



TheirCare Operations Manual

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• Children's Electronic Devices Policy

Tash Zakhour
Sonia Papaluca

This document was developed to guide TheirCare employees to ensure operational excellence and compliance. TheirCare employees are expected to follow these policies as set out to ensure operational practises are in the best interest of the children, families, and Educators.

The Policies reflect the requirements and guidelines put in place by the Regulatory Authorities and relevant government bodies. These are to ensure all services are operating at the standard outlined in the National Quality Framework, National Law, and Regulation and Child Safe.

VIC & NSW - Education & Care Services National Law Act 2010 and the Education & Care Service National Regulations - 2011

WA- Education and Care Services National Regulations 2021 and Education and Care Services Nation Law (WA) Act 2012, this can be accessed at Western Australia Legislation - Subsidiary Legislation in Force - E and Western Australian Legislation Acts in Force - E.

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Quality Area 1 – Education Program and Practice

TheirCare Philosophy

At TheirCare we pride ourselves on providing a Safe, Stimulating, Nurturing and Caring environment. TheirCare's purpose is to incorporate the needs, interests and learning development of children whilst in our care, to ensure all children and families have a sense of belonging.

Our Values: Educator will practice TheirCare Values from the minute they enter school grounds.

1. **Safety** - Every decision and action are established around safety (think safety first)
2. **Education** - Children learn and experience something new every day (provide activities of interest)
3. **Nurturing** - Children have a sense of belonging (it is their space and their time)
4. **Stimulating** - We motivate and encourage children to be and do their best (acknowledge children's achievements and give praise)
5. **Empathy** - Every child is important (take the time to spend with each individual child, show interest in their world)

TheirCare Expectations

1. **Fun** – We create fun and interesting activities to ensure everyone feels included and engaged
2. **Relationships** – Interaction with children, families, our educators, and school staff build communities
3. **Compliance** – Quality and safety underpin everything we do
4. **Presentation** – Our spaces are clean, organised, bright, warm, and welcoming
5. **Engagement** – Communication with families, and schools promotes inclusiveness ensuring participation and play from children

TheirCare Attributes

1. **Care** – We promote a positive culture of care and compassion
2. **Engaging** - We interact and engage with authenticity and enthusiasm
3. **Open** – We have an open approach that supports forward thinking and transparency

Programming

Program planning policy

TheirCare will provide a stimulating program that is catered to the individual child's interest, needs and development stage. When planning the program, the Educators will support the 5 learning outcomes in line with the "My Time Our Place" national framework.

1. The child will have a sense of identity.
2. The child will connect and contribute to their world.
3. The child will have a sense of wellbeing.
4. The child will be a confident and involved learner.
5. The child will be an effective communicator.

The service must provide a quality program offering, a balance of intentional teaching and spontaneous learning promoting the children's interests and needs. Purpose is the key to planning a program for children. Questions to ask yourself include.

1. Why do we do what we do?
2. How will this activity have an impact on the child(ren)?
3. What is the learning behind this activity?
4. What is the outcome that we wish to achieve?
5. How can we extend on this activity?

Educators will complete a planning cycle.

- Educators to ensure the program planning is completed daily.
- Service Coordinator / Responsible Person to ensure the program plan is on display for families and stakeholders.
- Reflection Journal will be on display at the sign in/out table for all to review and provide feedback and comments.
- Programming should be reflective of children's profiles, observations, suggestions, and reflections.
- Encourage children to participate and respect the level of participation.
- Children are encouraged to complete a child profile.
- Organise the indoor/outdoor resources and play spaces according to best practice to minimise child conflicts and difficult behaviour and maximise safety and stimulation.
- Educators to continually reflect and change the program to cater for the children's needs and environment.
- Regular discussion with children and families regarding program planning and activities and to be documented.
- Educators to encourage children to be a part of the program planning and reflecting/evaluating.



Inclusive program policy

The service will provide an anti-bias program which is inclusive of all children, families, and Educators. Consideration will be given to all cultures, language, gender, community, religion, and ability. TheirCare educators will provide a culture that supports the cultural safety of children from diverse backgrounds and understand traditions and expectations of both children and families. TheirCare will support children and families with additional support needs and disabilities and will provide an inclusive tailored program to meet the needs of every child.

- Educators will provide the children with experiences that build on their understanding of a range of social, cultural backgrounds, additional support needs and disability.
- Educators will provide an environment that is supportive of diverse cultures and promote a positive learning environment.
- Educators will provide a program that continuously includes a variety of cultural experiences, sensory and physical activities.
- Educators to develop relationships with children and families built on trust.
- Plan a program that promotes diversity and acceptance.
- Educators to encourage families to give feedback and the opportunity for families to be involved.
- Educators to ensure cultural dietary requirements are met supporting children and family beliefs.

Media classification and rating policy

TheirCare will provide TV/DVD material that is (G) rated. All films and media shown during the service and holiday program will be (G) and (PG) approved.

All films need to relate to a planned program and can support the child's learning.

- Children must be willing to watch TV/DVD/FILM.
- Where children are not interested in watching TV/DVD/FILM Educators must ensure there are other activities on offer.
- YouTube clips and internet exposure will not be provided at the service.

Programming with music policy

Music is a part of the children's learning. Music allows children to listen, appreciate rhythms and learn instrumental sounds.

- Music must be age appropriate.
- Educator must listen to songs suggested by children prior to playing them.
- Educators may choose to play music that supports an activity planned such as dance.
- Music will be sourced from other cultures and played at the service for children to listen to other types of music and language.

Quality Area 2 – Children's Health and Safety

Management of children's injuries/incidents/accidents/trauma/ illnesses policy

All appropriate steps are to be taken to avoid injuries, incidents, accidents, trauma and illnesses to children and Educators. In the event of an injury, incident, accident, trauma, or illness, TheirCare processes are to be followed AT ALL TIMES and the safety and wellbeing of all children and Educators must be priority at all times.

The service aims to protect children from infectious disease by excluding children and Educators with an infectious disease. A TheirCare injury, incident, accident, trauma, and illnesses report must be completed upon occurrence of any of the above, which MUST be authorised with a signature from a parent.

This process is a legal requirement, and the report is a legal document. All areas of the report MUST be completed in a legible manner and filed with the child's enrolment. The report will be kept for 25 years by TheirCare.

Where required TheirCare educators must administer First aid to children or other educators whilst in care for any injury, incident, accident, trauma, or illness.

Preventing incidents and injuries:

- All Educators must check for any hazards on site (indoors and outdoors) and complete the TheirCare checklist.
- Checks must be completed every morning and afternoon.
- All hazards must be reported and documented immediately to the Nominated Supervisor and the school.
- All Educators must hold an up to date First Aid certificate and a copy must be filed in their staff record on site.

Managing illnesses/infectious disease:

If a child presents with an illness, Educators must:

- Comfort the child and apply first aid if needed.
- Complete a TheirCare injury/incident/accident/trauma/illness report.
- Contact the parent immediately.
- Supervise the child until the parent or emergency contact arrives to collect them. REMEMBER: if someone other than parent or emergency contact is nominated ensure a photo ID is presented upon collection of the child.
- Inform the child you have contacted the parent.
- If the child's illness is an infectious disease, please ensure you inform the parent that the child must be kept at home until the infectious disease is clear and doctors' approval to return is provided to the service. Please see the **Infectious Disease table** on display at the service.
- Immediately inform the Nominated Supervisor that a child presents (or a parent has informed the Service Coordinator / Responsible Person) with an infectious disease.

The Service Coordinator / Responsible Person must inform parents of any infectious diseases that have been exposed at the service. A sign to inform parents must be on display at the service and an email must be sent to all families attending the service.

Managing minor incident/accident/injuries

For all cuts, bruising and abrasions:

- First aid must be applied and a TheirCare injury/incident/accident/trauma/illness report must be completed by the Service Coordinator / Responsible Person and filed with the child's enrolment form.
- Upon parent arrival Educator/s must inform the parent and have the parent sign the report.
- For any incidents involving bullying behaviour and disrespect occurring at the service the Service Coordinator / Responsible Person must contact the Nominated Supervisor and the parent immediately. Depending on the severity of the incident, the parent will be asked to have the child collected (the Nominated Supervisor will ultimately make that decision). A behaviour guidance plan will also need to be put in place for the child in consultation with the parent. See **behaviour guidance plan policy** below.
- **Head injuries** MUST be reported to the Nominated Supervisor and the parent MUST be informed immediately.

Managing difficult behaviour

- Inform the Nominated Supervisor and then the parent immediately.
- Depending on the severity of the incident, the parent may be asked to collect the child. The Nominated Supervisor will ultimately decide if this will be the outcome.
- Complete the TheirCare injury/incident/accident/trauma/illness report and have it signed by the parent.
- If the difficult behaviour continues a behaviour guidance plan must be completed in consultation with the child and the parent. A meeting to discuss the plan will be organised (a parent and child meeting to discuss).
- If behaviour continues after a behaviour guidance plan is in place, the child may be suspended for 2 days upon Nominated Supervisor consultation. A further suspension will be given if the health and safety of others is constantly compromised.

Managing reportable injury/incident/accident/trauma/illness

- All **SERIOUS** incidents must be documented on the TheirCare **injury/incident/accident/trauma/illness report** in a timely manner (time, date and steps taken).
- First aid must be applied.
- Contact emergency line (000) if the immediate health of anyone is at risk.
- Contact Nominated Supervisor **immediately**.
- Contact parent/s.
- Nominated Supervisor **MUST** complete a notification to the Department of Education and Training within **24 hours** of an incident. (VIC)
- Nominated Supervisor **MUST** complete a notification to the NSW Department of Education within **24 hours** of an incident. (NSW).
- Certified Supervisor **MUST** complete a notification to the Department of Communities within **24 hours** of an incident. (WA).

What is a reportable incident?

- When the emergency services attend the service.
- Child attended medical practitioner for injury occurred at the service.
- Broken/fracture bones.
- Head injury where medical attention is required.

- Child has not arrived at care.
- Child not accounted for during care for longer than 10 minutes.
- Loss of a child.
- Child has been locked in the service.
- Child walked off school premises.
- Child has Anaphylaxis reaction where EpiPen has been administered or an Asthma attack.
- The death of a child.

[Please follow serious or fatal policy.](#)

First aid kit management policy

First aid kit will be maintained and available at the service accessible and visible to Educators.

- First aid kit must be available at the service at all times (indoors and outdoors).
- Termly checklist to be completed for first aid kit to ensure it is fully stocked with required items.
- All Educators are responsible to ensure first aid kit is available where care is operating from at all times.

Management of blood and bodily fluids policy

Care will be taken to avoid incidents and injuries at the service, however where an incident or injury occurs a qualified Educator with current first aid will assist.

- Educators are required to wear gloves where practical. In instances where time is a factor the Educator must inform another Educator to attend wearing gloves. Once this occurs Educators must ensure they wash their hands thoroughly under warm water with soap.
- Items with blood or bodily fluid must be removed, placed in a plastic bag, the bag must be tied and thrown in the bin.
- In the instant where a child has soiled themselves, 2 educators must be present guiding the child to clean themselves and replacement of clothing given to the child. Soiled clothing must be placed in 2 plastic bags and left away from other children until parent arrives at collection.
- In the instant where a child vomits at the service, educator must keep other children away from the area. The area must be cleaned and disinfect the area with appropriate detergents and warm water. Any soiled clothing must be removed place in 2 plastic bags and replace if spare available on site.
- Clean area with paper towel, disinfect the area with appropriate detergents and warm water. All materials used must be bagged and thrown in the bin.
- Parent must be called in a discreet manner ensuring the privacy of the child is always kept.

Managing hygiene and infectious control policy

All Educators are responsible to maintain a safe and clean environment. Educators MUST role model hygiene practices.

- Ensure all Educators maintain and implement safe health and hygiene practices at all times.
- Ensure all Educators and children wash their hands before and after meals, toilet use, wiping noses or/and touching any of their body parts.
- Cleaning schedule MUST be completed daily.
- Educators MUST identify, monitor, and exclude sick children from service.
- Food safety training MUST be up to date.
- Gloves MUST be worn when preparing food (see **food preparation policy**).
- All table and benches MUST be wiped with warm soapy water before and after each session (see local government requirements for additional disinfectant).
- Educators must be familiar with the exclusion period table to ensure that infectious diseases are minimized and controlled in line with Regulation 88.

Legislative Law/Regulations Definition:

National Regulations:

Victoria	Education & Care Services National Regulations 2011
New South Wales	Education & Care Services National Regulations 2011
Western Australia	Education & Care Services National Regulations 2012

National Law:

Victoria	Education & Care Services National Law Act 2010
New South Wales	Education & Care Services National Law Act 2010
Western Australia	Education & Care Services National Law (WA) Act 2012

Serious and fatal policy

All precautions will be taken by the service to avoid any a serious or fatal incident, however in the event of a serious or fatal incident Educators:

- MUST follow TheirCare processes
- MUST be ethical
- MUST be professional, and
- MUST consider ALL children and adults to reduce the likelihood of trauma.

What is a serious incident?

- When the emergency services attend the service.
- Child attend medical practitioner for injury occurred at the service.
- Broken/fractured bones.
- Head injury where medical attention is required.
- Child has not arrived at care.
- Child not accounted for during care for longer than 5 minutes.
- Loss of a child.
- Child has been locked in the service.
- Child walked off school premises.
- Child has Anaphylaxis reaction where Epipen has been administered or an Asthma attack.
- The death of a child while in the service.

In the event of a SERIOUS or FATAL incident:

- Emergency services MUST be called immediately (000).
- All other children must be removed from the incident area with other Educators in care. One Educator must remain with the child while emergency services arrive.
- Call parent/ guardian to inform them of the incident.
- **MUST** Call Nominated Supervisor to inform them of the incident.
- Educator **MUST** provide **CLEAR** and **FACTUAL** information to the emergency services.
- Educators complete the TheirCare **injury/incident/accident/trauma/illness report** in detail outlining a clear description of what had occurred, actions taken with times and date and full names of emergency services personal. A parent signature is required on the completed report when practical.
- A copy of the **injury/incident/accident/trauma/illness report** is to be provided to the Area Operations Manager for the Department of Education and Training immediately as the manager **ONLY** has **24 hours** to report the incident.
- Debriefing is required and will be conducted by the Area Operations Manager in consultation with Senior Management.
- Nominated Supervisor will contact the child/ren parents.
- It is important for the Educator to reflect on the incident to provide feedback on how it occurred and how improvements can be made in the future.
- Contact TheirCare Human Resources, when appropriate, who will provide appropriate further support.
- Inform the school of the incident.

Food preparation policy

TheirCare follow the guidelines reflected by the Food Safety Act, of the relevant state legislation. All Educators will ensure the requirements are always adhered to whilst the service is operating to ensure that safe and hygienic practices are maintained.

- Educators MUST ensure all table and benches are sanitised before and after food preparations.
- Paper towels MUST be used for ALL cleaning.
- Educators MUST wear gloves.
- Kitchen MUST be kept clean.
- All kitchen utensils are clean and stored appropriately.
- Fridge temperatures MUST be recorded daily (-5 degrees for freezer and 4 degrees for fridge).
- Expiry dates on food MUST be checked.
- Prepared food MUST be always covered.
- Uneaten food MUST be kept covered in the fridge for use later that afternoon.
- Each child MUST use utensils to serve themselves.
- Ensure ALL children have washed their hands with soap prior to preparing, serving, or eating food.
- When experiencing a cooking activity ensure all children involved wash their hands, wear gloves, and help with the clean-up.

Drink policy

It is important that water is always made available for the children without needing to ask for a drink.

- Service will have a jug of water and cups available for children to help themselves to.
- Service will have access to the school's water bubblers
- In an emergency, service will have bottled water on site, during plumbing works
- Children will have access to fresh running water to refill their personal water bottles
- During hotter months, place water jugs in the fridge or add ice to water jug

Nutrition and health policy

It is particularly important to educate the children and families of the importance of healthy eating. Our service will be guided by the guidelines from Nutrition Australia to help support children and families understand what this means for them. The service will embrace the opportunity to guide the children about food, culture and eating habits. Implementing a healthy eating approach to the daily menu and provide active play daily.

- The service will provide water and milk throughout the session.
- Children will be offered a variety of healthy foods. (fruit, vegetables, wholemeal cereals/bread/pasta/rice/low salt foods and low sugar foods).
- Educators to role model healthy eating and active behaviour.
- A healthy menu is on display for children and families.
- Educators to provide active activities daily.
- Food is prepared in a hygienic manner.
- Where a dietary plan is in place Educators will comply.
- Mealtimes are to be relaxed.
- All Educators must continually attend training to support implementing the **Nutrition and Health policy**.

Sun smart policy

This policy was developed to ensure all children and Educators are protected from the strong UV rays but also have exposure to some UV and Vitamin D. TheirCare have guidelines in place to support outdoor activities. Service is to follow the SunSmart guidelines for school term awareness and times that are appropriate where UV rays are low.

- Children and Educators MUST put 30+ broad spectrum sunscreen 20 minutes prior to going outdoors and reapply every 2 hours (once sunscreen has been applied ensure children wash their hands to avoid slippery hands).
- Children and Educators MUST wear hats when going outdoors (wide brimmed hats preferred) - NO HAT NO PLAY.
- Educators MUST ensure no outdoor play is planned when UV rays are at their highest (follow SunSmart chart)
- If weather is above 35 degrees and there is a high health risk to children, we do not play outdoors.
- If weather is under 35 degrees, please ensure quiet outdoor activities are provided and shady areas utilised.
- If the child has a sensitivity to sunscreen provided by the service, ensure parents provide an appropriate brand of sunscreen for their child.
- All the above include holiday program periods.
- All services must follow the school's sun smart (hat) policy.

Rest and sleep time policy

TheirCare services will provide a quiet area designated for rest and sleep time. This area will be visible to Educators to ensure safety is maintained always.

- Ensure space used for rest and sleep time is in the licensed area as per service approval.
- Ensure space for rest has quiet activities such as books and puzzles available.
- Ensure space has cushions and rug for children who want to sleep. (Tent can also be used for sleep space)
- All Educators must have the space in line of sight.

Clothing policy

Educators and children must wear adequate and appropriate clothing and footwear at the service in line with the National Framework.

- Educators must wear the TheirCare uniform which needs adhere to the Professional Appearance Policy.
- Educators and children must not wear open toe shoes (no thongs or sandals).
 - Closed toes shoes, preferably runners with socks, to avoid blisters in the heat
- Educators will encourage children to wear appropriate clothing to suit the climate, adhering to the National Quality Guidelines E.g.
 - Sleeved t-shirts, jumpers, hoodies (no singlets, in line with the Sun Smart Policy)
 - Supply spare bucket hat to service
 - Service to provide spare change of basic clothing, in a variety of sizes, in case a child soils themselves (underwear, shorts, pants, and feminine hygiene products, which are discreetly placed inside a brown paper bag for individual use).

Cultural safety policy

TheirCare is committed to ensure child safety is paramount and the focus of every service. TheirCare will have zero tolerance to any form of child abuse. As a company we are focused to ensure cultural safety for children from cultural and diverse backgrounds and provide an inclusive program for children with additional needs. Adhering to Child Safe Standard 1: Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued

- Educators and volunteers must actively support and facilitate participation and inclusion within the organisation by Aboriginal children and their families
- Racism will not be tolerated within the organisation and how the organisation will respond, including potential consequences
- TheirCare's leadership has a responsibility to help everyone involved within the organisation to acknowledge and appreciate the strengths of Aboriginal culture and understand its importance to the wellbeing and safety of Aboriginal children. (1.1, 1.2, 1.3, 1.4, 1.5).

Our children:

- Educators and volunteers must encourage and support children to express their culture and enjoy their cultural rights
- Educators and volunteers will listen to each child's view and respect what they say.
- TheirCare promotes multicultural backgrounds and diversity by allowing children to explore diverse cultures.

Our Educators:

- This policy will guide all TheirCare Educators to display culturally competent behaviour.
- All Educators will follow our **code of conduct policy**.

Supervision policy

TheirCare has a duty of care to all the children attending the service. Our Educators will actively practice a high level of supervision for children in their care.

Actively supervising is a proactive approach to ensure all children are always safe.

The following practices are vital.

Positioning - Educators must be positioned in allocated areas that ensure vision is direct and clear of all children.

Vision - Educators to ensure they have line of sight with all the children in our care.

Headcount - Headcounts must be conducted every 30 mins (reminder to be set on mobile phone).

Engaged - Actively listen to children discussions and conversations between themselves. Educators are required to engage and participate in activities while supervising.

- Educators will need to complete supervision training with TheirCare.
- Staff child ratio will be maintained at all times.
- Educator's qualifications are to be updated termly or as required.
- Children will be part of all aspects of the service.
- High risk areas must be supervised by highly experienced Educators.
- High risk activities must have familiar and experienced Educators.
- The service must have a supervision plan in place and communicated to all Educators.

Toilet supervision policy

Children and Educators must follow the toilet process to ensure children are kept safe at all times. The bathroom facility must be kept clean, safe, and hygienic and comply with the National Law & Regulations (*refer to below*)

- Children must inform an Educator when attending the toilet.
- Children must take 2 other children with them when attending the toilet.
- If toilets are far from the service, the Educator must implement toilet runs.
- Educators must inspect outdoor toilets away from the service prior to children attending.
- Educators must consult with the school when developing a specific toilet plan.
- Educators must discuss toilet/bathroom practices with the children and ensure clear and child friendly instructions for toilet/bathroom routines are put in place.
- In the instant where a child has soiled themselves or has a vomit, please follow Management of blood and bodily fluids policy on page 12.

Legislative Law/Regulations Definition:

National Regulations:

Victoria	Education & Care Services National Regulations 2011
New South Wales	Education & Care Services National Regulations 2011
Western Australia	Education & Care Services National Regulations 2012

National Law:

Victoria	Education & Care Services National Law Act 2010
New South Wales	Education & Care Services National Law Act 2010
Western Australia	Education & Care Services National Law (WA) Act 2012

Nappy Changing policy

Nappy policy may only be implemented for children with additional needs and where nappy changing facilities are accessible. The bathroom facility must be kept clean, safe, and hygienic and comply with the *Education and Care Services National Law and Regulations (refer to the below)*

In the instant where a child has soiled themselves or has a vomit follow Management of blood and bodily fluids policy on page 12.

- Toilet facility must have a floor mat available for nappy changing.
- Educator must always have another educator present whilst changing a child's nappy.
- Gloves must always be worn.
- The parent must provide nappy and wipes.
- Service will always have spare nappy's and wipes available.
- Educator must not lift children on to nappy changing table.

Legislative Law/Regulations Definition:

National Regulations:

Victoria	Education & Care Services National Regulations 2011
New South Wales	Education & Care Services National Regulations 2011
Western Australia	Education & Care Services National Regulations 2012

National Law:

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Children leaving licensed space or school premises unsupervised policy

Supervision policy in line with the supervision plan must prevent children leaving the supervised areas. In the event a child does leave the area without permission, it is the Educators duty of care to locate the child while ensuring the rest of the children remain safe with another Educator/s. If child cannot be located, Educators must follow the below steps.

Response to an unaccounted child:

- Educator to inform the other Educators of the child not accounted for.
- Review the attendance sheet (roll) to ensure child has not been collected.
- Complete a headcount.
- Ensure all other children are accounted for.
- Search surrounding areas on school grounds. If child cannot be located within 15 minutes, continue further steps:
 - Contact emergency services (000 police).
 - Contact parent to inform them of their child is not accounted for.
 - Contact Nominated Supervisor and advise them of the situation.
 - Educators must keep other children engaged.
 - Nominated Supervisor **MUST** complete a notification to the Department of Education and Training/ Department of Communities (WA) within **24 hours** of an incident.

Response to a child observed absconding:

- Educator to stay close to the absconding child and continue to talk to the child about their safety and to return to the service.
- Remaining Educators at the service will contact emergency services (000 police) to help.
- Remaining Educators to also contact parents to inform them of the situation.
- Educator must contact the Nominated Supervisor at this stage.
- DO NOT RUN AFTER CHILD.
- Nominated Supervisor **MUST** complete a notification to the Department of Education and Training within **24 hours** of an incident.

Once child is safe and accounted for:

- Complete TheirCare **injury/incident/accident/trauma/illness report**. Ensure all sections of this report are complete with times of actions, dates and full name of all contacts including parent.
- The Regulatory Authority will need to be notified within **24 hours** of the incident. The Nominated Supervisor will complete this.
- Nominated Supervisor will attend the service the following day to discuss the incident and how we can improve on practices to ensure no reoccurrence.
- Educators to work with Nominated Supervisor to create preventative strategies.
- The Educator will lead a discussion with children regarding safety.

Non-arrival of children policy (Missing Child)

Educators will endeavour to ensure that all children booked to attend into the service are signed in accordingly. If the child does not arrive at after school care after the school bell, the Educators will follow the below steps to alert parents to attain child's whereabouts

- Educators to check roll, phone messages and diary for any absent children.
- Educators will sign children in upon arrival at the service and complete a headcount to ensure all children are accounted for.
- Educators to follow up with any non-arrivals after the school bell.
- Contact school office for an update whether child had gone home and ask for PA announcement.
- Contact the parent and if there is no answer send parent text message informing them child has not arrived and if we do not hear from the parent with child whereabouts our next step is to contact the police.
- If still no reply from parent, contact emergency contacts on the enrolment form.
- If no reply and child has not been located, within 25 minutes of commencement of session, educators must contact police.
- Contact Nominated Supervisor.
- Complete the TheirCare **injury/incident/accident/trauma/illness report** with times and date of follow up.
- Nominated Supervisor **MUST** complete a notification to the Department of Education and Training/ Department of Communities (WA) within **24 hours** of an incident.

Delivery and collection of children's policy - WA

The Responsible Person of an education and care service must ensure that a child who is being educated and cared for by the education and care service does not leave the education and care service premises except in circumstances outlined in the Education and Care Services Law & Regulations, namely Subsection (4) which states that the child may only leave the relevant premises if the child -

- (a) is given into the care of —
 - (i) a parent of the child; or
 - (ii) an authorised nominee named in the child's enrolment record; or
 - (iii) a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises; or
- (b) leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record; or
- (c) is taken on an excursion in accordance with the national regulations; or is given into the care of a person or taken outside the premises —
 - (i) because the child requires medical, hospital or ambulance care or treatment; or
 - (ii) because of another emergency.

In this section the following definitions apply:

authorised nominee has the meaning given in section 170(5);

parent does not include a parent who is prohibited by a court order from having contact with the child.

The transition process is outlined in the [Transition to and from the service policy](#) which states the processes listed below apply.

- All preps or non-school age children attending the service will be delivered and collected by an Educator or Educators from their classrooms or designated area. This process will be for Term 1 and continue upon parent request.
- A list of preps attending after school care must be given to the prep teachers.
- The process must be clear and on display for all Educators to be aware of the process.
- Educators will deliver and collect the preps or non-school age children directly to their classrooms.
- Children that are known to abscond or are unfamiliar with the school grounds must also be delivered and collected from their classrooms no matter of age until all parties (Parents, school, child, and educator) are comfortable the child will arrive safely.

If the transitions require transportation via bus, i.e., moving between campuses/ to the service, refer to the [Excursion Policy](#) and [Transporting Children To and From the Service policy](#)

Note: These may vary from school to school. In consultation with the school the Nominated Supervisor and the Service Coordinator / Responsible Person must clearly communicate any different process required to cater for the school environment and process.

The following complementing policies apply:

- Late/non-collection of children policy
- Authorisation to collect children policy
- Refusal of authorisation policy
- Non-arrival of children policy (Missing Child)
- Transition from school and service policy

Legislative Law/Regulations Definition:

National Regulations:

Victoria	Education & Care Services National Regulations 2011
New South Wales	Education & Care Services National Regulations 2011
Western Australia	Education & Care Services National Regulations 2012

National Law:

Victoria	Education & Care Services National Law Act 2010
New South Wales	Education & Care Services National Law Act 2010
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Late/non-collection of children policy

All children must be collected by an authorised person at the end of each session. While it is understood that situations occur, it is expected that parents contact the service to inform the Educator of this immediately.

Immediate response:

- Sign of operational times must be on display for parents.
- Operational times must be on the regular newsletter provided to the school by the service.
- After 5 minutes of closing time the Educator must contact the parent if child has not been collected.
- When speaking with the parent remind parent of the operational times and late fees of \$1 per minute per child.
- Parent to inform of an estimated time of arrival.
- If parent is not able to be contacted, Educator must then contact the emergency contact people on the child's enrolment form.
- Contact Nominated Supervisor who will offer further guidance.
- Educator will offer child food and drink while continuing to try to contact parents.
- If still no contact, the Nominated Supervisor will contact school principal, the school may assist with locating the child's parents.
- Educator or Nominated Supervisor will contact police.
- If no contact has been made within 45minutes, the Nominated Supervisor will then contact the Department of Health and Human Services (DHHS) after hours emergency hotline and advise them of the situation and provide them with the child's parents details.
- In this case the Police or the Department of Human Services may decide to collect the child. Ensure a sign is left on the service door with the details of the Police and/or the Department.
- The TheirCare injury/incident/accident/trauma/illness report must be completed with time and date of actions taken and contact details about all persons contacted.
- The Regulatory Authority must be notified by the Nominated Supervisor within **24 hours** from incident.

Authorisation to collect children policy

Educators must ensure person collecting children other than the parent must have permission from the parent and produce photo ID if not on the enrolment form as the emergency contact person.

- Parent must give permission to have someone else collect the child. If parent has not informed you of someone else collecting child, contact parent to get approval to release child.
- Person collecting child must produce photo ID.
- If you cannot get a hold of a parent do not release the child until parent confirms approval.
- No person under the age of 18 will be permitted to collect the child unless written permission from parent with date and duration of time required to have child collected (including siblings) is provided.
- In case of a custody order, copy of the court order must be kept at the service with the child enrolment form.
- If the person on the court order who is not authorised to collect the child does arrive, have a conversation but if it becomes loud or heated allow the child to go and then contact police and the authorised parent.
- Contact Nominated Supervisor.
- Complete the TheirCare **injury/incident/accident/trauma/illness report** and send to your Nominated Supervisor.
- Nominated Supervisor will notify the Regulatory Authority within **24 hours** of incident.

Day attendance policy

TheirCare requires all children to be registered and have a completed enrolment form. In the case where an emergency occurs all efforts will be made to ensure the wellbeing of the child is a priority.

- If a child arrives at the service without an enrolment form completed, the Service Coordinator / Responsible Person will contact the school for parent contact details.
- If parent requires the child to attend the service, the parent will be asked to complete the enrolment online immediately. Meanwhile the parent or school is required to provide contact details, doctors information, Medicare details and inform the service of any medical condition the child may have and provide copies of medical action plan. The child is to remain at the school office until all required information has been given.
- If Service Coordinator / Responsible Person/school is unable to contact the parent, the child will remain at the service and added to the attendance sheet.
- The Educator will continue to contact the parent to inform them that the child is at TheirCare.
- Upon arrival of the parent the Service Coordinator / Responsible Person must finalise their online registration.
- Nominated Supervisor will work with the school to encourage all parents to register with TheirCare for emergency purposes.

Refusal of authorisation policy

Cases will only be refused by TheirCare should a child be at risk. Cases and actions listed below:

- If the parent or authorised person collecting the child is intoxicated and not fit to drive. Ask parent/authorised person to contact another authorised person to collect the child.
- If there is a court order in place for the person collecting child. Calmly tell the person they are unable to collect the child and contact primary carer.
- If sibling or person collecting the child is under the age of 18 years without a written permission from the parent.

Extra curriculum activities policy

To ensure children are accounted for at all times during any extra curriculum activities a clear process and communication with all involved must be in place.

- Parent must complete the **return and release form** which clearly states times, days, duration, and location of the activity. On this form the parent also needs to nominate the person collecting and bringing the child back to the service.
- Parent to provide contact detail of the external provider.
- TheirCare Educator will not accept responsibility for a child to attend and be collected from extra curriculum activities.

Transition from school and service policy

The transition process may vary from school to school. In consultation with the school the Nominated Supervisor and the Service Coordinator / Responsible Person must clearly communicate any different process required to cater for the school environment and process.

- All preps or non-school age children attending the service will be delivered and collected by an Educator or Educators from their classrooms or designated area. This process will be for Term 1 and continue upon parent request.
- A list of preps attending after school care must be given to the prep teachers.
- The process must be clear and on display for all Educators to be aware of the process.
- Educators will deliver and collect the preps or non-school age children directly to their classrooms.
- Children that are known to abscond or are unfamiliar with the school grounds must also be delivered and collected from their classrooms no matter of age until all parties (Parents, school, child, and educator) are comfortable the child will arrive safely.
- If the transitions require transportation via bus, i.e., moving between campuses/ to the service, refer to the [Excursion Policy](#) and [Transporting Children To and From the Service policy](#).

Excursion policy

TheirCare holiday programs provide the children a range of off-site activities/excursions. These are carefully planned to keep in mind the safety and wellbeing of all children. The planned excursion will reflect on the children's feedback and interests.

- Feedback provided by the children and families will be forwarded to the TheirCare holiday program team.
- Once the excursion venue has been chosen the Holiday Program Team will visit the venue to complete a risk assessment, ensuring venue is safe for the children to attend.
- Once approved the risk assessment must be reviewed by the Service Coordinator / Responsible Person and Educators.
- Risk assessment must be reviewed yearly by the Holiday Program Team or as amendments are required.
- Risk assessment consist of:
 - Risks identified and ways to minimise these.
 - Means of Transport (ie) Bus
 - If travelling via bus- seat belts or safety restraints under a law of each jurisdiction in which the children are being transported.
 - Process of entering and exiting the education and care service premises.
 - Procedure of regular Headcounts
 - Procedure of embarking and disembarking the means of transport (ie bus)
 - Staff/child ratio and qualification required as per the risks of the excursion
 - The Duration of the excursion
 - Road Safety – pedestrian crossing, traffic lights, bus drop off locations, active supervision
 - Tripping hazards and footpath conditions – active supervision
 - Bodies of water at excursion sites – depth of water, fenced off, active supervision
 - Stairs/escalators – active supervision
 - Travel time duration – traffic conditions
 - Bus breakdown – replacement bus
 - Sick child or educator
 - Managing public
 - Venue specific – rides, roller-skating, ice-skating examples
 - Emergencies – Fire at Venue – follow site specific emergency management plan
 - Service details.
 - Excursion details.
 - Travel routes to and from service to venue, including map and text direction
 - Bus drop offs and pick up location – safest and closest point to venue, avoiding major roadway crossings
 - Staff/child ratio 1:8 for high-risk excursions
 - Staff/child ratio 1:11 for low-risk excursions (or transporting children between campuses to the service)
 - Private screening at cinema ratios will adhere to 1:15, example
 - State relevant prescribed ratios apply – e.g. WA
 - Staff/child ratio 1:8 for high-risk excursions - WA
 - Staff/child ratio 1:10 for low-risk excursions – WA
 - Proposed activities – rock climbing, dodgem cars, sports, zoos, walking tracks
 - Items to take on the excursion (see detailed list below).

- School age children are able to attend excursions. Children under school age are required to remain at the service with an ELC qualified Educator/s.
- Any excursion involving open water e.g. swimming, the [Water Activity Policy](#) applies including:
 - A higher staff to child ratio of 1 educator to 5 children
 - A comprehensive Risk Assessment including if personnel (either at a service or venue level) specific qualification is required e.g. lifesaving medallions.
 - Educator must be engaging with the children in the water and practicing active supervision.
 - A mix of male and female educators should be present to assist with access to change rooms if required.
- Notification and permission form provided to parent/guardian. Permission form MUST be signed prior to the excursion. This form must meet the *Education and Care Services National Law and Regulations (refer to below)* standards, covering all required information. See image following this policy.
- If permission has NOT been signed child will not be able to attend the excursion. Service Coordinator / Responsible Person will contact the parent/guardian to return to the service to sign permission form. *Parent/guardian is able to email the permission form through to the service email address.*
- Risk assessment must be on display for parents to view.
- Excursions that require travelling by bus must follow the TheirCare **transport policy**.
- Before leaving the service, the Service Coordinator / Responsible Person and Educators must ensure the following information/items are placed in the service's Holiday Program Bag:
 - A permission form is signed for ALL children attending the excursion.
 - Each child is provided with a TheirCare white bib, to wear over their clothing, with the Customer Support phone number printed prominently on the back.
 - Travel size first aid kit is available and adequate for the size of the group.
 - Attendance Roll sheet and quick emergency contact list.
 - Service mobile phone.
 - Service tablet
 - Excursion risk assessment.
 - Children's medical action plans and medication.
 - Bottled water, in case of emergency.

Legislative Law/Regulations Definition:

National Regulations:

Victoria	Education & Care Services National Regulations 2011
New South Wales	Education & Care Services National Regulations 2011
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National Law:

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Excursion & Transportation Permission Form

Service Details:

Holiday Program Service Name:	Date of Excursion		
Holiday Program Service Address:	Pick up location?		Yes
Purpose of and Reason for Excursion:	For children to socialise and interact while having fun exploring different environments		
Approximate Number of Attendees:	Children:	Staff:	Ratio: 1 educator per children

Venue Details:

Excursion Venue Name:	
Description of the Venue: (i.e. Cinema):	
Excursion Activities	Movie Rating:
Risk Assessment (incl. Transport)	A excursion risk assessment has been completed and is attached to this document

Transportation Details:

Transportation Method:	Chartered Bus
Pick Up Time (From School):	Arrival at Venue:
Pick Up Time (From Venue):	Return to Service:
Seatbelt/Safety Legal Requirements:	This bus has seatbelts, is fully licenced/registered and meets industry requirements as set out by the Bus Safety Act

By signing this permission slip, I, as the parent/guardian (or an authorised nominee on the child's enrolment records) of my child(ren) listed below give consent for my child(ren) to be taken outside of the education & care premises by the approved provider & educators to participate in the excursion as detailed above. I acknowledge that a risk assessment has been developed & that the service has written policies for excursions & transporting children, both of which are available to view at the service.

In line with public health directives, contact details including your child's full name and parent/emergency contact information may be provided to the excursion venue for contact tracing purposes.

Child's Name	Parent/ Guardian's Name	Signature	Contact Number

Transporting children to and from the service policy

TheirCare will ensure that any child travelling to and from excursions are kept safe from harm and hazards. Buses used must be compliant with the appropriate transport regulations.

- Buses must be fit for use and meet the Australian Standards, including:
 - Drivers hold current Working with Children Checks (WWCC) or appropriate accreditation.
 - Vehicles should have seat belts for every passenger. If this is not the case, this must be identified in the Risk Assessment document.
 - Vehicles must be roadworthy and tested in accordance with the appropriate legislation.
- Children will travel once a permission form is signed by a parent.
- Parents are informed of the bus route bus on the day of excursion.
- Service Coordinator / Responsible Person will have discussions with the children about safety and appropriate behaviour on the bus and at the excursion venue.
- Educators will supervise children as per the excursion ratio identified on the Risk Assessment.
- For transportation between campuses and the service the following items apply:
 - A list of children attending the session is to be sent to the school office of each campus.
 - A confirmation email and phone call from the service and school the session prior confirming receipt of the list of children.
 - Any changes to the attendances are to be communicated to the school via email and phone call as soon as practical.
 - A school employee (e.g., teacher or member of the support team) must travel with the children on the bus and are responsible for their safety until the children are signed into the service.
- Regular head counts must be completed at each stage such as when departing the service, at any road/stop, boarding the bus, disembarking the bus and at the venue. These should be captured on the appropriate head count check documentation and should be validated by all educators (more than one person).
- All children should be wearing a TheirCare bib/vest to easily identify they belong with our group.
- Between September to April (term 4 and term 1), and days of high UV rating, hats must be provided by families and be worn by the children, when out in the open.
- Sunscreen must be provided for regular application and sensitive skin between September and April (term 4 and term 1), and days of high UV rating.
- When walking all participants are to stay to footpaths, observe any safety instructions/signage e.g. using pedestrian crosswalks or lights. A designated educator must lead the group, with another one at the end to monitor for children who may be slower or at risk of being left behind. All remaining educators are to be spread amongst the group monitoring the children.
- In the event of a missing or lost child, the educators need to enact the appropriate steps outlined in the missing child policy/process,
- A proposed route map of the drive between the service and venue must be attached to this Risk Assessment document.
- The Responsible Driver is required to ensure the van/bus is in clean and good working order and confirm a designated meeting space prior to the bus leaving the group at the Service. Should a change be required e.g. should the RB become ill and need to be replaced, notification will be communicated to all parties, to ensure it is ready to meet the group on time, preventing standing around waiting.
- The Responsible Driver and educator will always travel on the van/bus together at all times.
- A vehicle safety check must be completed daily.
- A permission form is signed for ALL children attending the excursion.

- First aid kit is available.
- Attendance sheet and quick emergency contact list.
- Service mobile phone.
- Excursion risk assessment.
- Children's medical action plans and medication.

Transport children by emergency services policy

In case of an emergency children will always be transported by emergency services. As part of the TheirCare enrolment process parents have given permission for their child to travel by Ambulance in the event of an injury, incident, accident, trauma, or illness, in this event the child may need to travel in the emergency service vehicle on their own.

- In the event of an emergency contact emergency services (000).
- Contact child's parent.
- Contact Nominated Supervisor.
- Complete the TheirCare **injury/incident/accident/trauma/illness report**.
- Nominated Supervisor will complete the notification to the Regulatory Authorities within **24 hours** of the incident.

Emergency and Evacuation policy

In the event of a medical or life-threatening emergency the Service Coordinator / Responsible Person and Educators will act with the highest duty of care to the children and one another.

- Service MUST follow the **emergency management plan**.
- Service risk assessment must be conducted and recorded to identify potential emergencies relevant to the service.
- The emergency management plan along with evacuation maps and emergency numbers must be on display at all exit doors within the service space.
- A telephone, fire extinguisher and first aid kit must be available for use.
- The fire extinguisher will be regularly checked by an authorised provider as nominated by the school.
- TheirCare key contacts will be on display at the service.
- In an event of an emergency the Service Coordinator / Responsible Person and Educators will ensure a direct response to the children affected by the emergency first to minimise all risk as quickly as possible. Emergency services should then be called.
- Nominated Supervisor must be contacted and informed of the situation. Nominated Supervisor will assist with contacting of the parents and stakeholders.
- Complete TheirCare **injury/incident/accident/trauma/illness report**.
- Nominated Supervisor will notify the Regulatory Authorities within **24 hours**.
- Evacuation drills MUST be practiced every 3 months, as legally required (medical emergency, fire drill and lockdown). During Holiday Program, one evacuation per week must be completed.
- All practiced evacuation drills MUST be documented.
- Educators must ensure that children that are non-ambulant (in a wheelchair) have an educator assigned to assist in evacuation / emergency situations.

Legislative Law/Regulations Definition:

National Regulations:

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National Law:

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Aggressive behaviours and intruders' policy

The Service Coordinator / Responsible Person and Educator will protect children from potential harm and incidents involving violence and inappropriate behaviours. TheirCare will not tolerate parents or others to display such behaviours and will be dealt with quickly and firmly. Behaviours include, gestures, swearing, yelling, touching a person in a way that inflicts harm, stand over and grooming.

- Where there is an intruder on school grounds the Service Coordinator / Responsible Person must calmly bring the children inside and lock down.
- Headcount must be completed to ensure all the children are accounted for.
- Contact 000 for assistant and then contact the Nominated Supervisor to inform them of situation.
- The children will continue to participate in activities while Educators support the Service Coordinator / Responsible Person in keeping the children calm and away from the intruder.
- Complete the TheirCare **injury/incident/accident/trauma/illness report**.
- Nominated Supervisor will notify the Regulatory Authorities within **24 hours** of incident.
- Where aggressive behaviour is displayed at the service, the Service Coordinator / Responsible Person will ask the parent or other to step into another room or outside to discuss the matter calmly and professionally.
- Where aggressive behaviour continues, the Service Coordinator / Responsible Person must inform the Nominated Supervisor immediately so appropriate action can be taken.
- Letter of warning will be sent to parties involved.
- School principal will be informed.
- Nominated Supervisor will contact parties involved to work a resolution.
- Nominated Supervisor will meet with parties involved.
- TheirCare **injury/incident/accident/trauma/illness report** must be completed by the Service Coordinator / Responsible Person. Nominated Supervisor will document any further conversation with parties involved.
- If the wellbeing of a child has been compromised notification to the Regulatory Authorities will be completed with **24 hours** of the incident.

Fire on site policy

The service aims to ensure all children and Educators are kept safe from fire at the service or on school grounds. Regular evacuation drills and discussion with children and Educators will be the most important factor to ensure children follow the process away from danger.

- Evacuation maps including school grounds maps and processes to be displayed at each emergency exit.
- Emergency exits must remain clear and easily identified.
- All firefighting equipment must be in good condition and well maintained.
- Evacuation drills must be completed and documented every 3 months. Children and Educators must reflect and evaluate on the process.

In the event of a minor fire at the service:

- Call emergency services 000.
- Remove the children from the area to a safer space.
- Without danger to the children and themselves the Educators can attempt to use the fire extinguisher or a fire blanket to prevent fire from spreading.
- Once the emergency is over the Service Coordinator / Responsible Person must inform the Nominated Supervisor.
- Complete TheirCare **injury/incident/accident/trauma/illness report**.
- Advise the parents of the incident upon their arrival to the service.
- If emergency services attend the service, the Nominated Supervisor must notify the Regulatory Authorities within **24 hours** of incident.

In the event of any fire Educators must:

- Implement the **service evacuation plan** immediately.
- Educators must assemble the children and move them away from the path of the fire in a calm manner. Educators must ensure no children are left behind or are in the toilets. All children must be accounted for, and a headcount completed once away from the fire.
- Service Coordinator / Responsible Person must call emergency services 000 and Nominated Supervisor.
- Nominated Supervisor will assist with informing the parents of the incident.
- A TheirCare **injury/incident/accident/trauma/illness report** must be completed.
- Nominated Supervisor must notify the Regulatory Authorities within **24 hours** of the incident.
- Discussion with children and parent to be held to ensure children are at ease with the incident and process.

Natural disasters including floods, cyclones, and bushfires policy

- In the event of natural disasters, the children and Educators must keep safe at all times. The service needs to be familiar with the service **Emergency Management Plan** and implement the process when directed by the emergency services.
- **Emergency management plan** must be on display and handy. This document will be reviewed annually.
- Service Coordinator / Responsible Person must follow direction of the emergency services and contact the Nominated Supervisor to inform them of the situation.
- Nominated Supervisor will assist with informing the parents of the situation.
- TheirCare **injury/incident/accident/trauma/illness report** needs to be completed and the Nominated Supervisor must notify the Regulatory Authorities within **24 hours** of the incident.
- Nominated Supervisor will conduct a debrief meeting with Educators to review process and policy.
- Discussion with the children and parents must take place as soon as possible.

External dangers policy

The service aims to ensure all children and Educators are protected from all potential harmful external dangers and incidents and reduce the risk of unknown factors. Bomb, mail, and phone threats must be taken as danger to the children and Educators.

- Should the Service Coordinator / Responsible Person or Educator be advised of a potential threat by phone or mail the threat must be taken seriously.
- Record the information of the threat including time, date and what was said or written.
- Remain calm.
- Contact emergency services 000.
- If threat is in a mail format, be conscious of the packaging, special delivery, no return address and or unfamiliar odour.
- Children and Educator must evacuate the service.
- Contact emergency services 000 and provide as much information to the emergency services as possible.
- Contact the Nominated Supervisor.
- Nominated Supervisor will contact the school principal.
- TheirCare **injury/incident/accident/trauma/illness report** needs to be completed and the Nominated Supervisor must notify the Regulatory Authorities with **24 hours** of the incident.

Animals at the service policy

Animals are a great learning experience for the children. All animals (fish, insects, or birds) at the service must be clean and healthy. All steps must be taken to ensure no harm is inflicted on to children or Educators by the animal. Service Coordinator / Responsible Person must seek permission from the Nominated Supervisor and the school principal prior to getting a pet for the service.

- Educators will need to ensure no child with allergies or phobias when selecting an animal for the service.
- Educators will need to ensure that the health and safety of the animal is risk assessed before introducing it into the service.
- All children and Educators must wash their hand after touching/feeding the animal.
- The children with support from the Educators will clean and maintain the animal's house regularly.
- Discussion about responsibilities of looking after an animal are encouraged.
- A roster will need to be created for the care of the animal on weekends and school holidays.

Dangerous products and equipment policy

The environment will be maintained at a safe standard at all times. Clear signage identifying dangerous products and equipment will be utilised throughout the service.

- Dangerous kitchen products must be in a high or locked cupboard with a sign identifying these on the cupboard door.
- Children will only have limited access to the kitchen with direct supervision by the Educator/s.
- Service will use environmentally friendly products for surface cleaning.

Storage and maintenance of equipment and resources policy

Service will ensure all equipment and resources are kept clean, tidy and in good condition at all times and stored in a safe area.

- Storeroom must be kept tidy and organised.
- Children should not have access to the storeroom without direct supervision by an Educator.
- Service Coordinator / Responsible Person will inform the Nominated Supervisor of any broken or damaged equipment or resources.
- Children are responsible for keeping the equipment and resources in good condition.
- Children will respect the services resources and equipment.
- For shared space, the Service Coordinator / Responsible Person will communicate with the school to keep the space clean, tidy, and safe.

Medical conditions and practices policy

Each child at the service will be provided with individual care if diagnosed with a medical condition. Parent/guardians will work alongside the service Educators to ensure the health and safety of the child is a priority and meeting the needs required.

The service MUST have relevant **medical action plans, risk minimisation/communication plan and medication** before child attends the service. Service Coordinator / Responsible Person must request the documents from the parent at the enrolment /orientation process. At no point should there be children with medical conditions at the service without a current action plan, risk minimisation/communication plan and medication. **Service Coordinator / Responsible Person may refuse care if these are not provided.**

- At the enrolment/orientation the Service Coordinator / Responsible Person must discuss our policy with the parents if their child has a medical condition.
- The Service Coordinator / Responsible Person must review the medical action plan and medication to ensure all prescription is in date and correct.
- Where required, all Educators will follow the individual diagnosed **Medical Action Plan** and the **risk minimisation/communication plan**.
- **Risk minimisation/communication plan** must be developed to ensure the risks related to the specific medical condition are minimised by the following appropriate actions. The parent must sign off on this document once they approve risk minimisation actions.
- A copy of the **medical action plan and the risk minimisation/communication plan** are to be on display on the kitchen wall if this space is NOT used by anyone else, or in the medical folder if the service is in a shared space, a copy of the documents to be placed with the medication, and another copy in the child enrolment form.
- Medication must include the child's full name, expiry date and dosage. All medication must be stored appropriately as directed on the package.
- Service Coordinator / Responsible Person must ensure that children with medication must have a medication container clearly labelled with child's full name and with their medication.
- All food related conditions must have a risk minimisation/communication plan attached to the information provided by a doctor.
- Dietary requirements must be documented on the TheirCare **dietary requirement template** and signed by the parent/guardians.
- If child has additional needs, Service Coordinator / Responsible Person must contact Community Child Care to confirm agent overseeing the area. Service Coordinator / Responsible Person to contact the Inclusion Support System (ISS) facilitator. Service Coordinator / Responsible Person must collect information from the parent and create a child profile with information about the child's disability, behaviours, and actions to support the child needs.

Administration of medication policy

Children that require any form of prescribed medication must be provided with the utmost care by all Educators at the service. This will ensure the wellbeing and health of the child.

- If medication is required while the child is in a TheirCare service, the parent/guardian must sign the **medication authorisation form** allowing Educators permission to administer the medication required.
- Children will not be able to self-medicate while in attendance.
- Medication must be stored as recommended by the package and away from other children.
- Medication must NOT be kept in the child's school bag.
- All medication that needs to be administered must be in the original package/container, must be in date, with child's full name and a prescribed dosage. If medication is not as stated medication will not be administered.
- Only the prescribed dosage must be administered.
- When administering medication, the educator MUST sign the **medication authorisation form**.
- There must be a witness to the administering of medication, this cannot be another child for single staffed services, it can be a video call to another service checking dosage and verbally confirming dosage. Educator then references the witnesses name on the form.
- On collection of the child the parent/guardian must acknowledge the administration of the medication and provide a signature.

Asthma management policy

All children with Asthma will receive the appropriate medical attention and medication necessary for the child's wellbeing. Children with Asthma and **NO** action plan or Ventolin at the service will **NOT** be able to attend the service.

- Children with Asthma **MUST** have an Asthma action plan at the service.
- All Educators must have Asthma training and a copy of their certificate must be included in their staff record.
- The Service Coordinator / Responsible Person will keep an up-to-date action plan and it will be reviewed each year or when the child's condition changes.
- **Asthma action plan** and the **risk minimisation/communication** must be on display at the service, with medication, and with child's enrolment form.
- Child's medication must be kept at the service, stored safely and accessible.
- Clear sign of where the medication is kept at the service for all Educators to be aware of child.
- Educators will follow the **Asthma action plan** and the **Risk minimisation/communication plan**.
- If the event of the child having an Asthma attack, Educators must action the **Asthma action plan**.
- Contact emergency services 000 immediately followed by the parent and then the Nominated Supervisor.
- The Service Coordinator / Responsible Person must document actions taken, time frames and dated information on the TheirCare **injury/incident/accident/trauma/illness report**.
- Nominated Supervisor to notify the Regulatory Authorities within **24 hours** of incident.
- Where required, Educator will be provided with support or counselling.

Anaphylaxis and EpiPen policy

Anaphylaxis is a severe and a life-threatening allergic reaction. The safety and wellbeing of the child is a shared responsibility with parents, school, and the whole community. The parent/guardian must work with the Service Coordinator / Responsible Person to ensure the utmost care is maintained at all times. Children with Anaphylaxis and **NO** action plan or Epi-Pen at the service will **NOT** be able to attend the service.

- All Educators MUST have completed an approved Anaphylaxis management training. This needs to be valid always while employed with TheirCare.
- **Anaphylaxis management plan**, **risk minimisation/communication plan** and EpiPen MUST be at the service while child in our care.
- The Service Coordinator / Responsible Person will keep an up-to-date action plan and review each year or when the child's condition changes.
- **Anaphylaxis action plan** and the **risk minimisation/communication plan** must be on display at the Service, with medication, and with child's enrolment form.
- Child's Epi-Pen must be kept at the service, stored safely, accessible and labelled with child's name.
- Clear sign of where the medication is kept at the service for all Educators to be aware of child and where the medication is kept at the service.
- Educators will follow the **Anaphylaxis action plan** and the **risk minimisation/communication plan**.
- If the event of the child having an allergic reaction, Educators must action the **Anaphylaxis action plan**.
- Contact emergency services 000 immediately followed by the parent and then the Nominated Supervisor.
- The Service Coordinator / Responsible Person must document actions taken, time frames and dated information on the TheirCare **injury/incident/accident/trauma/illness report**.
- Nominated Supervisor to notify the Regulatory Authorities within **24 hours** of incident.
- Where required, Educator will be provided with support or counselling.

Diabetes policy

All children who have Diabetes must have a **Diabetes action plan**. All children with Diabetes will receive the appropriate medical attention and medication necessary for the child's wellbeing. A child with Diabetes and **NO** action plan will **NOT** be able to attend the service.

- **Diabetes action plan** and **risk minimisation/communication plan** MUST be at the service while child in our care.
- The Service Coordinator / Responsible Person will keep an up-to-date action plan and reviewed each year or when the child's condition changes.
- **Diabetes plan** and the **risk minimisation/communication** must be on display at the service, with snacks or drinks located in the medication tub, and with child's enrolment form.
- Any medication must be kept at the service, stored safely and accessible labelled with child's name.
- Clear sign of where the medication is kept at the service for all Educator to be aware of child and where the medication is kept at the service.
- Educators will follow the Diabetes Action plan and the Risk minimisation/communication plan.
- Any time an Educator or a child conducts a blood glucose level test the time, date and level must be recorded on the medication authorisation form or child communication book this must be signed by the parent/guardian.
- Contact emergency services **000** followed by the parent then the Nominated Supervisor.
- The Service Coordinator / Responsible Person must document actions taken, time frames and dated information on the TheirCare **injury/incident/accident/trauma/illness report**.
- Nominated Supervisor to notify the Regulatory Authorities within **24 hours** of incident.

Duty of care policy

Educators within a TheirCare service will take all reasonable steps to ensure a safe and secure environment that protects all children from harm or possibility of harm while supporting their interaction, engagement, and play.

- All decisions made by the Educators MUST be made with safety in mind.
- Children's health, safety and wellbeing is first and foremost priority.

Child Protection/Mandatory Reporting policy

TheirCare will ensure that the health, safety and wellbeing of the Educators and children is paramount. Children and Educators have the right to feel safe, secure, and nurtured in an environment that is free of physical, sexual, psychological, and emotional abuse including neglect.

All TheirCare Educators will have a moral, ethical, and social obligation to ensure children attending care remain safe and report any signs, conversations and behaviour that may compromise the health and wellbeing of a child.

It is mandated for Educators to report under the relevant state legislation.

Definition of abuse

Child abuse is any act committed against a child involving-

- Physical violence
- Sexual offences
- Serious emotional or psychological abuse
- Neglect

What is child abuse?

The child safe standards aim to protect children from abuse in organisations.

Mandatory Reporting aims to protect children from domestic violence and/or abuse.

Physical violence occurs when a child suffers or is likely to suffer physical harm from a non-accidental injury or injuries inflicted by another person.

Physical Indicators:

- Unexplained bruises.
- Burns or fractures.

Behavioural Indicators:

- Showing wariness or distrust of adults.
- Unexplained outburst of aggressive behaviour.
- Fear of specific people.
- Wearing clothes that cover arms and legs even in the heat.

Sexual offences occur when a person involves a child in sexual acts, or deliberately puts a child in the presence of sexual behaviour that is inappropriate for the child's age and development. Child sexual abuse can involve a range of sexual activity including touching, masturbation, penetration, and violation. It also includes exposure through pornography or prostitution as well as grooming.

Physical Indicators:

- Vaginal or anal bleeding or discharge.
- Presence of sexually transmitted diseases.
- Pregnancy.

Behavioural indicators:

- Showing wariness or distrust of adults.
- Unexplained outburst of aggressive behaviour.

- Fear of specific people.
- Display sexual behaviour or knowledge that is unusual for the child's age.
- Difficulty sleeping.
- Complaining of sore stomach or genitalia
- Being withdrawn.

Psychological and Emotional abuse occurs when harm is inflicted on a child by repeated rejection, threats, verbal abuse (all forms of verbal negative comments) and isolation.

Physical Indicators:

- Physical signs of self-harm.
- Delays in mental and emotional development.

Behavioural indicators:

- Displays low self-esteem
- Has high anxiety.
- Displays aggressive behaviour.
- Is demanding.
- Physical signs of self-harm
- Being withdrawn or passive.

Neglect is a continual failure to provide a child with necessities of life, such as clothing, food, hygiene, medical attention, shelter, and supervision which compromise the child's wellbeing, safety, and development.

Physical indicators:

- Poor hygiene
- Malnutrition
- Inappropriate clothing
- Always hungry.

Behavioural indicators:

- Stealing food
- Daily Late pick up
- Aggressive behaviour

Educators' awareness

- Educators must be aware of their legal responsibilities.
- Educators must be aware of child protection and mandatory reporting requirements.
- Educator must complete a mandatory reporting training session.
- Educators must report any behaviours that indicate child abuse or grooming.
- If unsure Educators must have discussions with the Nominated Supervisor.

In the event of suspicion or if the parent discloses information:

- Advise the parent/guardian you will be taking notes during the discussion to capture all the details.
- Advise the parent/guardian that the information documented will need to be repeated to the Nominated Supervisor and the police and the relevant state child protection agency.
- Important not to make any promises and explain you will do your best to ensure the child is safe.
- Ask parent/guardian what actions they would like you to take and advise them of the next steps taken.

- Ensure all documentation and report is accurate and detailed. The report will need to be filed in a secure place.
- Inform the Nominated Supervisor of the situation.
- It is our responsibility to ensure any situation where we believe that child abuse has taken place is reported to the Child Protection Authorities or as required in each state of Australia.
- Inform the school principal of the child's situation.
- Reports of abuse are confidential and must NOT be discussed outside TheirCare.
- All suspicions, whether reported or not must be documented.
- All reports will remain confidential with the Child Protect Authority. However, if the report becomes a subject of a Protection Application the Educator/s may be required to give evidence in court.

In the event of suspicion or if the child discloses information:

- Separate the child from other children discreetly and listen to them carefully.
- It is important to allow the child to speak in their own words of what has occurred.
- Ensure your questions are open ended - do not ask questions that are leading.
- Explain to the child that the information may need to be shared with others like police, school, or parents.
- Important not to make promises to the child but explain you will do your best to keep them safe.
- Reassure the child it is OK to tell an adult.
- Stay with the child if he or she feels at ease in your company.
- After the disclosure, record the information as factual and accurate as possible and report to your Nominated Supervisor.
- Nominated Supervisor will support you through the next steps.
- Educators must be aware that some people and children from different cultures may face some barriers when reporting any allegations of child abuse.
- All suspicions, whether reported or not must be documented.
- All reports will remain confidential with the Child Protect Authority. However, if the report becomes a subject of a Protection Application the Educator/s may be required to give evidence in court.

Child Protection/Mandatory Reporting Requirements

Every Educator and TheirCare employee have a responsibility to protect the health, safety, welfare, and wellbeing of children with whom they are in contact with. The legal responsibilities of Educators who work with children are identified in the table below which outlines the Australia child protection legislation. All Educators must be familiar with their state legislative requirements so that all mandatory requirements are met to support the safety and care of all children.

For NSW, the following process is followed (in conjunction with the steps listed in the policy):

- Educators will input the information into the 'Mandatory Reporter Guide' to determine if the child is at risk of significant harm and if a report needs to be made. <https://reporter.childstory.nsw.gov.au/s/mrg>
- If the outcome of the report is 'Immediate Report to the Child Protection Helpline' or 'Report to the Child Protection Helpline', contact the Child Protection Helpline via phone (132 111) or an eReport (<https://reporter.childstory.nsw.gov.au/s/>) and have ready the essential details & the outcome of the MRG.
- If the outcome is 'Contact your CWU' or 'Continue to monitor and support', contact your area manager to determine what additional steps can be taken to support the child and family.

Jurisdiction	Principal Act	Relevant Office Location Details
New South Wales	Children and young persons (care and protection) Act 1998 NSW	Office of the Children's Guardian Cleveland St, Redfern NSW 2016 (02) 8219 3600 Postal: Office of the Children's Guardian Locked Bag 5100 Strawberry Hills NSW 2012 https://ocg.nsw.gov.au/contact-us/
	Child Story /Mandatory Reporter Guide	Reporters can report matters to the Helpline by: Phone: 132 111 eReport through the Child Story Reporter website (requires registration) https://reporter.childstory.nsw.gov.au/s/
Victoria	Children, Youth and Families Act 2005 (Vic)	The Commission for Children and Young People 18/570 Bourke St, Melbourne VIC 3000 1300 782 978 Postal: Level 18, 570 Bourke Street Melbourne, Victoria 3000 https://ccyp.vic.gov.au/contact/
Western Australia	Children and community service Act 2004 (WA)	Postal and street address Level 1, Albert Facey House, 469 Wellington Street Perth WA 6000 (08) 6213 2297 Country Free call: 1800 072 444 https://www.ccyp.wa.gov.au/contact/

The responsibilities of the Educators are to:

- Recognise and respond appropriately to the vulnerabilities, risks, and needs of children and young people.
- Actively seek feedback from the authorised agency after making a child protection report and continue to support the child or young person.
- Collaborate in joint investigation and response to matters involving alleged child sexual assault or serious child abuse or neglect leading to criminal charges.
- Educators with the support of their Nominated Supervisor will report any suspicion of child abuse to the agencies.

Grooming behaviour policy

TheirCare will provide an environment that limits opportunities for anyone to abuse children and will ensure Educators are able to identify signs of grooming. Children will often be unaware that they are being groomed and may find it difficult to explain.

Definition of Grooming: Grooming is known as communication with a child where there is intention to commit a sexual offence. It is a process that will manipulate the environment of the child as well as other adults around them.

- All Educators must be aware of the **grooming policy**.
- All Educator must to familiar with the grooming behaviour fact sheet attached.
- Educators must be aware of who is paying attention to children.
- Educators that are grooming must be reported immediately to their Nominated Supervisor and will be terminated immediately.
- Grievance process will follow, and appropriate authorities and police will be notified within a 24-hour time frame.
- All suspicions, whether reported or not must be documented.
- All reports will remain confidential with the Child Protect Authority. However, if the report becomes a subject of a Protection Application the Educator/s may be required to give evidence in court.

Grooming behaviour – Fact sheet

The best way to protect children from harm is to be aware of the behaviours that can lead to sexual abuse before it occurs. These behaviours are called 'Sexual Grooming'

Being alert to potential danger signs will enable educators to start necessary steps that must be taken to keep the children safe.

What is 'Grooming'?

Grooming is defined as communication with a child where there is intention to meet and commit a sexual offence.

More generally it can be seen as a process by which the individual manipulates people around them particularly a child- to provide opportunities to abuse and reduce the risk of being found out.

Unfortunately, identifying sexual grooming of children is not always as straightforward. Sometimes sexual abuse occurs as part of a pre-existing relationship in which there is genuine affection, making this a complex issue.

Behaviours an adult may use to groom a child

1. Exhibit constant physical affection such as kissing, hugging, stroking of the hair or wrestling when the child clearly does not want to or its not required.
2. Encourage a child or children to sit on their lap and offer physical comfort.
3. Seek out opportunities to be alone with a child with no interruptions.
4. Spend most of their time with a child and show little interest to other children.
5. Solicit invitations to weekend sports, birthday parties and other functions the child may be.
6. Arrive uninvited to places where the child and their family will be in a series of coincidences.
7. Spends a lot of time around places like arcades, playgrounds, parks, and sport venues to get to know the children so they are not seen as strangers.
8. Consistently offer support to the family such as babysitting children, transport children to events or offer to take them home.
9. Frequently walk in on children in the toilet.
10. Treat a particular child or a group of children as favourites, making them feel special.
11. Find out as much information about the child and use the information to engage the child driving a wedge between the child and any protective adult. For example, parents, teachers, or coaches.
12. Buying regular gifts of interest to a particular child or a group of children.
13. Tell secrets to a child and encourage them to keep secrets as well.
14. Showing pictures of other children wearing swimwear or less to a child.
15. Displays clearly inappropriate sexual behaviour. E.g., showing the child pornographic pictures or using explicit sexual language around children.

Points to consider

People who intend to sexual abuse children often spend up to 12 months grooming before they commit a sexual act however can be less too.

- People do not just groom children they also groom the people around the child.
- Environments that have defined boundaries in regard to appropriate behaviour are less like to attract sexual offenders.
- Educators, volunteers, and visitors MUST follow TheirCare policies and procedures for appropriate behaviours or be excluded from the service.

Reportable Conduct Scheme policy – (allegations against an employee)

The service will provide a safe environment with clear child safe standards processes in place to prevent any possible risk to the children. TheirCare also has the responsibility to the Educators to ensure they are treated fairly, and their rights are respected throughout the investigation.

All appropriate departments and government agencies will be advised of reportable allegations as per state requirements.

- Educators need to be aware of their obligation in identifying and reporting any signs of child abuse from Educators in the service.
- Any sexual offence, explicit comments, sexual misconduct, crossing professional boundaries, grooming behaviour, physical assault, ill treatment of a child, neglect and psychological harm are ALL reportable.
- If there has been an allegation made against a TheirCare employee/Educator this must be reported to the Nominated Supervisor as soon as possible.
- All allegations must be documented/reported and investigated thoroughly. During the investigation, the Educator will be removed from the field until investigation has been completed and no charges have been applied. During the investigation, the following details will be collected.

Investigation of Reportable Conduct Scheme incident policy

TheirCare will investigate any allegations and child abuse incidents to ensure children are protected while in our care. Where there is a situation where a complaint/allegation or incident, TheirCare will follow a clear and strict process to ensure a thorough investigation by all parties has occurred.

- Where there has been an allegation or incident brought to the attention of TheirCare Educators, the Nominated Supervisor must be informed immediately.
- The allegation or incident must be reviewed with all information be made available and a decision is made on what next steps should follow.
- Where there is a risk to a child or a staff member the following process will take place.
 - The Educator in question will be contacted and advised of the allegation.
 - The Educator will be removed from the service until investigation is completed.
 - The Educator will be asked to come into head office.
 - The person who has made the allegation/complaint will also be contacted and asked for further details.
 - Other Educators will also be asked to complete a statement.
 - The TheirCare **injury/incident/accident/trauma/illness report** must be completed with additional information and given to the Nominated Supervisor.
- Nominated Supervisor must notify the Regulatory Authorities government agencies within **24 hours** of the incident.
- At the closure of the investigation a full debrief meeting will be conducted.

Details of the allegation

- Names of Educators involved.
- What is alleged to have occurred.
- Date and time of the alleged incident.
- Any further risk to the children.
- Name of parent/child make the allegation.
- Report the allegation to the relevant governing body; The Commission for Children and Young People (VIC & WA), The Office of the Children's Guardian (NSW).
- Nominated Supervisor must notify the Regulatory Authorities government agencies (Child Protection) within **24 hours** of the incident.

(VIC) Child Safe Standards

'Child Safe Standards' have been introduced as part of the Royal commission of children and young people response to the Betrayal of Trust Inquiry. The Betrayal of Trust Inquiry found that while the majority of children are safe in organisation, more work could be done to improve approaches to child safety, and there needs to be greater consistency of practice across schools and early childhood service provision.

The purpose for the Child Safe Standards is to ensure that policies are being implemented into daily practice and child safety is everyone priority.

The standard will be mandatory but not prescriptive and it will provide a framework for organisations to improve policy and practice for child safety.

The standard will allow service to build on existing practices to create child safe organisations.

The Child Safe Standards are as follows:

In complying with the Child Safe Standards an application entity to which the standards apply must include the following principals as part of their response to each standard:

- Promoting the cultural safety of children from culturally and/or linguistically diverse backgrounds including Aboriginal children.
- Promoting safety of children with disability.

To create and maintain a child safe organisation, an applicable entity to which the standards apply must have.

Child Safe Standard 1 – Organisations establish a culturally safe environment in which the diverse and unique identities and experiences of Aboriginal children and young people are respected and valued

Child Safe Standard 2 – Child safety and wellbeing is embedded in organisational leadership, governance, and culture

Child Safe Standard 3 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously

Child Safe Standard 4 – Families and communities are informed, and involved in promoting child safety and wellbeing

Child Safe Standard 5 – Equity is upheld, and diverse needs respected in policy and practice

Child Safe Standard 6 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice

Child Safe Standard 7 – Processes for complaints and concerns are child focused

Child Safe Standard 8 – Staff and volunteers are equipped with the knowledge, skills, and awareness to keep children and young people safe through ongoing education and training

Child Safe Standard 9 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

Child Safe Standard 10 – Implementation of the Child Safe Standards is regularly reviewed and improved

Child Safe Standard 11 – Policies and procedures document how the organisation is safe for children and young people

(NSW) Child Safe Standards

‘Child Safe Standards’ have been introduced as part of the Royal commission of children and young people response to the Betrayal of Trust Inquiry. The Betrayal of Trust Inquiry found that while the majority of children are safe in organisation, more work could be done to improve approaches to child safety, and there needs to be greater consistency of practice across schools and early childhood service provision.

The purpose for the Child Safe Standards is to ensure that policies are being implemented into daily practice and child safety is everyone priority.

The standard will be mandatory but not prescriptive and it will provide a framework for organisations to improve policy and practice for child safety.

The standard will allow service to build on existing practices to create child safe organisations.

The 10 Child Safe Standards (NSW) are as follows:

In complying with the Child Safe Standard an application entity to which the standards apply must include the following principals as part of their response to each standard:

- Promoting the cultural safety of children from culturally and/or linguistically diverse backgrounds including Aboriginal children.
- Promoting safety of children with disability.

To create and maintain a child safe organisation, an applicable entity to which the standards apply must have.

Child Safe Standard 1 – Child safety is embedded in institutional leadership, governance, and culture

Child Safe Standard 2 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously

Child Safe Standard 3 – Families and communities are informed, and involved in promoting child safety and wellbeing

Child Safe Standard 4 – Equity is upheld, and diverse needs respected in policy and practice

Child Safe Standard 5 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice

Child Safe Standard 6 – Processes for complaints and concerns are child focused

Child Safe Standard 7 – Staff and volunteers are equipped with the knowledge, skills, and awareness to keep children and young people safe through ongoing education and training

Child Safe Standard 8 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

Child Safe Standard 9 – Implementation of the Child Safe Standards is regularly reviewed and improved

Child Safe Standard 10 – Policies and procedures document how the organisation is safe for children and young people

The Office of the Children’s Guardian is an independent statutory body that promotes the interests, safety and rights of children and young people in NSW.

The core functions of the Office of the Children’s Guardian include administering Working With Children Checks, Reportable Conduct Scheme and implementation of the Child Safe Standards.

(WA) Child Safe Standards

'Child Safe Standards' have been introduced as part of the Royal commission of children and young people response to the Betrayal of Trust Inquiry. The Betrayal of Trust Inquiry found that while the majority of children are safe in organisation, more work could be done to improve approaches to child safety, and there needs to be greater consistency of practice across schools and early childhood service provision.

The purpose for the Child Safe Standards is to ensure that policies are being implemented into daily practice and child safety is everyone priority.

The standard will be mandatory but not prescriptive and it will provide a framework for organisations to improve policy and practice for child safety.

The standard will allow service to build on existing practices to create child safe organisations.

The 10 Child Safe Standards (WA) are as follows:

In complying with the Child Safe Standards an application entity to which the standards apply must include the following principals as part of their response to each standard:

- Promoting the cultural safety of children from culturally and/or linguistically diverse backgrounds including Aboriginal children.
- Promoting safety of children with disability.

To create and maintain a child safe organisation, an applicable entity to which the standards apply must have.

Child Safe Standard 1 – Child safety is embedded in institutional leadership, governance, and culture

Child Safe Standard 2 – Children and young people are empowered about their rights, participate in decisions affecting them and are taken seriously

Child Safe Standard 3 – Families and communities are informed, and involved in promoting child safety and wellbeing

Child Safe Standard 4 – Equity is upheld, and diverse needs respected in policy and practice

Child Safe Standard 5 – People working with children and young people are suitable and supported to reflect child safety and wellbeing values in practice

Child Safe Standard 6 – Processes for complaints and concerns are child focused

Child Safe Standard 7 – Staff and volunteers are equipped with the knowledge, skills, and awareness to keep children and young people safe through ongoing education and training

Child Safe Standard 8 – Physical and online environments promote safety and wellbeing while minimising the opportunity for children and young people to be harmed

Child Safe Standard 9 – Implementation of the Child Safe Standards is regularly reviewed and improved

Child Safe Standard 10 – Policies and procedures document how the organisation is safe for children and young people

Quality Area 3 – Physical environment

Service area requirement policy

As per legal requirements, TheirCare and the partnered school will have an agreement that the children will have access to a suitable space, both indoors and outdoors that will meet the requirements under the *Education and Care Services National Law and Regulations (refer to the list below)*. The school will be responsible for the maintenance of this area. Duty of care of children and Educators will be a priority to support a safe and clean environment.

- During the school on boarding process the Nominated Supervisor will clearly advise the school of the unencumbered space required for the service to be approved by the Regulatory Authorities.
- The school will ensure the building has heating and cooling.
- The school will maintain the building and the outdoor area while working in the partnership with TheirCare.
- The Nominated Supervisor will communicate with the school if any building works are being made to the building that may affect the service.
- Space must have a kitchen available.
- Space must have access to bathrooms.
- Area of 3.25sqm for indoors and 7sqm for outdoor is required per child.

Legislative Law/Regulations Definition:

National Regulations:

Victoria	Education & Care Services National Regulations 2011
New South Wales	Education & Care Services National Regulations 2011
Western Australia	Education & Care Services National Regulations 2012

National Law:

Victoria	Education & Care Services National Law Act 2010
New South Wales	Education & Care Services National Law Act 2010
Western Australia	Education & Care Services National Law (WA) Act 2012

Maintaining furniture and resources policy.

All furniture and resources are required to be maintained in good order and working condition. This ensures the safety of children and Educators is maintained at all times.

- Educators must remove broken and unsuitable furniture and resources from the service.
- Educators must communicate with the school if maintenance in the service area is required.
- Coordinator / Responsible Person must complete the OH&S checklist on fully booked monthly

Water activity policy

Water base activities will be considered at TheirCare for holiday programs. Risk assessments will be completed to ensure the safety and wellbeing of children is paramount.

- Staff/child ratio for any water activities will be as required depending on facilities and lifeguards available. 1/5 ratio will be the least of the requirement.
- The Nominated Supervisor must complete a risk assessment.
- If swimming is the water activity Educators must also engage.
- Male Educator is required at this excursion for the boy change rooms.

Environment and sustainability policy

In line with the individual school, TheirCare will support the children to explore the protection of the environment through several activities and sustainability programs. The Educator will provide opportunities to promote children's exploration of the environment.

- Educators to provide activities that promote sustainability such as use of recycled material.
- Promote the importance of being environmentally friendly by having regular discussions and educational workshops.
- TheirCare will utilise every opportunity to promote sustainability through using natural resources in our program.
- Service aims to reduce waste, electricity and water usage and will engage the children in this process.
- Ensure sustainability practices are embedded in the daily program and understood by children and Educators.

Cleanliness of the environment policy

TheirCare will work with the school to ensure the space is regularly cleaned by the school. This will ensure the health and safety of all children and Educators.

- Educators must complete surface cleaning.
- Cleaning roster must be completed daily.
- All children and Educators are responsible for keeping the space clean and tidy.
- Educators must engage the children in the cleaning and packing up of the space, this ensures children grow to have respect and pride of their space.

Quality Area 4 – Staffing Arrangements

Staff ratio and qualification policy

Staff/child ratio will be maintained as stated in the *Education and Care Services National Law and Regulations (refer to the list below)* service requirements and the state of Australia the service is operating. Each Educator qualification will be adhered to as stated in the *Education and Care Services National Law and Regulations* also.

- Services will work in line with the regulations and confirmation of all qualifications checked through ACECQA website.
- All Educators working at the service must have relevant qualifications that are specific to their State.
- Educators must inform the Staff Records Team and the Service Coordinator / Responsible Person should there be any changes to their studies.
- TheirCare will support services to ensure the rosters are maintained reflecting the staff/child ratio.
- Service Coordinator / Responsible Persons must work with Nominated Supervisor with any roster changes.
- Educator absences must be reported to the Service Coordinator / Responsible Person which will then work with the Nominated Supervisor to ensure the shift is filled. Service Coordinator / Responsible Persons must contact Educators on the causal list prior to involving the Nominated Supervisor.
- Any planned absences must be logged at least 24 hours prior to shift.
- Any unforeseen absences need to be logged as soon as possible. Be aware that for any morning shifts you may be required to attend the service until a replacement arrives.
- Qualifications and certificates must be kept in the Educator's staff record.

Legislative Law/Regulations Definition:

National Regulations:

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New South Wales	Education & Care Services National Regulations 2011
Western Australia	Education & Care Services National Regulations 2012

National Law:

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Staff record policy

As a legal requirement, each Educator must have a **staff record** at the service including qualifications, certificates, and current proof of study.

- Causal Educators must ensure when working at a service for the first time they must bring their **staff record**.
- Service Coordinator / Responsible Persons of each service are responsible to ensure the Educators working shifts have a **staff record** and copies of up-to-date qualifications are provided.
- Without a **staff record** Educators will not be able to complete the shift.
- Educators are responsible to upload current qualifications and certificates to the Compliance Portal.
- **List of documents required for every educator's staff record, for compliance:**
 1. Staff Record – Contact Details
 2. Responsible Person Agreement Form (for Coordinator / Responsible Persons / Support Coordinator / Responsible Persons only)
 3. Qualification
 - I. Certificate of Completion
 - II. Evidence of studying towards completion (current and updated every 6 months)
 - Name of Institution
 - Name of Course and Course Code
 - Full name of Educator
 - Letter of Acceptance or Unofficial Transcript
 4. Child Protection / Mandatory Reporting Training Certificate (renewed yearly)
 5. WWCC (state dependent), plus WWCC check status evidence
 6. WA only) Nationally Coordinated Criminal History Check (NCCHC)
 7. (NSW only) CHCPRT001 Child Protection Training required
 8. Staff Appraisal updated every 6 months
- **Additional documentation required:**
 1. First Aid (HLTAID012) which includes Asthma and Anaphylaxis, renewed every 3 years and CPR (HLTAID009) renewed yearly
 2. Food Safety: Do Food Safely (VIC and NSW)/I'm Alert (WA)

Development and training policy

At TheirCare training of Educators including the first aid, CPR, Anaphylaxis and Asthma is compulsory for all educators. However, if an educator is enrolled or waiting for certificate, a proof of enrolment is enough.

However, there must be one person at the service with a current certificate. This ensures children's safety and health, and wellbeing is always maintained. TheirCare supports and actively encourages Educators to complete ongoing training and development

- First aid, CPR, Anaphylaxis and Asthma training will be paid by TheirCare for the Permanent Part time educators
- Educators are responsible to update their qualifications, every 6 months, as progressing in their course.
- Educators are responsible to inform Service Coordinator / Responsible Persons and Nominated Supervisor of any changes to their training/studies.
- If Educators are unable to attend a scheduled training session, a 24-hour notice period is required to be provided to allow time to reschedule the training session.
- Educators are required to continually attend training to further develop skills and knowledge that enables them to perform at a high standard.

Compulsory Training other than F/A, CPR, ANA, and ASTHMA:

- Networking meetings/all aspects of service operation.
- Professional development/NQF.
- Staff Induction/policies.
- Job description/code of conduct.

Network meeting: Educators will be actively encouraged to attend termly network meeting sessions where Educators will have the opportunity to meet other Educators from surrounding services. These sessions will update Educators on all aspects of childcare, change in requirements and PD's on areas that may be difficult.

Professional Development and NQF: These sessions will be ongoing accordingly to the development needs of the Educator. Areas of improvement will be discussed with the Service Coordinator / Responsible Person and Nominated Supervisor and specific training will be planned in that area. NQF training will also be a part of the staff induction and policy training.

Staff induction and Policies: On commencement with TheirCare Educators will be required to complete one week of training prior to starting at a service as directed by the Nominated Supervisor.

Job description and code of conduct: On commencement with TheirCare Educators will be required to review and accept their job description and code of conduct.

Staff Health and Wellbeing Policy

PURPOSE AND POLICY STATEMENT

TheirCare promotes the health and wellbeing of all staff through learning, policies, creating a safe and healthy physical and social environment, and developing community links and partnerships. TheirCare commits to:

- Providing our staff with a safe, healthy, and supportive environment in which to work.
- Recognising that the health and wellbeing of our staff is important, and that it not only benefits the individual, but also children, families, and the wider community.
- Providing a supportive workplace culture where healthy lifestyle choices are valued and encouraged.
- Providing tools and guidance for staff on how to support their individual health and wellbeing needs, and that of colleagues, families, and the wider community. (Note: separate policies regarding supporting the health and wellbeing needs of children).

Every member of the Organisation, and in each of its' Service's, impacts on the health of others and can contribute to creating an environment that promotes health and wellbeing. All staff, contractors, visiting students and volunteers will be supported to meet this policy.

RESPONSIBILITIES

TheirCare Management has a responsibility to:

- Ensure all staff are accepted and valued as individuals and professionals.
- Ensure effective health and wellbeing communication channels are in place.
- Enable and cultivate a workplace culture that promotes connectedness, is inclusive and provides support.
- Recognise staff for the work they do and provide relevant and regular feedback.
- Provide professional development and resources as required, to support staff to enhance knowledge of their own health.
- Ensure that staff are aware of the policy at induction and can provide feedback on how we can support their own health and wellbeing.
- Monitor the implementation of this policy.
- Ensure the policy is available to all staff and easy to access, and any changes are discussed with staff.

Staff are encouraged to:

- Read, fully understand, and action the staff health and wellbeing policy in their work roles.
- Support the policy to ensure the workplace culture is supportive and positive for staff health and wellbeing.
- Be respectful of each other.
- Always comply with the policy while completing work related duties.
- Inform management if they believe the policy is not being followed.

To ensure support is offered, all employees have an obligation to escalate a concern for another employee's health or wellbeing. Escalations can be made to an Area Manager or the Executive Management team: 1300 072 410.

Supporting the Mental Health of Our Team

Mental Health Risk Assessment Tool

At times, it can be unclear as to what immediate actions are needed to be taken to offer the appropriate support to a colleague who may be struggling.

This Mental Health Risk Assessment Tool offers guidance, helping you identify the level of risks and what actions need to be taken at the various stages of low, medium, or high risk.

The health and wellbeing of our team is important. If faced with someone who you believe is at risk of suicide or self-harm, use this guide and ask the following questions to determine their level of risk.

At any time, call an Executive Manager for support: 1300 072 410

Question	Crisis High Risk	Distress Medium Risk	Stress Low Risk
Intent: Are you thinking of taking your own life?	✓	✓	✓
Plan: Have you thought about how you might take your own life?	✓	✓	
Means: How available is that to you?	✓		
Timeframe: Do you have a time-frame?	✓		

Taking Action

Stress - Low Risk
Connect them to get support: <ul style="list-style-type: none"> Area Manager EAP 1300 830 687 Continue to check-in Manager Action: <ul style="list-style-type: none"> At any time, call an Executive Manager for support: 1300 072 410
Distress - Medium Risk
Manager Action: <ul style="list-style-type: none"> Call EAP or Executive Manager for support Escalate to your Manager ASAP
Crisis – High Risk
<ul style="list-style-type: none"> Do not leave the person alone If over the phone, stay on the call with them Get yourself assistance, if possible, i.e., Manager or another colleague <p>SAY: “Given what you’ve said, I’m concerned for your wellbeing and would like to support you. I would like to contact (Manager Name) who can also be present to provide us with some assistance.”</p> <p>ASK: If over the phone, ask for their current location. Ask if they would like someone to support them e.g., colleague or family. Ask before calling emergency contact (check MYOB or contact HQ on 1300 072 410 for emergency contact details).</p> <p>ACT: Call 000 and the operators will determine the need for ambulance or police. Wait with the person / stay on the phone until help arrives At any time, call an Executive Manager for support: 1300 072 410</p>

TheirCare Employee Assistance Program

The TheirCare employee Assistance Program is available to all TheirCare employees. The service provides professional counselling that is free and confidential.

Employees can access 3 sessions at any time. Additional sessions can be approved by an Executive Manager.

Contact: 1300 830 687 and quote 'TheirCare' as the Organisation.

Tobacco, drug, and alcohol policy

All TheirCare services are Tobacco, Drug and Alcohol-free zones.

- All Educators must follow and adhere to the tobacco, drug, and alcohol-free zone.
- Educators are at no time permitted to smoke, take illicit drugs, or be affected by alcohol whilst at the service, on excursions, on school grounds, outside school grounds or while in TheirCare uniform.
- Educators must NOT be affected by illicit drugs or alcohol while working with children.
- Educators must report any behaviours that suggest an illicit drug or alcohol have been used.
- All Educators MUST support the **Code of Conduct policy**.

Visitor on site policy

TheirCare has the responsibility to keep children safe while in our care. This is taken seriously when a visitor attends the service. Any individual visiting the service will be required to follow our mandatory requirements before being allowed to enter the service.

- Any individual visiting the service which includes Authorised officers, Government agencies, incursion providers or council representatives are required to show photo ID includes working with children check and sign the visitor register page in the Administration Diary.

Student and volunteers' policy

TheirCare supports and encourages students and volunteers to work as part of the service team. Participation in programs will be in line with consultation with the student training or school organisation or with the volunteer organisation. To be considered, for work placement or volunteering, the applicant must contact TheirCare directly.

- All students and volunteers must hold a working with children check.
- All applicants must have approval by the Nominated Supervisor prior to commencement.
- Organisation will need to provide TheirCare with formal documents about purpose, duration and visit assessment schedules.
- All students and volunteers will be monitored and guided by a TheirCare representative.
- Should any issue arise during duration of placement or volunteering session these will be directed to TheirCare Nominated Supervisor who will discuss the matter further with the school or volunteer organisation.

Babysitting policy:

To ensure the safety and integrity of our educators and employees, TheirCare will not permit babysitting of any TheirCare clients/stakeholders outside of licensed service hours.

Example of clients/stakeholders:

- Children (and family) registered with TheirCare
- Children of teaching staff, of the school community, where TheirCare resides
- Related to children (and family) that is registered with TheirCare
- Younger siblings of registered families
- Older siblings of registered families

Working with children check policy

All TheirCare employees, including all management and head office/customer support employees, must hold a current and valid working with children check (WWCC) or equivalent. TheirCare will ensure the status of the checks is monitored and reviewed regularly by the Service Coordinator / Responsible Person and by the Nominated Supervisor.

- During the recruitment process the recruitment team will ensure that all employed team members hold a current WWCC or relevant status check (accordingly to reflect each State).
- The status check and a copy of the WWCC must be included to the Educator's staff record (legal requirement).
- The Nominated Supervisor will check the staff records during site visits or when completing termly audits.
- In the instance where the WWCC or equivalent has expired the Educator will be removed from all shifts until a replacement card has been received.
- The engagement team will ensure all management and head office/customer support employees have valid wwcc.
- WA requires a Nationally Coordinated Criminal History Check (NCCHC).

In WA, an Educator can commence employment with a receipt of submitted application for a WWCC. A card will be issued once process has been completed.

In Victoria, an Educator can commence employment once the application for a WWCC has been approved. An employee cannot work during the processing of the application; however, they can commence working prior to receiving their physical card by mail.

NSW is a digital application and verification, we require the WWCC digital verification of approval to engage in work.

Personal hygiene policy

All Educators are to comply with good hygiene practices to maintain a safe and healthy environment. The Educators will ensure the children in our care are encouraged and reminded of the importance to maintain personal hygiene.

- Educators are required to implement professional standards of personal care including wearing a clean TheirCare uniform, minimizing body odour and promoting oral care.
- Educators must practice hand hygiene when preparing food, assisting in toileting, administering first aid and cleaning nasal discharge.
- Educators must remember to role model to the children. Regular hygiene discussion is encouraged as well as constant reminders to children to wash or sanitise their hands.
- Use of paper towels/hand dryers are to be used at the service.

Professional appearance policy

As a representative of TheirCare all Educators are required to look professional in how the TheirCare uniform is worn and demonstrate a high standard of verbal professionalism. TheirCare hoody or TheirCare Vest, must be worn as the outer layer of clothing and t-shirt, where possible. Educators will be evident to children, parents and visitors.

- Educators must wear a clean TheirCare uniform.
- Educators must be professional when communicating with parents, school, and other stakeholders.
- Educators must maintain professionalism while wearing TheirCare uniforms out in public.
- Uniform consists of:
 1. TheirCare t-shirt, with logo
 2. TheirCare hoody, with logo
 3. TheirCare lanyard, with logo
 - I. Carrying educator's TheirCare ID
 4. Appropriate attire to be worn to accompany TheirCare uniform:
 - I. Trousers, jeans
 - II. opaque (non-see-through) active wear $\frac{3}{4}$ or full length
 - III. knee length shorts for summer
 - IV. dresses/skirts knee length or longer
 - V. comfortable closed toe shoes
 - e.g., sneakers/runners
- Hats to be worn in accordance with each state's Sun Smart guidelines. (VIC, NSW, WA)
 - Broad-brimmed, bucket or legionnaire's hats
 - TheirCare bucket hat
 - Avoid hats with logos
- New educators who have not received their uniform before their start date:
 - Plain coloured t-shirt with minimal logo
 - Appropriate attire (see list above)
 - TheirCare Educator Vest (Blue with logo)

Personal electronic devices policy

The use of personal electronic devices is prohibited during service operation hours.

- Educators must leave all personal electronic devices in a locked cupboard at the service away from the children.
- Educators must not take photos of Educators or children with personal mobile phone.
- Any personal electronic devices are:
 - The sole responsibility of the Educators.
 - TheirCare is not responsible for any theft, loss or damage to any personal devices brought to the service by the Educators.

Driving policy

At TheirCare the safety of all our employees is priority therefore request that TheirCare staff driving more than 1-hour travel after hours are required to notify management upon their arrival home.

- Educators must contact (send a text) to their direct manager notifying them of their safe arrival home.
- Head office staff are required to contact (sent a text) to their direct manager notifying them of their safe arrival home.

Responsible person policy

All TheirCare services will have a Responsible Person on site in the absence of the nominated supervisor. The responsible person must accept and declare in writing that they will manage the day-to-day operations of the service, the declaration forms part of the Educator's staff record; the responsible person's name must also be on display at the service.

The Responsible Person will work closely with the Nominated Supervisor to ensure the service adheres to the *Education and Care Services National Law and Regulations (refer to the list below)* as well as TheirCare policies and procedures.

The Responsible Person will ensure that the service adheres to the *Education and Care Services National Law and Regulations* in the absences of the nominated supervisor and must be confident that the duty of care to the children is maintained at all times throughout service operations hours.

- A Nominated Supervisor (Area Manager) must nominate the Responsible Person.
- The Responsible Person will receive training and sign a Declaration accepting the role.
 - I. Training provides updates on:
 - MTOP (approved learning framework for OSHC),
 - Planning Cycle,
 - TheirCare Systems,
 - National Quality Standards,
 - Assessment and Ratings process,
 - National Regulations and Laws, and
 - TheirCare Policies and Procedures
- The Responsible Person will collaborate with the Nominated Supervisor and Educators to support the program delivery and management of the day-to-day operations of the service.
- The Responsible Person at each service will be the Service Coordinator / Responsible Person.
- The Responsible Person will be supported by the Nominated Supervisor and the Leadership and Development Manager (for Training) in all operational aspects of the service.
- The Responsible Person will meet the minimum qualification and certification requirements applicable in their State or jurisdiction.
 - I. Diploma in Children's Services or equivalent
 - II. Valid WWCC (state regulated)
 - III. Current Child Protection/Mandatory Reporting Training
 - IV. First Aid HTLAID012, including CPR, Asthma and Anaphylaxis
- The Responsible Person in NSW will also hold a recognised Child Protection qualification - CHCPRT001 Child Protection Training Certificate of Completion.
- The Responsible Person in WA will also hold a valid Nationally Coordinated Criminal History Check (NCCHC)

Legislative Law/Regulations Definition:

National Regulations:

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New South Wales	Education & Care Services National Regulations 2011
Western Australia	Education & Care Services National Regulations 2012

National Law:

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Nominated supervisor policy

The nominated supervisor will hold a Supervisor's Certificate granted by the Regulatory Authority. The nominated supervisor will interact and work with all Educators at the services to ensure the service complies with the *Education and Care Services National Law and Regulations (refer to the list below)* at all times.

- The Area Manager and some Service Coordinator / Responsible Persons will be the nominated supervisor for each service.
- The nominated supervisors will confirm their acceptance of the role in writing (NS01 Declaration), and this will be included in their staff record.
- The nominated supervisor will work with each Educator to determine what skills, experience and qualifications are required.
- A copy of or access to the *Education and Care Services National Law and Regulations* will be made available at each service and should be utilised regularly as a guide to what is required by law.
- Should there be change in the nominated supervisor, TheirCare will notify the relevant Regulatory Authority within a 48-hour timeframe and will inform them of the incoming nominated supervisor.

Legislative Law/Regulations Definition:

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Educator grievance and complaint policy

At TheirCare we aim to resolve problems and grievances promptly, when necessary, grievances will be escalated to senior management or to the human resource team. TheirCare respects the rights of all employees to lodge a grievance with their manager if they believe a decision, behaviour or action affecting their employment is unfair.

- Employees should try to resolve the grievance as close to the source as possible. This can be an informal conversation and should be the first step settling the grievance before the formal process starts.
- To start the formal grievance process the complaint must be in writing/email. The content must include time, date, place, and details of complaint and sent to the Nominated Supervisor.
- All discussions with parties involved must be documented.
- Where the grievance or complaint cannot be resolved, the Nominated Supervisor will refer the matter to HR.
- Should the grievance or complaint be about your Nominated Supervisor, try to approach the Nominated Supervisor and address concerns. If the grievance or complaint has not been addressed, then an email to HR will be the next step.

WorkSafe TheirCare return to work policy

Worker's return to work rights and obligations

Injured worker rights are:

- To be provided with return-to-work information and be consulted about how that information is to be made available
- To the extent that it is reasonable for Theircare to do so, to be provided with suitable employment if they have a current work capacity or pre-injury employment if they no longer have an incapacity for work for a period of 52 weeks in accordance with the legislation.
- To be consulted by Theircare about planning their return to work.
- To be provided with clear, accurate and current details of their return-to-work arrangements as part of planning for their return to work.
- To the extent that it is reasonable for Theircare to do so, to be consulted and be provided with information about their return to work. The injured worker must be given a reasonable opportunity to consider and express their views about their return to work and have those views considered.
- To be represented, assisted, and supported (except by a legal practitioner) during any stage of the return-to-work process, including in the consultation process.

Injured worker's obligations are:

- In co-operation with Theircare and the Agent, to make reasonable efforts to actively participate and cooperate in planning for their return to work.
- In co-operation with Theircare and the Agent, to make reasonable efforts to return to work in suitable or pre-injury employment at their place of employment or at another place of employment.
- To actively use an occupational rehabilitation service where provided and cooperate with the provider of that service.
- To actively participate and cooperate in assessments of their capacity for work, rehabilitation progress and/or future employment prospects at the request of Theircare and/or the Agent.
- To actively participate and cooperate with the representative of the Agent in an interview to enhance their opportunities to return to work, as required.
- If an issue about their return to work arises, to attempt to resolve the issue in accordance with the procedure for resolving return to work issues (see above).

If you do not comply with one or more of the above obligations, your weekly payments may be suspended, terminated, or ceased and determined in accordance with the legislation by our Agent.

Additional details regarding the rights and obligations of an injured worker are available in WorkSafe's Return to Work Obligations – Information for workers fact sheet available from worksafe.vic.gov.au or via the WorkSafe Advisory Service ph.: (free-call) 1800 136 089 or (03) 9641 1444.

Injury or death of an Educator/employee policy

TheirCare will ensure all precautions are taken to ensure the safety of all Educators and employees is priority.

- Call 000.
- Contact Nominated Supervisor as soon as possible.
- Contact next of kin to advise of the incident and of their transfer to hospital.
- Document detailed information of the incident and events leading to the injury or death.
- Nominated Supervisor will inform all senior leaders of the injury or death of the Educator/employee.
- Senior leaders prepare media/public communications.
- TheirCare will support the injured employee through the entire time while off work and will encourage a back to work plan where and when appropriate.

Managing employee misconduct (Employee Code of Conduct) policy

Managing Misconduct

Misconduct is unacceptable behaviour by a staff member and/or their failure to comply with company policy or the employee code of conduct. Misconduct can differ in seriousness from minor conduct issues that can be informally addressed in the moment, to more substantial misconduct requiring a formal investigation and/or disciplinary process.

This guide sets out a best practice model for managing misconduct issues by:

- Setting the expectations of Managers
- Identifying conduct issues
- Addressing minor conduct issues with a coaching conversation
- Addressing more serious conduct issues with formal management
- Outlining the escalation process for managing employee misconduct

Expectations of Manager's

All TheirCare employees are expected to adhere to the behavioural expectations within the Employee Code of Conduct, and their responsibilities as outlined in their relevant Position Description.

In addition to these expectations, it is also the requirement of all Manager's at TheirCare to:

- Ensure a safe and respectful work environment for all employees.
- Provide employees with ongoing feedback.
- Address any issues of misconduct or performance in a fair, timely and transparent manner.

Non-adherence with these requirements is a form of performance misconduct and can form the basis for discipline of a Manager.

Identifying conduct issues

The first step is to identify the conduct issue(s), so you can apply an appropriate process. Be mindful that conduct issues are managed differently to performance issues. Misconduct is about unacceptable behaviour and breaches of company policy or the employee code of conduct.

Examples of minor misconduct include:

- Failure to maintain acceptable performance and duties
- Improper use of TheirCare property such as mobile phones/iPads
- Posting offensive notices on social or notice boards

Examples of serious misconduct include:

- Unexplained absences
- Behaviours which compromise the safety and well-being of children such as harassment, assault or threatening or abuse to children, their families, visitors, or an employee of TheirCare.

**Placing children at risk of abuse such as locked in the service or out unsupervised.*

**Refer to the Employee Code of Conduct within the Employee Handbook for further definition and examples of types of misconduct.*

Coaching Conversations

For minor misconduct issues

For minor misconduct issues, a documented coaching conversation is appropriate, and further action is only taken if the issue is repeated or remains unresolved.

The purpose of the coaching conversation is to:

- Provide specific examples of the alleged behaviour and/or policy/code of conduct breach
- Provide the staff member with an opportunity to respond
- Clearly outline the expected standards of the relevant policy/code of conduct
- Inform the staff member that a repeat of the misconduct may result in more formal disciplinary action.

It is important that you keep a documented record of the coaching conversation, as this may be used in later formal disciplinary discussions.

**See 'TheirCare Guide to Coaching Conversations' for support with coaching conversations.*

Formal Conduct Management

For repeated or more serious misconduct

Formal conduct management is appropriate for misconduct of a repeated or more serious nature. Formal action includes investigations and discussion records.

When you identify a more serious conduct issue, this must be raised with the National Operations Manager or other Executive Manager within 24 hours of the alleged conduct. The following information should be provided:

- Specific details of the alleged misconduct
- What policies and/or procedures were breached
- Evidence to support the alleged misconduct and whether an investigation has or will commence
- Previous action taken for similar breach/es by the staff member (if applicable)
- Previous coaching conversations had with, or trainings attended by the staff member

Based on all the information provided, a decision will be made to either proceed with a formal discussion record, conduct a further investigation, or involve an appropriate agency or department for investigative assistance or advice.

Some serious conduct issues require an immediate suspension of a team member while the matter is investigated (e.g. allegations of child abuse). Executive Management will support with details on suspending a staff member if required and will provide appropriate documentation.

Accountability Matrix

The following matrix outlines the position responsibilities, escalation points and limitations in determination of outcomes in the process of managing employee misconduct.

Service Coordinator / Responsible Person

- Managing minor misconduct of Educators through coaching discussions.
- Documenting minor misconduct coaching discussions.

Escalation

All coaching discussions to be escalated to Area Manager within 24 hours.



Area Manager

- Managing minor misconduct of educators and Coordinator / Responsible Persons through coaching discussions.
- Documenting misconduct coaching discussions.
- Managing repeated or serious misconduct of Educators and Coordinator / Responsible Persons.
- Formal conduct management including investigations and discussion records.
- Documenting any formal conduct management.
- Determination of the following outcomes relating to formal conduct (without consultation):
 - Coaching discussion
 - First disciplinary warning
 - File Only (no formal action required)

Escalation

All repeated minor misconduct management and all serious misconduct allegations to be escalated to National Operations Manager within 24 hours.



Executive Manager

- As per 'Area Manager' responsibilities plus the misconduct management of Area Managers or other person's in management positions.
- Determination of all outcomes resulting from formal conduct proceedings.

Workplace Anti-Bullying and Harassment Policy

Policy Statement

TheirCare is committed to providing a safe workplace for all employees, including full time, part time, casual, volunteers, students and contractors that is free from bullying.

Considerations

- ❖ Education and Care Services National Law
- ❖ Education and Care Services National Regulation
- ❖ Education and Care Services National Quality Standards
- ❖ OSHC Code of Professional Standards
- ❖ TheirCare Job Descriptions and Letters of Employment.
- ❖ Fair Work Commission Anti-Bullying Policies.
- ❖ Workplace Health and Safety Act 2011
- ❖ Work Health and Safety Regulations 2011
- ❖ Guide for preventing and responding to workplace bullying, Safe Work Australia 2016

Background Information/Definitions

- Bullying is defined as an ongoing misuse of power in relationships through repeated verbal, physical and/or social behaviour that causes physical and/or psychological harm. It can involve an individual or a group misusing their power over one or more person. Bullying can happen in person or online, and it can be obvious (overt) or hidden (covert).
 - Misusing power over individuals can refer to physical strength, access to embarrassing information, position, popularity etc., to control or harm others.
- Online bullying (sometimes referred to as cyberbullying) refers to bullying through internet or Mobile devices.
- Single incidents, conflicts, or fights between individuals, whether in person or online, are not defined as bullying.
- Behaviours that do not constitute bullying include:
 - Mutual arguments and disagreements
 - Not liking someone or a single act of social rejection
 - One-off acts of meanness or spite
 - Isolated incidents of aggression, intimidation, or violence.

Workplace Bullying

- Workplace bullying is repeated, and unreasonable behaviour directed towards a worker or a group of workers that create a risk to health, safety, and well-being.
- Repeated behaviour that occurs on an ongoing basis and may involve a range of behaviours over time.
- Unreasonable behaviour includes behaviours that are victimising, humiliating, intimidating, or threatening.
- Examples of behaviours that may be considered bullying include:
 - Intimidation: verbal abuse or threats, including yelling, screaming or offensive language
 - Excluding or isolating people from workplace activities.
 - Assigning impossible tasks, meaningless tasks unrelated to the job, or giving someone the

majority of unpleasant tasks.

- Undermining responsibility
- Spreading malicious rumours
- Online or Cyber bullying
- Physical abuse

What is not workplace bullying?

- Reasonable management action taken by management or supervisors to direct the way work is carried out is not workplace bullying.
- Examples of reasonable management actions and practices include:
 - Setting reasonable performance goals, standards, and deadlines with workers and after considering their respective skills and experience
 - Allocating work fairly
 - Fairly rostering and allocating work hours
 - Providing reasonable direction to carry out duties and tasks
 - Maintaining reasonable goals and standards.
 - Deciding not to select a worker for promotion, following fair consideration process.
 - Informing a worker about unsatisfactory work performance in accordance with TheirCare policy.
 - Informing a worker about inappropriate behaviour in accordance with TheirCare policy.
 - Implementing organisational changes and restructure.
 - Performance management process in accordance with TheirCare policy
 - Taking disciplinary action, including suspension, or terminating employment.
 - Reasonable consideration of organisation needs prior to the approval of leave or training etc.

Procedures

- TheirCare recognises that under the Work Health and Safety Act we have a primary duty to ensure a safe work environment and that this includes an environment that is free from bullying, passive aggressive and harassing behaviours.
- There is a risk that bullying may affect the emotional, mental, and physical health of Employees. This risk is minimised if Employees treat everyone with dignity and respect and creating a positive workplace environment.
- Bullying hinders productivity by creating dysfunction and damaging morale within the work environment. It includes a pattern of behaviour that intimidates, offends, degrades, or humiliates another person, including by electronic means such as email, notice boards, open forums, and social networking websites.
- Employees should be aware that this policy applies to behaviours that occur:
 - In connection with work, even if it occurs outside normal working hours
 - During work activities, for example when dealing with clients, in all work-related communications including emails
 - At work-related events, for example at conferences and work-related social functions and
 - On social media where Employees interact with colleagues or clients
- Employees will be informed of this policy as part of our orientation process. Management will ensure that Employees review the policy from time to time as a refresher.
- Employees are to follow the TheirCare Code of Conduct standards and maintain a respectful and professional relationship with each other at all times.

- All Employees must realise that workplace bullying is considered serious misconduct and will be grounds for disciplinary action up to and including possible termination of employment, dependent on the severity of the unacceptable behaviour.
- Bullying can be directed at a single individual or a group of individuals and be carried out by one or more Employees.
- Bullying can be Downwards (Manager/Coordinator / Responsible Person etc. to Educators/Volunteers), Sideways (Peer to Peer), or Upwards (Educators/Volunteers to Management/Coordinator / Responsible Person).
- If individual differences between Employees arise, these should be dealt with quickly in relation to TheirCare Educator Grievance and Complaint Policy.
- While an isolated incident of unacceptable behaviour does not constitute workplace bullying, it should still be reported to your Coordinator / Responsible Person, Mentor Coordinator / Responsible Person, Area Manager, or Operations Manager, so that it can be addressed with the Staff involved. Isolated incidents of unacceptable behaviour that is not dealt with appropriately can develop into a pattern of repeated bullying behaviour.
- Employees should not raise allegations which are vexatious or without reasonable cause.
 - Vexatious means that the main purpose of a claim is to harass, annoy or embarrass the other party or there is another purpose for the grievance other than the settlement of the issues arising in the claim.
 - 'Without reasonable cause' means that a claim is made without there being any real reason, basis in fact/s or purpose. Such claims include allegations that are so obviously untenable that the claim cannot possibly succeed, groundless, and/or insufficiently particularised.
- Where a claim is determined as vexatious or made without reasonable cause, the Employee/s who raised the complaint will receive written notice of this decision which will include reasons as to why the complaint was deemed as vexatious and/or lack of reasonable cause.
- Individuals may choose to resolve issues by self-managing the situation. This would involve the individual telling the other Employee that the behaviour is not welcome and asking them to stop.
- If Employees feel that they are experiencing or witnessing workplace bullying, and are not comfortable dealing with the problem themselves, or all attempts to do so have not been successful, you should raise the issue with your Coordinator / Responsible Person, Mentor Coordinator / Responsible Person, Area Manager, or Operations Manager.
- If Employees witness, workplace bullying behaviour aimed towards another Employee, they also have a responsibility to bring this matter to Managements attention.
- Reporting ensures that intervention occurs as early as possible so prompt assistance and support can be provided.
- The reporting and investigating of workplace bullying will remain strictly confidential and no repercussions, retaliation or victimisation will occur against the Employee who report legitimate incidents.
- It is important to ensure anyone who reports workplace bullying, and who is a witness of workplace bullying, is not victimised for doing so. The person accused of bullying should also be protected from workplace bullying.
- Management will ensure that reports are responded to quickly, reasonably and within established timelines. Relevant parties should be advised of how long it will likely take to respond to the bullying report and should be kept informed of the progress.
- Management will refer to the following, as a guide, when responding to a workplace bullying claim:
 - Is the behaviour bullying or not? The type of behaviour occurring may need to be determined to

develop an appropriate response. E.g.: is it an isolated incident, discrimination, Employee personality clash, or ongoing behaviour etc.

- Does the situation warrant measures to minimise the risk of ongoing harm? Look at if it is necessary for management to implement interim measures to minimise the risk to Employee health and safety. This may involve temporary reassigning tasks, separating the parties involved or granting requested leave.
- Do we have a clear understanding of the issue? Seek additional information to ensure a clear understanding of who is involved, and the behaviours thought to be bullying. Talk with witnesses and gather all known facts.
- Can the matter be safely resolved between the parties or at a team level? Looking at if it is possible to reach an outcome to ensure the unreasonable and bullying behaviour ceases. A proposed resolution should be discussed with all the relevant parties and the individual who reported the behaviour to check that they are comfortable with it. This could include training, mentoring, or counselling.
- Should the matter be progressed to formal disciplinary action or termination? Depending on the severity, complexity and risk to the Employees health and wellbeing, some matters will require more stringent disciplinary action (e.g.: transfer or demotion) or termination of employment.
- Should the process be delayed, for any reason, then all parties should be made aware of the delay, why and advised when the process is expected to resume.
- All reports should be taken seriously and assessed on their merits and facts.
- Confidentiality of all parties involved should be maintained. Details of the matter should only be known of those directly concerned.
- The individual who is alleged to have been engaging in bullying behaviour should be treated fairly. They must be provided with the opportunity to address the allegations that have been brought against them.
- Support for all parties should be made available to all parties involved. All parties should also be provided with the opportunity to have a support person to be present at interviews or meetings e.g. union representative etc.
- Management should keep written records, throughout the process and should document who made the report, when the report was made, who the report was made to, the details, what action had been taken and what further action needs to be taken and follow up dates.
- The records should also be made of all conversations, meetings and interviews detailing who was present and outcomes.
- All parties will be informed of the resolution of the bullying allegations, why this outcome has been reached, and the resolution that has occurred as a result.
- If bullying behaviour is found to have occurred, the individual found to be exhibiting bullying behaviour, will receive a written warning, outlining the bullying behaviour displayed, the resolution reached, and the consequences of resuming the bullying behaviour in the workplace will be termination of employment.
- There should be a follow-up review to ensure the well-being of all parties involved and actions put in place to stop the bullying behaviour have been effective.
- If an investigation finds that workplace bullying has not occurred or cannot be substantiated, TheirCare may still take appropriate action to address any workplace issues leading to the bullying report, of all parties involved.
- An Employee who reasonably believes that the outcome of the organisations investigation is not valid can apply to the Fair Work Commission for an anti-bullying order. Refer to –
http://www.fwc.gov.au/documents/antibullying/Guide_antibullying.pdf

Legislative Law/Regulations Definition:

National Regulations:

Victoria	Education & Care Services National Regulations 2011
New South Wales	Education & Care Services National Regulations 2011
Western Australia	Education & Care Services National Regulations 2012

National Law:

Victoria	Education & Care Services National Law Act 2010
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Western Australia	Education & Care Services National Law (WA) Act 2012

Checklist for Employees

1. Bullying is defined as repeated undesirable behaviour towards an individual or group of individuals and can have health and safety implications on staff.
2. Bullying should be reported to Management as soon as possible and can be reported by all Employees, including witnesses to undesirable behaviour.
3. Management will investigate the allegations, ensuring confidentiality is maintained and all parties involved are treated fairly and have the opportunity and access to support. (Employee Assistance Program)
4. All parties involved will be provided with the outcome and conclusions of the investigation and the action being taken.
5. Depending on the nature of the undesirable behaviour and the risk to the health and safety of Employees, disciplinary action will be taken if Employees are found to be engaging in bullying behaviour. Bullying behaviour is considered serious misconduct and can result in termination of employment.
6. If Employees are not happy with the findings of the organisation, they can apply to the Fair Work Commission for an anti-bullying order.

Policy is only endorsed if initialed by 2 members of the management.

Endorsed by :

Date:

Endorsed by:

Date:

Anti-Bullying Policy-Workplace Bullying is to be reviewed by :

Quality Area 5 – Relationships with Children

Interaction with children policy

All interaction with personnel at the service will be caring, supportive and positive. Interaction must be respectful and ethical AT ALL TIMES. Each service will provide a warm and caring environment that is best for the children to grow, develop as well as support the 5 learning outcomes as designed in My Time Our Place framework. Children's interactions will support the child safe standards and empower all children to speak their mind and about how they are feeling in a safe environment.

Interaction includes:

- Children's interaction with each another, as peers and as young people engaging in interests, abilities, ages as individuals.
- Educator and child interaction.
- Educators and family interaction.
- Educators interacting with each other.
- Educators, through continual training and awareness can work in collaboration with children to participate in decision making regarding the meaning of interactions and what are appropriate interactions.
- Educators are role models for the children on managing challenging interactions. This may be using different strategies, redirecting play, provide other opportunities to extend on play, discussion on feelings (focus on behaviour not the child/person).
- Educators must display a calm and consistent approach with each other and with the children.
- Show the children they are respected and cared for by listening, reassurance and treating the children equally.
- Educators and children are encouraged to promote positive interactions. This may be through a number of different ways.
 - Children and young people interact with each other with respect
 - Children and young people respond in positive behaviors
 - Children and young people understand and promote inclusive behaviours and practices
 - Older children (Grade 5+) role model to the younger children positive interactions
 - Children and young people have opportunities to discuss feelings and concerns without judgement
 - Children and young people are confident learners
- Provide an environment where interesting activities are available.
- Ensure passive and non-passive activities are planned.
- Educators encourage children to express themselves and their opinions through conversations and play.
- Program allows child to have opportunities to develop self-reliance and self-esteem through play.
- Educators must maintain the dignity and rights of each child.
- Educators give each child positive guidance and encouragement.
- Theircare will take reasonable steps to ensure that each service provides children being educated and cared for by the service with opportunities to interact and develop respectful and positive relationships with each other and with staff members of, and volunteers at, the service.
- The Service must be respectful to the size and the composition of the groups in which children are being educated and cared for by the service.

Limited physical contact policy

TheirCare Educators will maintain a professional, caring, and engaging approach with each child. Children will be encouraged to use words to express how they are feeling. This is to avoid any discrepancies and perceptions. Educators will adhere to the updated Child Safe Standards.

How should physical contact be undertaken?

- Always seek permission from the child to touch them prior to any contact occurring- for example, “Can I move your forearm to make more comfortable?”
- Be aware of and respect signs indicating the child is uncomfortable with physical contact. This may include limited eye contact or a step away from you.
- Use words to accompany physical contact, explaining what you are doing and why.
- Congratulate children using non-intrusive contact such as a high-five or hand shake.
- Provide skill-teaching support to acceptable body regions, such as the shoulders or back, providing it is in context for the sporting activity and the skill or technique being demonstrated.
- First aid administration should only be provided by qualified educators.
- Congratulating and comforting children should take place in a public setting, in view of other educators.
- Physical restraint and intervention should only occur if there is a serious and imminent risk to the child’s safety and/or other children and educator’s safety. This may include, but not limited to, reaching out to grab a child by the arm to move them away from a dangerous situation or holding a child so they don’t fall to the floor and injure themselves (in case of seizures).
- Educators to encourage children to use high five motion, instead of hugs.
- Educators will discuss with the children about personal space and intruding into another person’s space.
- Educators must redirect children away from sitting on the lap or seeking a piggyback.
- Children will be encouraged to talk about their feelings and thoughts rather than displaying through physical contact.
- Educators will be positive role models for the children to lead by example.

Physical contact may also be required to:

- Provide first aid to treat an injury;
- Comfort a distressed child; or
- Assist a child with a disability.

Remembering to avoid:

- The use of hugs, cuddles, tickling, initiating, or permitting kissing exchanges or other intimate contact.
- Assisting children with changing of their clothes alone;
- Attending to first-aid injuries in isolated areas without the presence of at least one other educator;
- Physical contact with private body parts; and
- Permitting a child to sit on your knee.

Guiding and supporting children's communications policy

Educators will support and guide the children with their interactions and communications with one another and in group settings. Educators will have a strong influence and build trusting relationships with the children. Educators will continually praise, acknowledge, and encourage children in a warm and caring manner to support the children's growth and development.

- Educators will in every opportunity support the children with their interaction with one another by being involved in conversations, activities and in discussions with the children.
- Educators needs to ensure their own interaction with other team members are respectful and positive to role model to the children.
- Children will be asked about ways they wish others to interact with them and be respected.
- Activities provided will be based on children's interest and requests to extend communication with children.
- Activities provided are based on friendship, building one on one and group settings.
- Children will be encouraged to think about other children's feelings.

Children's feedback policy

TheirCare services will provide opportunities for children to provide feedback. All children are encouraged to comment and give feedback on their service, this allows children to feel empowered, sense of belonging and a sense of ownership of their program.

- Service will provide opportunities for child to be a part of the program planning and structure of the space.
- Service will provide opportunities for children to express their opinion through discussion and regular catch-up meetings with the children.
- Tools such as suggestion box, reflection journal, displayed butcher paper where children can write down their ideas and suggestions or write letters.
- A record of the conversations and the comments and feedback must be kept at the service.
- Educators will address feedback and comments promptly with verbal reply.
- All comments and feedback will be taken seriously.

Children's grievance and complaint policy

All children in TheirCare services will have the right to be heard regarding grievances or complaints they may have with the Educators or the service.

- Children will be encouraged to feel confident to discuss their concerns in an open non-bias manner.
- Children will be reassured the complaint will be dealt with promptly.
- Service Coordinator / Responsible Person will respond to the child within 48 hours of the complaint and keep a record.
- Child may also choose to discuss the complaint with the Nominated Supervisor.
- The child may also choose to have a parent lodge the complaint.
- All parties involved in the complaint will be heard as part of the investigation.
- Any serious complaint will be communicated with the Regulatory Authority as required.

Suspension from the service policy

TheirCare services will provide children with positive guidance and support in a safe environment. If a child continues to behave inappropriately or threaten to harm other children, the child may be suspended from the service.

- Educators are to document, utilising the incident/injury/accident/trauma/illness report all challenging behaviour incidents.
- Challenging behaviours will be supported and guided by educators to positive outcomes.
- Additional training will be provided to educators to further develop their skill and knowledge in redirecting challenging behaviours.
- Educators will engage with families to collect further information from home environment, to support child.
- Educators will engage with the school's principal and teaching staff to collect further information to support child.
- Educators will engage with the Service's Inclusion Professional to provide further strategies, support, and guidance.
- Educators to involve their Nominated Supervisor to ensure support is provided to the service at all times.
- If a child's behaviour has escalated and the structure and routine of the program requires further support, with the Nominated Supervisor's guidance, a **Behaviour Guidance Plan** will be implemented.
- Educators must ensure a behaviour guidance plan is in place for the child displaying challenging behaviour, this must be completed with the child's parent.
- Behaviour guidance plan must be written in a non-bias and positive manner with a solution and positive outcome in mind. The behaviour guidance plan must include this statement, "If the behaviour continues the child may be suspended from the service."
- Educators will have regular conversations with the parent regarding progress of the child's behaviour.
- Once the behaviour guidance plan is completed all parties must sign off, including the child. This allows the child to take ownership of their behaviour.
- The behaviour guidance plan must be reviewed, as required, whether it is daily, weekly, and/or monthly.
- A copy of the behaviour guidance plan must be given to the parent of the child.
- In the case where the child repeatedly inflicts harm to other children or Educators, parent is to be contact via phone call to collect the child immediately.
- The Service Coordinator / Responsible Person must contact the Nominated Supervisor immediately so that a follow up phone call to the parent is actioned and a formal suspension will be given to the parent.
- Any serious behaviour that has inflicted serious harm on another child a notification to the Regulatory Authorities must be made within **24 hours**.

Children's electronic devices policy

Technology at TheirCare will be supported providing it is in line with the National Quality Framework, associated regulations and a specific IT plan will be developed at each service.

Personal electronic devices must be kept in the children's school bags during session time.

- Personal devices such as iPads, laptops, mobile phones and tablets will only be allowed to be used for homework, regulation of children's behaviour in line with their Behaviour Support Plan and with parent permission.
- Devices may be used for a duration of 30 minutes for homework.
- Devices used for behaviour must be aligned with the child's behaviour support plan.
- Duration of use will be monitored and determined by the Service Coordinator / Responsible Person in consultation with the Nominated Supervisor.
- TheirCare will not be responsible for any theft, loss, or damages to any personal devices.
- Consistent supervision by all Educators will occur while children are using any form of technology.

Legislative Law/Regulations Definition:

National Regulations:

Victoria	Education & Care Services National Regulations 2011
New South Wales	Education & Care Services National Regulations 2011
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National Law:

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Quality Area 6 – Collaborative Partnerships with Families and Communities

Families participation and communications policy

TheirCare services will actively encourage families to contribute to the development of the program. Involvement from families will be supported and welcomed as this ensure the best possible environment and service is provided to the children.

- Service Coordinator / Responsible Persons will provide families with information about the service and where their feedback is paramount through daily verbal interaction and interactions with media sources, Resonate (external provider survey platform), service surveys, Customer Support emails, posters, and promotional flyers.
- Parents with a special skill or talent, that can be shared, at the program may be asked to facilitate a workshop with the children. Parents will have a valid WWCC.
- Feedback from families will be collected by regular surveys, discussions, service reflection journal and suggestion box at each service and through the service communication book.
- Services will promote information regarding the program via the school's media app e.g. Compass.
- Service will reach out to the community and families of the school through weekly attendances at the school's assembly.

School and local community involvement policy

TheirCare strongly believes that family, school, and wider community involvement is paramount to the service development and to the wellbeing of children. Educators will also involve themselves in school events to engage with the families (users and non-users of the service).

- Educators will read the school newsletter to keep informed with any school events and activities being planned by the school.
- Educators will communicate with external agencies and bodies to collect information about community events and activities available for the families.
- Educators will collect information such as brochures and newspapers to have available at the service for families wishing to know more about the community.
- Where possible Educators will attend local network meetings facilitated by Community Child Care as this will provide an extension of support.
- Parent participation is encouraged.
- Children's family members may wish to share cultural experiences and hobbies such as musical instrument with the children.

Parents facilitating workshops or an activity at the service must be supervised by a qualified Educator, must sign into the service on arrival and must be inducted into the service.

Inductions consist of informing the parent of the evacuation plan, in case of emergency who to contact and appropriate behaviour displayed around children.

Invitation to local groups must be a part of the intentional teaching program for the children. For example, emergency services (such as police, fire brigade or St John Ambulance) to learn about health and safety or the local vet for an opportunity for children to gain awareness on animal welfare.

Local sporting club may also wish to put on a demonstration.

All community involvement must be discussed with the Nominated Supervisor.

Fundraising and donations policy

Whilst our Educators are encouraged to be actively involved in the school and local community, TheirCare has a zero acceptance of any donations made to the service.

While fundraising through the school community is welcomed school must approach TheirCare for approval.

While gifts from parents to an Educator are a gesture of appreciation, any gift worth more than \$50 must be logged on the **gift register**.

Our ambition is to facilitate charitable giving. Charities selected will be relating to the children's wellbeing and the intention to raise awareness to a cause that may have an impact to their world.

- Service Coordinator / Responsible Person must create a gift register to log any gifts given to the service.
- Service will not accept any donations such as money or equipment for the service.
- Any fundraising for the school must be communicated to the Nominated Supervisor.

Family grievances and complaints policy

Any grievances or complaint by a parent/stakeholder must be accepted and heard in a professional and respectful manner. TheirCare is committed to ensuring all feedback is heard and dealt with in a timely manner.

- Parents/stakeholders are encouraged to discuss any concerns they may have with the Service Coordinator / Responsible Person at the service at first instance.
- If a concern or complaint has not been resolved by the Service Coordinator / Responsible Person to the parent satisfaction the escalation of the complaint will be made to the Nominated Supervisor.
- Nominated Supervisor will contact the parent within 24 hours of receiving the complaint.
- All parties involved in the grievance/complaint will have the opportunity to be heard.
- Nominated Supervisor will contact the parent and informed of the outcome once investigation has been completed.
- All complaints must be documented on the relevant portal.
- All complaints where the health and safety of a child has been compromised, a notification to the Regulatory Authorities must be made by the are operation manager within 24 hours.
- Once an issue has been resolved all parties involved will be informed.

Quality Area 7 – Leadership and Service Management

Governance policy

TheirCare's approach is caring, positive and professional. TheirCare takes accountabilities for all aspects of the OSHC program including administration, bookings and payment and parent enquiries. Good governance and management are essential to our provision of quality services.

Policies:

- Child enrolment policy
- Child attendance record policy
- Definition of booking policy
- Cancellation of booking policy
- Hours of operation policy
- Orientation process policy
- Equal opportunity policy
- Fee structure policy
- Fee collection policy
- Additional funding policy
- Late pick up fee policy
- Child absences policy
- Child Care Subsidy policy
- Family/individual privacy policy
- TheirCare Privacy Policy
- Administration and maintenance of record policy
- Archiving of records policy
- Partnership responsibility and communication policy
- Quality management policy

Frameworks:

- My Time Our Place
- Early Years Learning Framework (Kinder services)

National Regulations and National Laws

National Regulations:

Victoria	Education & Care Services National Regulations 2011
New South Wales	Education & Care Services National Regulations 2011
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National Law:

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Child enrolment policy

All children attending a TheirCare service must complete an online enrolment through the TheirCare parent portal prior to commencement of care. It will be the parent responsibility to update changes to family or child details. The service will have access to the enrolment forms through the portal through session time.

- All parents/guardians must complete the enrolment form online to enrol their child into the service.
- Parent signature will be electronic and complete upon enrolment.
- The Service Coordinator / Responsible Person must check the attendance sheets (roll) and an enrolment form is available for each child on the list.
- Any medical condition stated on the enrolment sheet must be followed up by the Service Coordinator / Responsible Person.
- All enrolment sheet information is kept confidential for service use only.
- Parents will be asked by TheirCare through the portal to update and review their enrolment at the end of each year.
- If a parent/guardian has any difficulty enrolling their child, they should seek assistance from the Service Coordinator / Responsible Person who will assist.

Child attendance record policy

A child is to be signed in and out from each session by a person authorised on the enrolment sheet. The attendance sheets (roll) are located at the entrance of each service and are stored daily at the service in a locked cupboard to protect children's information. The attendance sheet may be provided in an electronic device at the service.

- Service Coordinator / Responsible Person must print or review the attendance sheet on tablet prior to the commencement of the session.
- Attendance sheet must be available to parent when signing in or out their children.
- Attendance sheets must be completed in full of exact time of arrival or dismissal and full name of Educator signing children in or out.

Definition of booking policy

At TheirCare there is a clear description for parents on the difference between permanent and casual bookings, early finish, and curriculum days. This will ensure parents have the option of care suitable for their needs.

Permanent Booking- Ongoing booking daily or weekly that repeats throughout the term or year. The permanent booking fee is slightly less than a casual booking.

Casual Booking- Available at any time up to the day of care.

Early finish days- The service will operate care from an early start time due to school finishing early on a particular day.

Curriculum Days- Will operate when the school has planned a no children attendance school day.

- Parent must make booking online through parent portal which will be visible to the Service Coordinator / Responsible Person.
- Service Coordinator / Responsible Persons must be familiar with the parent portal booking system to support parents with limited English, or with IT exposure and to assist with minor queries.

Cancellation of booking policy

To ensure a high standard of care and safety of all the children at the service is maintained parents are required to advise TheirCare of their child's absence.

- Parent must inform the Service Coordinator / Responsible Person if any changes to their child booking occur.
- A 48-hour cancellation notice period is required. When notified in this period, the cancellation fee will not be charged. If notified within this period, a small cancellation fee will be incurred.
- Should a parent/guardian provide appropriate medical evidence relating to the cancellation, TheirCare will cancel the parent/guardian out of pocket charges.
- Casual booking can also be made online through the parent portal.

Hours of operation policy

TheirCare will endeavour to meet the school community needs and work in partnership with the schools individually when planning operation times for the service.

- During transition process of a school the most suitable operational hours will be decided.
- All governance bodies are to be advised of the operation times.
- Operation times must be on display at each service as a legal requirement.
- Operation days must be on display at each service as a legal requirement.
- Any changes to the operation times must be communicated to the Nominated Supervisor as an amendment to the license is required prior to actioning the change.
- Operational days and hours are not inclusive of Public Holidays (State dependent).

Orientation process policy

TheirCare service will engage new families in an orientation process prior to the child attending the service, this ensures the child is familiar with the environment and staff, gives the family an opportunity to ask questions and the opportunity to see the service in operations.

- The parents are actively encouraged to attend the service with their child prior to commencement.
- Any medical condition should be discussed now, and documents provided.
- Where an orientation process has not been completed, Educators must support a new child and induct them into the service. This can be done by a buddy system where another child or children can show the child around the service.

Any new child is welcomed and introduced by an Educator.

A new child is provided with a buddy for support.

Child will be shown where to put their school bags, where the bathrooms are located and what the afternoon transition from school looks like.

- Educators will provide activities that will encourage and support new friendships.
- As the family arrives to collect the child, the Service Coordinator / Responsible Person will provide the family with an update about the child and how he/she settled into the service.

Equal opportunity policy

TheirCare welcomes families, Educators, and children regardless of gender, sexuality, religion, physical appearance, and culture.

- All Educators will provide the opportunities for Educators, families, and children to actively participate in and adhere with the National Quality Framework.

Fee structure policy

TheirCare will endeavour to provide families with affordable fee structures while maintaining the financial viability of the service.

- Fees are reviewed on an annual basis in line with the Child Care Management System (CCMS)
- Any changes to fees or how they will be collected will be communicated at least 14 days prior to any change. Changes of details will be communicated to the families.
- Fees are charged weekly in arrears.
- Fees are charged per session, per child.

Fee collection policy

TheirCare utilises leading vendors for accurate and timely billing to parents.

- TheirCare's online kiosk allows real time attendance data to ensure data accuracy.
- TheirCare collects attendances and send to Child Care Management System (CCMS) via our online process to confirm gap to be charged.
- TheirCare will utilise a third-party payment portal to charge the parent.
- If payment declines TheirCare will contact the parent to request manual payment through the portal again.

Additional funding policy

TheirCare believes in equal opportunity for all families and children with additional needs and will provide support to ensure all children receive the same quality care and attention required.

- TheirCare strongly recommends that parents inform the Service Coordinator / Responsible Person at the service if their child has specific requirements.
- A child profile needs to be created at the service to help support the needs of the child.
- An action plan/service support plan will also be completed and a part of the child profile.
- Changes to the plan can be made in collaboration with the parents and other relevant agency.
- In line with the Inclusion Support Program (ISP) guidelines, children must have a diagnosed disability to access funding for an additional educator.
- The service Coordinator / Responsible Person will engage with the local Inclusion Agency to identify the service's needs, to develop a Strategic Inclusion Plan (SIP) and to prepare the documents needed for a funding application. These must be emailed to inclusion@theircare.com.au for processing.
- Applications for Inclusion Development Fund for an Additional Educator / Immediate/Time Limited Funding (ISS) will be completed by a PRODA authorised support team member using the online Inclusion Support Portal.
- The application for funding will be assessed by the Inclusion Development Fund Manager (IDFM) against the current Inclusion Support Program guidelines. This can take up to a month for long term (12 months) funding and 14 days for Immediate/Time Limited cases.
- The SIP must be reviewed a minimum of once per twelve months by the Coordinator / Responsible Person and the Inclusion Professional to evaluate the actions identified in the plan and to continue the service self- review/reflection cycle
- The inclusion support professional will support the service and assist with the ISS application process. ISS will also provide additional information to the service and families regarding support measures that are available.
- As per the ISS guidelines this funding enables staff/child ratios above the *National Quality Framework* or state legislation recommendation and cannot be used to provide one-to-one care.

To view the Inclusion Support Program guidelines, visit: <https://docs.education.gov.au/node/53374>

Late pick up fee policy

Late fees will be charge to parent/account holders when child is collected later than closing time.

- Service Coordinator / Responsible Person must log the late pick-up on the portal. This will activate a late pick fee of \$1 per minute per child left at the service after closing time.
- In case the child has not been collected for an extended period the Service Coordinator / Responsible Person must contact the Nominated Supervisor.

Child absences policy

The Service Coordinator / Responsible Person must ensure that all records relating to the child absences are completed daily.

- Service Coordinator / Responsible Person must contact the parent if child is listed to attend and has not arrived at the service.
- If the parent is entitled to any Child Care Benefit (CCB) or Child Care Rebate (CCR) they will receive an entitlement for the first 42 absences each financial year (allowable absences).
- After 42 non-attendance days parents will be charged full fee with no government benefits applied.

Child Care Subsidy policy

All parents approved by the Department of Human Services and Family Assistance Office are entitled to claim for the Child Care subsidy where a service is approved for federal government funded childcare benefit places.

- Parents will be required to provide their Customer Reference Number's (CRN) to the TheirCare parent portal.
- Parents can obtain their CRN from the Family Assistance Office (FAO/Centrelink) by calling the 13 61 50.
- All benefits are determined and applied by Centrelink.
- Parents are responsible for maintaining and keeping up to date their benefit status.

Family/individual privacy policy

TheirCare will maintain the information given by families utilising the service as confidential and private. Each service will follow the guidelines set out in the information Privacy Act (1988).

Definition of Confidential and Private

It is vital that we protect the privacy of individuals and their families. This ensures the development of trust that sensitive and personal information does not become public.

- All information gathered by the service must be stored in a locked cupboard.
- Must have consent from the family or individual to use the information needed for Inclusion Support Funding.
- All **injury/incident/accident/trauma/illness reports** must be saved with child's enrolment form.
- All passwords on iPads/laptops and mobile phone must be confidential and used only by TheirCare employees.
- At no time must the information be taken off premises.
- **Medical action plans** must be available to TheirCare Educators, however if space is a shared space ensure these are kept in allocated folders not on display.
- TheirCare Educator's private information such as phone number, address, and medical condition must not be given to families or children and their information is kept in a locked cupboard.

TheirCare Privacy Policy

TheirCare Pty Ltd ABN 40 617 970 475 (herein 'TheirCare') is committed to protecting the privacy of individuals. This Policy applies to the collection of all information by TheirCare and includes enrolment, phone and email enquiries and attendance data as well as the use of the website operated by TheirCare under the domain www.theircare.com.au.

TheirCare is committed to protecting all personal information collected. Personal information will only be used for the purpose for which it was provided. TheirCare collects information pursuant to and in compliance with the obligations under the Privacy Act 1988 (Cth), the Education and Care Services National Law, the Fair Work Act, the Superannuation Guarantee (Administration) Act, the Income Tax Assessment Act, Occupational Health and Safety acts, Workers Compensation acts, Family Assistance laws and related acts and regulations. In addition, TheirCare complies with the Australian Privacy Principles published by the Office of the Australian Information Commission.

All TheirCare employees have agreed to ensure confidentiality of personal information.

TheirCare's Policy Manual is available at all services and has a copy of this Policy and specific information related to the use and collection of information at services.

If you require any information on TheirCare's Privacy Policy, please contact us on 1300 072 410 or info@theircare.com.au.

Personal Information

Personal information is any data which can identify an individual. General information is aggregated information that by its nature does not identify an individual and may assist TheirCare to better understand the usage and collect of our services.

What information do we collect?

We collect and utilise personal information about children that are enrolled at our services and their parents/guardians that is required and/or permitted by law and allows us to operate a high-quality care service with a focus on wellbeing, protection, and development.

The information collected allows us to administer and manage our services including charging, billing, and collecting debts. Bank account, credit card and other payment details are encrypted for your security.

We may use your information to conduct surveys and to seek feedback on our services. We will only use your information for marketing or promotions if you have allowed us to. TheirCare may use third party applications and services to facilitate online communication such as Resonate, TERRIE, CultureAmp, MailChimp and FreshDesk and utilise social media providers such as Facebook and Instagram. These providers may collect and hold your personal information.

If you receive marketing or promotional material from us and no longer wish to receive it, you can opt-out by changing your preference on your registration (online) or by contacting us on 1300 072 410.

Sensitive personal information is collected. This may include but is not limited to health information to enable us to properly prepare for any medical incidents as well as reporting immunisation statuses to Government agencies. Information is collected to ensure that we are aware of any additional care requirements including ethnic or cultural background, disability or additional needs and special dietary requirements.

Photographs and videos will only be taken with parent/guardian consent.

Attendance records, head counts, medical action plans, child profiles and court orders are collected and maintained at each service.

If you apply for a position at TheirCare we will collect and use your information to assess your suitability and qualifications for the role and to review your references, this will include the requirement to complete a working with children check. Information collected from employees will be used to administer and manage their employment.

Protection, storage, and disposal of personal information

Personal information may be held in hard copy or electronic form. We take care and all reasonable steps to protect the security of personal information from unauthorised access, modification, disclosure, misuse, interference, and loss.

Online enrolment data and subsequent bookings and attendance data is logged on the FullyBooked Child Care Management System ('FullyBooked'). FullyBooked's privacy policy can be found at <https://www.iubenda.com/privacy-policy/60497327/legal>.

Appropriate data restrictions are deployed to protect electronic information. Hard copy information is kept in a locked cupboard with restricted access.

TheirCare retains records as required by the legislation that regulates our Company and the services we operate. Records may be archived from time to time, either as hard copies or digitised, as required and in compliance with the relevant legislation.

TheirCare will securely dispose of information that it has no further need to use or it is required by law to do so. When personal information is deleted, it will be done safely such that the data is irrecoverable.

Access to personal information will be limited to personnel who need access and appropriate security is in place to avoid unauthorised sharing, which includes but is not limited to the use of passwords that are not shared by individuals and not used by other systems or services.

All parties dealing with personal information will take extreme care not to expose the data to non-authorised persons.

Enrolment details and digital archives are kept in digital storage in Australia. Hardcopy personal information including observations and medical records are kept at the relevant service unless they are archived and stored at a secure location within Australia.

Employee personal information will be stored securely in a hard copy staff record at the service they are working as well as at TheirCare's head office. Personal information will also be digitally stored in the Deputy rostering system, HROnboard employee onboarding system and our accounting system.

Websites and cloud services may be maintained or hosted overseas and where this occurs, we will take reasonable steps to ensure that any overseas recipient will deal with such personal information in a way that is consistent with this Policy.

Disclosure of personal information

TheirCare will not disclose personal information to any third party other than in accordance with this Policy or without the consent of the subject or their parent/guardian. Information may be disclosed to:

- Related bodies corporate, suppliers including consultants or contractors and agents to assist us to provide our services or collect debts
- Our insurers and Workers Compensation agencies

- Australian Government Departments and Agencies (including the Australian Taxation Office and Centrelink) for regulatory purposes including application of Child Care Subsidy (CCS)
- Any other person or body with a lawful entitlement to obtain the information
- Authorities or parties to verify employment information provided to us

Email security

Any email sent to TheirCare may be automatically scanned which could result in certain attachments and styles of messages being automatically blocked or forwarded to an administrator in order to authorise the content. IT administrators will not access the content of your emails once this process is complete.

Use of our website

When accessing our website through a web browser, we use cookies to improve your online experience. You can configure your web browser to reject cookies, although this may impact some of the functionality of our website.

We may use Google Analytics to collect information about visitor behaviour on our website. Please refer to Google's privacy policy at www.google.com/policies/privacy/partners/ to learn more about how Google collects and processes data.

Breaches

In the event of a breach of security leading to the accident or unlawful destruction, loss, alteration, unauthorised disclosure, or access to personal information, TheirCare will promptly:

- Report this breach to those impacted by the breach, and
- Put measures in place to stop continued or repeated breaches of a similar nature.

Your privacy rights

Enrolment details can be viewed or updated by parents/guardians to ensure personal information is kept up to date.

If you would like to access or correct the personal information that we hold about you or your dependents, the request can be made by contacting TheirCare on:

- p. 1300 072 410
- e. info@theircare.com.au
- a: Tooronga Village, Podium 2, 766 Toorak Road, Glen Iris VIC 3146

All correspondence should be directed to the Chief Financial Officer, and we ask that you provide as much detail as possible about the information you are seeking to assist us with responding in a timely manner. Note, that we may need to verify your identity.

If you believe that we have breached our privacy obligations or wish to make a complaint, please contact us on the details above. If your concerns remain unresolved to your satisfaction, you may contact the Office of the Australian Information Commissioner at www.oaic.gov.au or 1300 363 992.

Disclaimer

All content on our website is the property of TheirCare and should not be reproduced, copied, or tampered with. No warranty is given as to the completeness and accuracy of the information presented.

This Policy is subject to change from time to time and any amendment will be published.

Administration and maintenance of record policy

TheirCare will maintain all State and Federal legally required records in a system that complies with requirements from the funding bodies and TheirCare. Systems will be managed and reviewed to ensure that the confidential and privacy of children/family records is maintained.

- All documentation is to be stored in a secured location at the service.
- TheirCare Educators will only have access to these for service use only.

Archiving of records policy

The service will maintain all personal, family, and financial records of families utilising the service for a period prescribed by State and Federal Legislative requirements. These records will be maintained in a secure and safe location to ensure information is available to appropriate person if required at a later date.

- All **injury/incident/accident/trauma/illness reports** are to be kept by TheirCare for a period of 25 years.
- All attendance records will be kept by TheirCare for a period of 3 years.
- Any unpaid parent fee's will be kept by TheirCare for a period of 3 years.
- Employees timesheets will be kept by TheirCare for a period of 7 years.
- All payroll and service records of TheirCare Educators will be kept by TheirCare for a period of 7 years as per requirement by the Taxation Department.

Partnership responsibility and communication policy

TheirCare Pty Ltd is the Approved Provider for all TheirCare services nationally. As the provider, TheirCare has the legal responsibility to ensure all services are compliant with a number of legal requirements and communication with government is productive and regular.

TheirCare is also in partnership with schools where each have an agreement/contract between both parties. It is paramount to TheirCare that each partnership is treated as important, individual, professional, and respectful.

- TheirCare will support and build relationships with all partnered schools through regular emails, phone calls and meetings.
- Nominated Supervisor will meet with each school at least once per term.
- Nominated Supervisor will maintain a close relationship with the school to ensure satisfaction.
- Nominated Supervisor will meet with the Regulatory Authorities as often as possible.

Quality management policy

TheirCare will endeavour to provide appropriate opportunities for all stakeholders to provide feedback on the operations of the service. Policies will be made available for parents to provide feedback and comments annually or when updating policies. Each service will have a **Quality Improvement Plan** this is to ensure the service is regularly reflecting on practices and documenting where improvements are needed and where the strengths lay.

- Parents and Educators will also have the opportunity to provide feedback through annual surveys and through a communication book at each service.
- Service Coordinator / Responsible Persons and Educators at each service will work together to update the **Quality Improvement Plan** termly.
- The **Quality Improvement Plan** will be required to be submitted to the Nominated Supervisor every term for review on service improvement progress.
- Nominated Supervisor will conduct a one-on-one meeting with the Service Coordinator / Responsible Person termly to ensure service is operating at a high-quality standard.
- Parents will be informed of the policy updates prior and can make suggestion on changes.

Credit Card Policy

PURPOSE

The purpose of this Credit Card Policy is to ensure credit cards are issued and used appropriately for TheirCare related business, and all expenses incurred are properly approved and acquitted.

SCOPE

The Credit Card Policy sets out TheirCare's policy on credit cards (the Card). It applies to all credit cardholders (the Cardholder) managers responsible for authorising credit card applications, and approvers of the Cardholder's acquittals.

POLICY STATEMENT

Credit Cards must be used appropriately within relevant delegations, and in accordance with government policies and legislation.

Issuing of Credit Cards

The purpose of the Card is to facilitate and simplify the purchasing process for minor purchases and travel expenditure.

The Card will only be issued to an employee who:

Management Level:

- A. is required to travel for business purposes; and/or
- B. can demonstrate an ongoing and regular need to purchase goods or services on behalf of a Group or Team which is best facilitated through the use of a credit card. Examples include paying for training courses, catering, additional resources for service or any purchase where a credit card is the only acceptable form of payment.

Service Level:

- A. Responsible Person can demonstrate an ongoing and regular need to purchase goods/resources for their Service. Examples include purchasing last minute food items, ordering online goods from approved providers e.g., Zart, Kmart, Officeworks and/or Coles.

Credit Card Limits

As set per individual service budget allotment.

Variations to the standard limits must be supported by genuine business need and approved by the responsible General Manager (GM), and the Chief Financial Officer (CFO).

Limits are subject to annual review by Finance.

Cancellation of Credit Cards

The Card is not transferable and may be cancelled by Finance when:

- A. the Cardholder ceases employment with TheirCare
- B. the Cardholder no longer requires the Card because of a change of duties or positions
- C. the Cardholder is taking an extended period of absence of three months or more
- D. the Cardholder fails to comply with any CEO Directions, TheirCare's policies or procedures relating to the use of the Card
- E. requested to do so by a Supervisor/Manager or the CFO; or
- F. the Card has not been used for more than twelve months.

General Terms of Use

Cardholders must obtain approval from an appropriate financial delegate before using the Card to pay for their own business expenses e.g., professional membership, training, travel etc.
Direct debit authorities must not be placed on the Card except where business conditions necessitate.
Centrally purchased items such as assets, IT equipment, Property equipment, stationery and insurance should only be purchased by the responsible Technology, Property and Finance Teams, unless the Cardholder has obtained specific approval from the respective teams to purchase items separately on the Card.

Misuse of the Card

Misuse of the Card is a serious matter and may constitute a breach to this policy and the Public Governance, Performance and Accountability Act 2013 (PGPA Act).

Penalties apply for fraud or misuse of the Card under the PGPA Act, Public Service Act 1999, and the Crimes Act 1914. Cardholders may be liable for any loss to the Commonwealth.

Suspected or inadvertent misuses of the Card must be reported, investigated, and dealt with in accordance with the Credit Card Procedures. Disciplinary action against the cardholder includes, and is not limited to, a warning, full recovery of monies, criminal proceedings, or other direction at the discretion of the CFO.

Roles and Responsibilities

Chief Financial Officer:

1. approving new Card applications; and
2. approving increased monthly and transaction limits after GM approval.

Finance:

1. verifying individual's identity through a 100pt ID check;
2. authorising the Bank's completed application form; and
3. general Card administration.

Approving Officer:

1. manager at Executive Level or above approving credit card reconciliations of their direct reports or subordinates

Receipt of Purchase:

- A. All purchases made using the Credit Card will produce an itemised receipt of purchase.
- B. The receipt must be provided to Accounting for Auditing.
- C. Receipts must be provided at the end of the pay cycle, fortnight Friday.
- D. Receipts must be in chronological order and itemised for each school purchase.

RELEVANT GOVERNMENT POLICES OR LEGISLATION

Government policies

Department of Finance - Resource Management Guide No. 416 – Facilitating Supplier Payment Through Payment Card

Aboriginal and Torres Strait Islander Australians Public Governance, Performance and Accountability Act 2013

Public Service Act 1999

Crimes Act 1914