation). Possible start dates are discussed. Parents are also invited to ask any questions they may have. They are given a copy of the Parent Handbook to keep.
- The Nominated Supervisor ascertains if the child has any special education and care requirements (e.g. medical, English as a second language) so that these needs can be met by Gumnut Kindergarten from the child's first day of attendance. Parents are asked to complete the Family and Child Information Summary.
- Parents are reminded to contact the Australian Government Department of Human Services (Centrelink 136 150) or to apply online via their MyGov account to have their eligibility for Child Care Subsidy assessed. This is required prior to formal enrolment.
- The Nominated Supervisor informs parents that every child and family responds differently to starting childcare, especially if it is the first time that children and families have been separated for any lengthy period. They are also told that, at enrolment time, educators and parents will plan to ensure the child settles in as smoothly and as quickly as possible.

#### **Enrolment**

- When a vacancy occurs, the Nominated Supervisor arranges for parents and their child to visit and become familiar with Gumnut Kindergarten before the child commences. During the visit, they are shown through Gumnut Kindergarten and introduced to the educators. At this time, some children like to participate in the activities while others prefer to watch.
- Once parents decide to enrol their child, they complete an enrolment form prior to their child commencing at Gumnut Kindergarten. The enrolment form contains the following details:
  - Full name, date of birth and address of the child
  - Name, address and contact details of each known parent of the child; any person who is to be notified of an emergency involving the child if neither parent of the child can be immediately contacted; and, any person who is an authorised nominee.
  - The name of any person who is authorised to consent to medical treatment of, or to authorise administration of medication to, the child; and, any person who is authorised to authorise an educator to take the child outside the education and care service premises.
  - Details of any court orders, parenting orders or parenting plans provided to the approved provider relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child.

- Details of any other court orders provided to the approved provider relating to the child's residence or the child's contact with a parent or other person.
- Gender of the child.
- Language used in the child's home
- Cultural background of the child and, if applicable, of the child's parents.
- Any special considerations for the child, such as any cultural, religious or dietary requirements or additional needs.
- Parents are asked to sign an agreement on the enrolment form authorising the Approved Provider, Nominated Supervisor or an educator to: seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service; arrange transportation of the child by an ambulance service; and, if relevant, take the child on regular outings. Refer to Gumnut Kindergarten's *Excursion Policy*.
- Parents are to provide the following health information.
  - Name, address and telephone number of the child's registered medical practitioner or medical service and the child's Medicare details.
  - Details of any specific healthcare needs or known medical conditions such as allergies, asthma, diagnosed as at risk of anaphylaxis.
  - Any Medical Management Plan and Risk Minimisation Plan to be followed with respect to a specific healthcare need or medical condition (e.g. asthma, allergy, anaphylaxis).
  - Details of any dietary restrictions for the child.
  - Immunisation status of the child. Refer to Gumnut Kindergarten's *Immunisation of Children and Staff Policy*.
- Parents are asked to complete a Family and Child Information Summary which provides some background about the family and child:
  - Information about the child's interests, needs, likes and dislikes
  - Cultural background, and any special customs and religious requirements to be respected
  - Goals for the child
  - Food preferences
  - Routines at home
  - Toilet training needs
  - Names of family members and pets.
- Parents are provided with written information about fee structure, payment regularity and options available (e.g. cash, EFTPOS, direct debit). Parents nominate their preferred method of payment at this time.
- Gumnut Kindergarten's Policies and Procedures are discussed, and parents' attention drawn to specific policies (e.g. *Sun Protection, Nutrition, Food and Beverages, Handwashing*) and aspects of those policies that require their support and cooperation (e.g. ensuring current contact information, appropriate food and drink items provided from home, providing a hat, labelling of all clothes and other personal items). Parents are then shown where they can readily access these Policies and Procedures, the Parent Library and other resources. They are also provided with a Parent Handbook.
- The Nominated Supervisor then speaks to the parents about the various ways Gumnut Kindergarten communicates with them (e.g. face-to-face, notice boards, emails, newsletters, individual child pockets) and ways that parents can converse with Gumnut Kindergarten (e.g. face-to-face, suggestion box, surveys). The information provided by Gumnut Kindergarten is intended to be easily understood by all parents, including those for whom English is a second language.
- Parents are also asked the most suitable way to exchange information about their child's specific needs so that the educators can work with the parents to meet those needs.
- At this time, the Nominated Supervisor, the educators in the child's room and the parents devise an orientation plan to help the child settle during the transition from home to Gumnut Kindergarten (particularly during the initial settling in period), and how best to maintain continuity between home and Gumnut Kindergarten. Some children may need to visit Gumnut Kindergarten a number of times



before feeling sufficiently secure to be left by their parents. Others can be left after the first visit. Others again may need to build from a short visit to a full day. The plan is flexible and can be altered at any time. It is crucial that the child feels secure, and that positive interactions are established between all parties – child, parents and educators.

- Once the child commences at Gumnut Kindergarten, parents are contacted at any time the child becomes distressed. Parents are also informed about their child's day when they collect the child and are welcome to telephone Gumnut Kindergarten throughout the day for updates.
- At the end of the enrolment and orientation, parents are asked to complete an Enrolment and Orientation Checklist which provides feedback on how to improve these processes.

### **Transition to school**

- Attending school for the first time is a major change for the child and the family. Gumnut Kindergarten recognises that parents play a vital role in the success of the transition and supports and works with parents to prepare children for school entry.
- Wherever possible, Gumnut Kindergarten provides families with information about the schools within the local community.
- Gumnut Kindergarten provides information to parents about children's readiness for school.
- Educators speak to children about starting school and ensure that the information they provide to children is positive and accurate.
- Gumnut Kindergarten liaises with the nearest government school and, towards the end of the year, arranges with the school for a number of familiarisation visits for the children who will attend the following year.
- Gumnut Kindergarten coordinates the transition statements to be completed by the educator (Transition Statement – Educator), parent (Transition Information – Family) and child (Transition Information – Child) and provides these to the school.
- To be diligent in obtaining from parents upon enrolment all relevant information about their child, especially details on immunisation and medical conditions, together with dietary needs, and current sleep patterns and other care routines.

### **Responsibilities of parents**

- To provide Gumnut Kindergarten with information about their family and their child's needs and interests.
- To provide all of the required documentation.
- To read and discuss Service policies and procedures.

### **Procedure and forms**

- Enrolment and Orientation Checklist
- Family and Child Information Summary
- Transition Information – Child
- Transition Information – Educator
- Transition Information – Family

### **Links to other policies**

- Administration of Medication Policy
- Educational Program Policy
- Excursion Policy
- Food Preparation, Storage and Handling
- Immunisation for Children and Staff Policy
- Incident, Injury, Trauma and Illness

- Interactions with Families Policy
- Managing Infectious Diseases Policy
- Medical Conditions Policy
- Nutrition, Food and Beverages Policy Relationships with Children Policy
- Privacy and Confidentiality Policy
- Sleep and Rest Policy
- Sun Protection Policy

## Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	77	Health, hygiene and safe food practices
	78	Food and beverages
	79	Service providing food and beverages
	80	Weekly menu
	81	Sleep and rest
	85	Notification to parents of incident, injury, trauma and illness
	88	Infectious diseases
	90	Medical conditions policy
	92	Medication record
	93	Administration of medication
	97	Emergency and evacuation procedures
	99	Children leaving the education and care services
	100	Risk assessment must be conducted before excursion
	101	Conduct of risk assessment
	102	Authorisation for excursions
	157	Access for parents
	160	Child enrolment records to be kept by approved provider
	161	Authorisations to be kept in enrolment record
	162	Health information to be kept in enrolment record
	168	Education and care services must have policies and procedures
	173	Prescribed information to be displayed
	177	Prescribed enrolment and other documents to be kept by approved provider
	181	Confidentiality of records kept by provider
	183	Storage of records and other records

QA	1.1.2	Each child's current knowledge, strengths, ideas, culture, abilities and interests are the foundation of the program
	1.3.3	Families are informed about the program and their child's progress.
	1.2.3	Each child's agency is promoted, enabling them to make choices and decisions that influence events and their world
	2.1.1	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation
	2.1.2	Effective illness and injury management and hygiene practices are promoted and implemented
	2.1.3	Healthy eating and physical activity are promoted and appropriate for each child
	2.2.2	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented

5.1.1	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included
6.1.1	Families are supported from enrolment to be involved in Gumnut Kindergarten and contribute to service decisions
6.1.3	Current information is available to families about Gumnut Kindergarten and relevant community services and resources to support parenting and family wellbeing
6.2.1	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities
6.2.3	Gumnut Kindergarten builds relationships and engages with its community
7.2.1	There is an effective self-assessment and quality improvement process in place

## Sources

- Australian Government. Services Australia. – *Child Care Subsidy: How to Claim* <https://www.humanservices.gov.au/individuals/services/centrelink/child-care-subsidy/how-claim> accessed 30 December 2020
- Early Years Learning Framework 2009
- Education and Care Services National Regulations 2011
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf> accessed 20 December 2020

**Further reading and useful websites** *(Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)*

- Australian Government Services Australia – <http://www.humanservices.gov.au/> accessed 30 December 2020



## **17. Governance and management of Gumnut Kindergarten**

The day-to-day operations of early education and care services must comply with all relevant legislation, standards and codes of practice. Services cannot achieve this without effective governance and management. Quality Area 7 of the Guide to the National Quality Standard contains the elements of effective leadership and management that result in a well-functioning, compliant service. Quality Area 7 also assists services in improving their skills in governance and management.

The terms ‘governance’ and ‘management’ have different meanings. ‘Governance’ refers to Gumnut Kindergarten’s future direction and goals, and how it will achieve these. It also ensures Gumnut Kindergarten meets its regulatory requirements and that members of its governing organisation follow that organisation’s constitution. ‘Management’ is about Gumnut Kindergarten’s day-to-day operation, such as children having sufficient toys and resources, parents’ fees being up-to-date, and staff and educators following Gumnut Kindergarten’s policies and procedures.

### **Policy statement**

This Policy outlines the way Gumnut Kindergarten ensures its practices comply with all relevant legislation, standards and codes of practice, and how it plans to continuously improve its leadership and management practices.

### **Strategies and practices**

#### **Approved Provider and Nominated Supervisor**

- St Faith’s Anglican Church is the Approved Provider of Gumnut Kindergarten and holds the legal responsibility for operating Gumnut Kindergarten.
- The name and contact details of the Approved Provider are displayed in the foyer and included in Gumnut Kindergarten Handbook given to parents at enrolment.  
OR
- The name of the Approved Provider and the name and contact details of the person(s) nominated to speak for the Approved Provider are displayed in the foyer and included in Gumnut Kindergarten Handbook given to parents at enrolment.
- A Nominated Supervisor, approved as a suitable, fit and qualified person by the Regulatory Authority and appointed by the Approved Provider, is in charge of the day-to-day operations of Gumnut Kindergarten. Refer to Gumnut Kindergarten’s *Staffing Policy*.
- The Nominated Supervisor is also the Responsible Person whenever on the premises. Refer to Gumnut Kindergarten’s *Staffing Policy*.
- At any time the Nominated Supervisor is not on the premises, a substitute Responsible Person who is physically present is placed in charge of Gumnut Kindergarten’s day-to-day operations. Refer to Gumnut Kindergarten’s *Staffing Policy*.
- The details of the Nominated Supervisor and the Responsible Person are clearly displayed in the main entrance of Gumnut Kindergarten.
- The Nominated Supervisor ensures that Gumnut Kindergarten’s staffing arrangements meet regulatory requirements at all times. Particular attention is given to the Responsible Person and Educational Leader. Refer to Gumnut Kindergarten’s *Staffing Policy*.



- Induction for staff, educators and parents is comprehensive so that all know Gumnut Kindergarten's goals (plans for the future), how it will go about achieving these, and the policies and procedures which guide Gumnut Kindergartens' day-to-day practices

#### **Information Displayed**

- All information required by Regulation 173 of the Early Education and Care Services Regulations 2011 is displayed in the main entrance of Gumnut Kindergarten.

#### **Philosophy, Policies and Procedures**

- Gumnut Kindergarten has a written Philosophy which reflects the principles of the Education and Care National Regulations 2011, the Early Years Learning Framework 2009 and My Time, Our Place 2009. This Philosophy was developed by the Approved Provider, Nominated Supervisor, staff, educators and parents and, as such, reflects their shared understanding of the role of Gumnut Kindergarten with children, families and the community.
- The Philosophy informs Gumnut Kindergarten's policies and procedures as well as the decisions and day-to-day practices of the staff/educators.
- Gumnut Kindergarten maintains up-to-date policies and procedures on all topics required by Section 168 of the Education and Care Services National Regulations 2011. The way these policies and procedures are communicated to parents, educators and staff, the process by which these policies and procedures are reviewed, and how changes are communicated to parents, educators and staff are detailed in Gumnut Kindergarten's *Policy and Procedure Review Policy*.

#### **Record Keeping**

- Gumnut Kindergarten keeps records according to Sections 177-184 of the Education and Care Services National Regulations 2011. Refer to Gumnut Kindergarten's *Privacy and Confidentiality Policy*.

#### **Privacy and Confidentiality**

- Gumnut Kindergarten maintains the privacy and confidentiality of all records and information about individual children, families, parents, staff/educators, students and volunteers. Refer to Gumnut Kindergarten's *Privacy and Confidentiality Policy*.

#### **Continuous Improvement**

- Gumnut Kindergarten is committed to continuous improvement. It has processes in place to evaluate the extent to which it meets or exceeds the National Quality Standard 2009. The findings of the evaluation are used to develop Gumnut Kindergartens Quality Improvement Plan (QIP).

#### **Grievances and Complaints**

- Gumnut Kindergarten follows clear processes to ensure all grievances and complaints are addressed, investigated fairly and documented promptly. If relevant, changes are made to Gumnut Kindergarten's Policies and Procedures. Refer to Gumnut Kindergarten's *Grievance and Complaint Policy*.

#### **Notifications**

- The Approved Provider and Nominated Supervisor notify, within the stated time, the Regulatory Authority of circumstances and provide it with information as detailed in Regulations 174, 175 and 176 of the Early Education and Care National Regulations 2011.

## Responsibilities of parents

- To be aware of the way Gumnut Kindergarten operates and to know the appropriate person to contact and how to contact them when they have any suggestions to improve Gumnut Kindergarten or any concerns about Gumnut Kindergarten's practices.

## Links to other policies

- Grievance and Complaint Policy
- Enrolment and Orientation Policy
- Privacy and Confidentiality Policy
- Staffing Policy
- Policy and Procedure Review Policy

## Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	14	Application for provider approval by individual
	15	Application for provider approval by person other than an individual
	16	Matters relating to criminal history
	31	Condition on service approval – quality improvement plan
	46	Application for supervisor certificate
	55	Quality improvement plans
	56	Review and revision of quality improvement plans
	173	Prescribed information to be displayed
	174	Time to notify certain circumstances to Regulatory Authority
	175	Prescribed information to be notified to Regulatory Authority
	176	Time to notify certain information to Regulatory Authority
	177	Prescribed enrolment and other documents to be kept by approved provider
	180	Evidence of prescribed insurance
	181	Confidentiality of records kept by approved provider
	183	Storage of records and other documents
	185	Law and regulation to be available

QA	7.1.1	Appropriate governance arrangements are in place to manage Gumnut Kindergarten
	7.1.2	The induction of educators, co-ordinators and staff members, including relief educators, is comprehensive
	7.1.4	Provision is made to ensure a suitably qualified and experienced educator or co-ordinator leads the development of the curriculum and ensures the establishment of clear goals and expectations for teaching and learning
	7.1.5	Adults working with children and those engaged in management of Gumnut Kindergarten or residing on the premises are fit and proper
	7.2.1	A statement of philosophy is developed and guides all aspects of Gumnut Kindergarten's operations
	7.2.2	The performance of educators, co-ordinators and staff members is evaluated and individual development plans are in place to support performance improvement
	7.2.3	An effective self-assessment and quality improvement process is in place

	7.3.1	Records and information are stored appropriately to ensure confidentiality, are available from Gumnut Kindergarten and are maintained in accordance with legislative requirements
	7.3.2	Administrative systems are established and maintained to ensure the effective operation of Gumnut Kindergarten
	7.3.3	The Regulatory Authority is notified of any relevant changes to the operation of Gumnut Kindergarten, of serious incidents and of any complaints which allege a breach of legislation
	7.3.4	Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner
	7.3.5	Service practices are based on effectively documented policies and procedures that are available at Gumnut Kindergarten and reviewed regularly

## Sources

- Early Years Learning Framework 2009
- Education and Care Services National Regulations 2011
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf> accessed 20 December 2020

**Further reading and useful websites** *(Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)*

- Byrne, S. (2009). *Governance and management interaction in a childcare setting*. <https://eprints.usq.edu.au/6446/> accessed 30 November 2020

## **18. Payment of fees and provision of a statement of fees**

### **Background**

Early childhood education and care services must comply with the Early Education and Care National Regulations 2011 and the National Quality Standard 2011 in the way they manage the collection of fees and inform parents about this process including any pending changes to the fees.

This policy will provide clear guidelines for families and Gumnut staff to ensure that there is a transparent process in relation to the collection of fees for children accessing our kindergarten.

This policy details Gumnut Kindergarten's commitment to:

- The collection of fees
- An equitable and efficient payment process
- The collection of outstanding fees

### **Policy Principles**

Gumnut is a not-for-profit community organisation committed to supporting all families to access quality early childhood education and care. Operating within our values of inclusion and respect, Gumnut aims to ensure our services are affordable, offer quality and value for money and remain sustainable for future children and families.

### **Policy statement**

This Policy details Gumnut Kindergarten's procedures in relation to fees, methods of payment and associated provisions.

### **Strategies and practices**

The fee structure of the service includes:

#### **Enrolment Fee / Bond Payment**

- A bond consisting of \$250 is to be paid in order to hold a child's position at the service. This is non-refundable for the first six months.
- \$150 of the Bond payment will be refunded back to families when the child leaves the service (as long as they have been at the centre for more than 6 months)

#### **General Fees**

- Fees are \$95 per day
- An additional fundraising levy of \$120 is also charged and is split over two payments
- Child Care Subsidy (CCS) is available to all families who are Australian Residents. Prior to your child starting at Gumnut Kindergarten, you need to apply to Services Australia (Centrelink) to arrange your Child Care Subsidy (CCS) for more information about eligibility and how to submit a claim see the link below:

<https://www.servicesaustralia.gov.au/individuals/services/centrelink/child-care-subsidy>

- Fees are charged on a daily basis and vary depending on the family's Child Care Subsidy (CCS) entitlements. Child Care Subsidy (CCS) is received by Gumnut Kindergarten as passed on as a reduction of fees payable.
- Fees are to be paid monthly
- Fees are charged at full days only (no matter what the attendance hours are)



- Casual days may be offered to families if available within the Service's license
- Normal fees apply to public holidays, sick days, family holidays (more than four weeks in any financial year) and any other absence. Fees are not charged for days when Gumnut Kindergarten is closed outside of Public Holidays. Child Care Subsidy is paid for a child's absences up to 42 days per child each financial year, including Public Holidays. Gumnut Kindergarten does not exchange days of care and does not arrange make-up days.

#### **Payment of fees**

- Families will be issued with a fee statement (invoice) at the beginning of each month in accordance with the fee payment and Regulatory requirements.
- Fees are due for payment by the 15th of every month
- Please note: Fees will not be accepted in cash as we do not keep cash on the premises
- Receipts are issued for all fee payments. The system-generated receipt will show the child's name, the period for which the receipt is issued, the amount paid. If an overpayment is made, no refund will be given but the excess will be credited to the family's account

#### **Fees are to be paid via EFT to our bank account:**

St Faiths Gumnut Kindergarten Inc: BSB 032 192 Account Number 810177. Please ensure you indicate you child's name and date paid to in the reference section

#### **Financial Difficulties**

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with authorisation of the Director and office administrator.

#### **Failure to Pay**

- Fee reminders are sent to any family one or more weeks' late in the payment of fees. If the fees are not paid within the following week or no arrangement for payment entered into, the child's place at Gumnut Kindergarten will be at risk of termination.

#### **Late Fees**

- It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$20.00 per 10 minutes block and part thereof.
- A review of the child's enrolment will occur where families are consistently late.

#### **Change of Fees**

- Fees are subject to change at any time provided a minimum 14 days written notice is given to all families

#### **Termination of Enrolment**

- Parents are to provide four weeks' written notice of their intention to withdraw a child from the centre.
- If termination from the centre occurs without notification, families can lose their Child Care Subsidy (CCS) resulting in the payment of full fees to be charged.

#### **Child absence from the centre**

- **If a child is absent for anytime up to 4 weeks**, the parent will still be required to pay for the kindy fees during this time.
- **If you withdraw your child how much notice is to be given?**



Four weeks' notice is required, or payment of four weeks fees, in full (no CCS will be able to be claimed if the child is not in attendance). This allows us the time to find a child to take their position. In the event that you choose to remove your child from Gumnut Kindergarten mid-November or December you will be required to continue to pay kindy fees until the end of the year. As it would be impossible to fill the vacant position created by your child leaving, the kindergarten would be in arrears with their projected income. We are a non-profit kindergarten and rely on our budgeted income (i.e. kindy fees) for the smooth running of Gumnut kindergarten.

#### **Responsibility of Management**

- The Office Administrator is responsible for the billing and chasing of fees. The Authorised Supervisor and Treasurer will be notified of any outstanding payments. If a family has received all three reminder letters, it is the Treasurer's responsibility to then write a formal letter to the family, reminding them of the late fees and notifying the family that their child's enrolment will be terminated.
- Should families wish to discuss fees, they will need to see the Nominated Supervisor or Office Administrator.

#### **Responsibilities of parents**

- To ensure fees are kept up to date
- To keep Gumnut Kindergarten informed of any changes in attendance (e.g. family holidays, other absences)
- To respond promptly to communications from the Department of Human Services (Centrelink) to maintain CCS eligibility.

#### **Source**

- National Quality Standards

#### **Review**

Document name: Payment of fees policy	Policy reviewed: September 2021	Next review: September 2022
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## **19. Acceptance and refusal of authorisations**

### **Background**

The Education and Care Services National Regulations require early education and care services to ensure their services have policies and procedures in place in relation to the acceptance and refusal of authorisation. We obtain written consent from parents, or person named in the enrolment form as authorised, in matters relating to the administration of medication, medical treatment including transportation by an ambulance service, collection of children from Gumnut Kindergarten, excursions (including regular outings) and for photo permissions for both documentation of learning and marketing purposes. The information to be provided in these written authorisations is also detailed in the Education and Care Services National Regulations.

### **Policy statement**

This policy outlines what is a correct authorisation under the Education and Care National Regulations, and what is not correct. Further it details the options available to Gumnut Kindergarten when deciding to accept or refuse an authorisation. The policy also addresses the two exceptions to the requirement of parent written authorisation.

### **Strategies and practices**

- The information requested on the forms used by Gumnut Kindergarten to obtain written consent from parents/authorised adults for administration of medications, medical treatment of the child (including transportation by an ambulance service), collection of children from Gumnut Kindergarten, and excursions (including regular outings) complies with the requirements of the Education and Care Services National Regulations 2011.
- All authorisation forms received are checked by the Nominated Supervisor or delegated staff member to ensure completeness and that the name and signature of the authoriser on the form are consistent with the name and signature of the parent or person named on the enrolment form as authorised. If either is not the case, the form will be returned to the parent for amendment.
- Before the Nominated Supervisor or delegated staff member begins any action that requires written permission in hard copy or digital form from the child's parents/authorised adult, the staff member will refer to the form. Unless the form is accurate, current, complete in every detail and correctly signed, the staff member will exercise the right of refusal.
- In a medical emergency including but not limited to, anaphylaxis or asthma, the Nominated Supervisor or delegated staff member will invoke the exception provided in Regulation 94 the Education and Care Services National Regulations which sets aside the requirement for authorisation. As soon as practicable after such an emergency, Gumnut Kindergarten will notify a parent of the child and emergency services.
- All completed and signed authorisations are stored in the child's file and/or in a designated place known by all staff.

### **Responsibilities of parents**

- To provide Gumnut Kindergarten with all relevant required written approvals.

### **Links to other policies**

- Administration of Medication Policy
- Delivery and Collection of Children Policy



- Enrolment and Orientation Policy
- Evacuation and Lockdown Policy
- Excursion Policy
- Incident, Injury, Trauma and Illness Policy
- Medical Conditions Policy
- Privacy and Confidentiality Policy

## Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	92	Medication record
	93	Administration of medication
	94	Exception to authorisation requirement – anaphylaxis or asthma emergency
	99	Children leaving the education and care service premises
	102	Authorisations for excursions
	160	Child enrolment records to be kept by approved provider and family day care provider
	161	Authorisations to be kept in enrolment record
	168	Education and care services must have policies and procedures
	170	Policies and procedures to be followed
	171	Policies and procedures to be kept available
	172	Notification of change to policies and procedures affecting ability of family to utilise the service

QA	2.2.1	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard
	2.2.2.	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented

### Sources

- Education and Care Services National Regulations 2011
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf> accessed 30 December 2020

**Further reading and useful websites** *(Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)*

- ACECQA – <http://www.acecqa.gov.au/> accessed 30 December 2020

### Review

Document name: Payment of fees policy	Policy reviewed: September 2021	Next review: September 2022
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## **20. Dealing with complaints policy and procedures**

### **Background**

Feedback from families, educators, staff and the wider community is fundamental in creating a Service that meets regulations, meets the needs of enrolled children and their families, and continues to improve the quality of education and care it provides to children.

It is inevitable that feedback will include differing opinions, occasionally resulting in complaints.

### **Policy statement**

This Policy details Gumnut Kindergarten's procedures for receiving and managing informal and formal complaints. Parents and staff therefore can lodge a legitimate grievance in the knowledge that it will be managed diligently and confidentially.

### **Strategies and practices**

- Gumnut Kindergarten's processes for airing concerns/complaints are communicated to families at enrolment.
- The email address and telephone number of Gumnut Kindergarten's Approved Provider and, if relevant, Management Company, together with the full contact details of the Regulatory Authority are displayed in the entrance of Gumnut Kindergarten, and are also listed in the Parent Handbook.
- Gumnut Kindergarten prioritises open, respectful and confidential exchange of information between Gumnut Kindergarten and its families. Parents are provided with many avenues for verbal and written communication about Gumnut Kindergarten's operations. Parents are informed when any of their feedback has led to improvements in the way Gumnut Kindergarten operates. Refer to Gumnut Kindergarten's *Interacting with Families Policy*.
- The Nominated Supervisor models respect and a problem-solving approach to the receipt of grievances and complaints, and engenders this across Gumnut Kindergarten.
- Educators and staff receive professional development on ways to receive parents' concerns/complaints and to value the opportunity this feedback affords Gumnut Kindergarten for quality improvement.
- Staff/educators, students and volunteers are informed of Gumnut Kindergarten's *Privacy and Confidentiality Policy* before commencing at Gumnut Kindergarten and are required to sign a Confidentiality Agreement to strictly adhere to that Policy.
- At all times the parents' right to air a grievance will be respected and no discrimination will be applied to either the family or child/ren as the result of the grievance.
- Parents are encouraged to raise informally with the child's primary educator or the Nominated Supervisor any concerns they have about the daily care of their child.
- Formal complaints can be raised verbally with the Nominated Supervisor who will document the complaint clearly and objectively on Gumnut Kindergarten's Grievance and Complaint

Form. If the grievance is about the Nominated Supervisor, the matter can be directed to the Approved Provider.

- Gumnut Kindergarten maintains a register of written complaints and actions taken in response through its Grievance and Complaint Register. The register is reviewed regularly (e.g. nature, recurrence, outcome) to determine if the actions taken are consistent with Gumnut Kindergarten's Quality Improvement Plan and if changes to Gumnut Kindergarten's Policies are required. Each review is documented on the Grievance and Complaint Analysis Sheet.

#### **Procedure for formal written complaint**

- Complaints are to be submitted in writing using Gumnut Kindergarten's Grievance and Complaint Form. Information requested on the form includes the:
  - Name of the person making the complaint
  - Postal address and/or telephone number of the person making the complaint
  - Details of the complaint
  - Details of any witnesses.
- The complaint will be dealt with in the strictest confidence. The Nominated Supervisor/Approved Provider or delegated staff member involved in investigating the complaint will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed prior to this occurring.
- The complaint will be entered into Gumnut Kindergarten's **Grievance and Complaint Register**, and written acknowledgment that the complaint has been received sent to the complainant.
- The Nominated Supervisor/Approved Provider will investigate the complaint in an equitable, transparent and fair manner, and document the findings. Investigations involve consulting with the relevant stakeholders (including any person who may be the subject of the complaint) and reviewing documentation such as attendance records, accident reports and Gumnut Kindergarten's Policies.
- Actions to address the complaint will be determined, and the complainant notified in writing of those actions.
- Should the complaint made to Gumnut Kindergarten allege that the relevant legislation has been contravened or that the safety, health or wellbeing of a child or children was or is compromised while that child or children is or are being educated and cared for at Gumnut Kindergarten, the Regulatory Authority will be notified within 24 hours of the complaint being lodged.
- When an issue cannot be resolved at Gumnut Kindergarten, the complainant can contact the Regulatory Authority.

- The same processes as those set out above apply to educators and staff in submitting formal complaints about any aspect of Gumnut Kindergarten's operations. However, staff grievances are dealt with under its Staff Grievance and Complaint processes.

## Responsibilities of parents

- To raise issues and concerns in a timely manner using the processes outlined in this Policy.

## Links to other policies

- Educators Professional and Ethics Policy
- Enrolment and Orientation Policy
- Interactions with Families Policy
- Policy and Procedures Review Policy

## Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	168	Education and care service must have policies and procedures
	173	Prescribed information to be displayed
	176	Time to notify certain information to Regulatory Authority

QA	4.2.1	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills
	6.1.1	Families are supported from enrolment to be involved in Gumnut Kindergarten and to contribute to service decisions
	6.1.2	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing
	6.1.3	Current information about Gumnut Kindergarten is available to families
	7.1.1	A statement of philosophy guides all aspects of Gumnut Kindergarten's operations
	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service
	7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of Gumnut Kindergarten
	7.2.3	Educators, co-ordinators and staff members' performance is regularly evaluated and individual plans are in place to support learning and development

## Sources, further reading and useful websites

- Education and Care Services National Regulations 2011
- Guide to the National Quality Framework 2018 (September 2020 Update): Section 4 – Operational Requirements <https://www.acecqa.gov.au/sites/default/files/2020-09/Guide-to-the-NQF-September-2020.pdf> accessed 30 December 2020

**Further reading and useful websites** *(Consistent with the approach of the National Quality Framework, the following references have prioritised efficacy and appropriateness to inform best practice, and legislative compliance over state or territory preferences.)*

- Australian Children's Education and Care Quality Authority – <http://www.acecqa.gov.au/> accessed 30 December 2020
- Bhathela, M., Dunn, L., Tregillgas, T. (2008) Ask a child care adviser (sic): Managing challenging issues with families. [https://webarchive.nla.gov.au/awa/20170216174643/http://ncac.acecqa.gov.au/educator-resources/pcf-articles/ACCA\\_Managing\\_Challenging\\_Issues\\_Sep08.pdf](https://webarchive.nla.gov.au/awa/20170216174643/http://ncac.acecqa.gov.au/educator-resources/pcf-articles/ACCA_Managing_Challenging_Issues_Sep08.pdf) accessed 30 December 2020

- Owens, A. (n.d.). *Managing complaints*.  
[https://webarchive.nla.gov.au/awa/20170216181546/http://ncac.acecqa.gov.au/educator-resources/factsheets/oshcqa\\_factsheet\\_15\\_managing\\_complaints.pdf](https://webarchive.nla.gov.au/awa/20170216181546/http://ncac.acecqa.gov.au/educator-resources/factsheets/oshcqa_factsheet_15_managing_complaints.pdf) accessed 30 December 2020
- ACECQA. (2017). *Reporting requirements about children*.  
<http://www.acecqa.gov.au/reporting-requirements-about-children> accessed 30 December 2020