

Table of Contents

Quality Compliance Policy 10.1.....	2
Role of Management Committee 10.2	3
Budgeting & Planning Policy 10.3	4
Fees Policy 10.4	5
Risk Management Compliance Policy 10.5	7
Approval Requirements Under Legislation 10.6	8
Nominated Supervisor 10.7	9
Insuring Risks Policy 10.8.....	10
Information Handling & Confidentiality of Records 10.9	11
CCS Explanation 10.10	12
Intellectual Property & Copyright Policy 10.11.....	13
Management Code of Conduct Policy 10.12.....	14
Information Technology Policy 10.13.....	15
Purchasing Policy 10.14	17
Record Back up and Off-site Information Handling Policy 10.15.....	19
Asset Management Policy 10.16.....	20
Intellectual Property and Copyright 10.17	21
Strategic Planning Policy 10.18	22
Court Orders and the Release of Children in Care Policy 10.19.....	23
Policy Development Sourcing and Review Policy 10.20.....	24

Quality Compliance Policy 10.1

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018
	COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: QUALITY COMPLIANCE POLICY 10.1	REVIEWED: 2020
	REVISED: 2020

The service strives to obtain at least a level of “Meeting” under the National Quality Framework and to meet the requirements for licensees of Child Care Service under the Child Care Act. The Service strives to best fulfil its ability to care for children and to carry out the agreed policies and procedures of the Service.

RELEVANT LAWS & OTHER PROVISIONS

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
 - 'My Time, Our Place' Framework for School Age Care
- *NQS Area: 4.1; 7.1; 7.2; 7.3.*
- *Policies: Philosophy Statement, Goals, Reporting Guidelines and Directions Policy for Handling Disclosures and Suspicions of Harm, Educational Program Planning, Educators Practice, Food Act Compliance, Space and Facilities Requirements, Emergency Equipment and Facilities, Educational Leader, Approval Requirements under Legislation, Supervisor Certificate, Risk Management and Compliance, Managing Compliance within the Service.*

Procedures

- The Service has developed and will regularly review and update written policies for the conduct of the Service.
- The Management Committee requires the Coordinator to:
 - Ensure and monitor the implementation of this quality compliance policy
 - Check for records and act on any non-compliance issues
 - Monitor changes in the Childcare Act, as advised by the Office of Early Childhood Education and Care.
 - Advise the Executive Committee of the changes
 - To change policies and procedures as necessary to ensure they meet with the National Quality Framework
 - To adopt a Service philosophy statement and goals which reflect the Foundation areas of the Framework requirements
 - To be responsible for conducting regular informal assessments and formal annual reviews of all employee performance and adherence to the Centre's Policies and Procedures
 - To ensure all educators have upto date knowledge regarding the Assessment and Rating process and take part in the services Quality Improvement Plan
- The Service Philosophy and Goals are displayed within the Centre and are included in the parent handbook and enrolment forms
- Parents are actively encouraged to participate in decision making regarding the Centre Policies and Procedures.
- Assessment results will be displayed within the Centre for the parents to see.

The service aims to always improve on its current standards and continue to enhance educators knowledge through workshops and networking with other services.

Role of Management Committee 10.2

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: ROLE OF MANAGEMENT COMMITTEE 10.2	REVIEWED: 2020 REVISED: 2020

The Service Management Committee defines clearly in writing its own role which is communicated with the licensee, parents, community, staff and other stakeholders to ensure that the Management Committee effectively fulfil its role. The governance of an organisation is concerned with the systems and processes that ensure the overall direction, effectiveness, supervision and accountability of a service. Under the National Law and National Regulations, early childhood services are required to have policies and procedures in place relating to the governance and management of the service.

RELEVANT LAWS & OTHER PROVISIONS

- *Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (eg Coordinators' duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.*
- *NQS Area 7.1.1, 7.1.5; 7.3;*
- *Policies: Recruitment and Employment of Educators, Employee and Volunteer Grievance, Performance Monitoring, Review and Management, Complaints Handling, Quality Compliance Policy, Budgeting and Planning, Management Code of Conduct, Strategic Planning*

Procedures

- The management committee has a written role statement which will be made available to all interested persons associated with the service
- In addition to anything else provided in the role statement from time to time the management committee is responsible to;
 - Develop and update appropriate goals of the service
 - Make the goals available to the parents upon request
 - Monitor and review the performance of Coordinator, ensuring Policies and Procedures are adhered to in accordance with information received.
 - Devise a centre budget with input from the Coordinator
 - Ensure the service has the appropriate equipment and requirements for assessment and licensing purposes.
 - Ensure that the budget considers all employee entitlements
- The committee is to evaluate its own performance and roles on an annual basis
- To liaise with employees in relation to complaints or grievances
- To ensure all employees, parents grievances are treated with confidentiality and respect.
- Ironside OSHC works on a Management team approach. The Management Team is made up of the Executive Committee then the Centre Coordinator. These managers meet monthly and as necessary to ensure that the channels of communication are kept open that the centre provides the highest care, education programs and services to ensure the viability of the service. All members of the Management Team who gain access to confidential, commercially-sensitive and other information of a similar nature, shall not disclose that information to anyone unless the disclosure of such information is required by law.

Budgeting & Planning Policy 10.3

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: BUDGETING & PLANNING POLICY 10.3	REVIEWED: 2020 REVISED: 2020

The management committee and the Coordinator work together to develop effective and responsible laws and budgets for the ongoing operation of the service

RELEVANT LAWS & OTHER PROVISIONS

- *See your Service's 'Constitution' or 'Rules' or 'Memorandum and Articles of Association' or equivalent for limitations and role of Management Committee or other governing body*
- *Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (eg Coordinators' duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.*
- *NQS Area: 3.2.2; 6.1.2; 7.1.1, 7.1.3; 7.2.3; 7.3.1, 7.3.2.*
- *Policies: Space and Facilities Requirement, Provision of Resources and Equipment, Recruitment and Employment of Educators, Educator Professional Development and Learning, Fees, Strategic Planning.*

Procedures

Budgets will be prepared by the Committee in liason with the Coordinator then submitted to the P & C for approval. Budgets will take into account the need for appropriate staff, facilities, equipment, maintenance and the requirements of the service to fulfil its Policies and Procedures.

Budget will include the expenditure for resources and ensure money is utilised and put back into the service.

Fees will be considered for increase on a yearly basis of \$1.00 per session at the beginning of July, this comes in line with the government rebate alteration each year and means families don't notice the increase.

Incursions and excursions cost are to be outlined in budget as an expenditure and then families will reimburse the service these as they pay their fees. The service may take on board some outgoing cost during these times.

Fees Policy 10.4

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: FEES POLICY 10.4	REVIEWED: 2020 REVISED: 2020

This Service aims to provide a quality service to families at an affordable price. The Management Committee will set fees based on the annual budget required for the provision of quality childcare, in keeping with the services philosophy statement, goals and policies and procedures.

RELEVANT LAWS & OTHER PROVISIONS

- *Child Care Service Handbook (for current year)*
- *NQS Area 6.1; 7.1.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Excursions Policy, Enrolment Policy, Communication with Families Policy, Budgeting and Planning Policy, Strategic Planning Policy*

Procedures

- Fees will be paid via ezi debit which is a direct deposit into the Centre's bank account through their software application
- Parents will be charged for all care booked unless other arrangements have been made by the Coordinator. This includes all absences for those with permanent bookings as per policy
- Parents that choose to not use ezi debit and do a direct credit will be charged a \$100.00 bond this is refundable upon cessation of care if all fees are upto date.
- The fee structure is based on the recent information received from DEEWR via CCMS. Account holders must provide appropriate information on the enrolment forms for correct processing of fees. Parents are to contact Centrelink for CCB percentages and any issues with CCB or CCR.
- Parents will be given a weekly statement which will specify the amount owing and the due date for payment. All parents are to ensure this payment plan is strictly adhered to. Failure to do so will result in care being cancelled and the account being sent to the Centre's debt collection agency.

OVERDUE FEES

- If accounts fall into arrears a reminder will be sent to the account holder to pay by a particular date.
- If payment is not received, overdue accounts will be forwarded to the executive committee and to a debt collector.
- If an account is unable to be paid due to financial circumstances, the account holder will be required to give a written explanation to the current P & C Executive via the Coordinator

CANCELLATION BEFORE AND AFTER SCHOOL CARE

- If a permanent booking is cancelled and the account is in credit, the account holder will be required to provide bank details so that funds can be credited to the account holder.
- If the account holder wishes to resume care, whether permanent or casual, they will only be allowed to do so if their previous account has been paid in full.
- If a casual booking is cancelled with 48hrs notice, the account will not be charged.

- If no advice is given for cancellation of a casual booking, the account will be charged

VACATION CARE

- Statements for vacation care will be issued at the beginning of each week of vacation care and are required to be paid in full by the end of that week's care.
- One weeks' notice for cancellation of a vacation care booking is required or the daily fee will still apply. In some instances the activity fee will still be charged if notice is not given.
- If a child is away, the day's fee will still be charged and in most circumstances, any additional activity charges will also be charged.

CLOSURE DUE TO EMERGENCY OR WEATHER CONDITIONS

- If the Centre is closed due to emergency or weather conditions fees will be waived until the Centre re-opens.

PUBLIC HOLIDAYS

- Fees are not charged for public holidays or closure at Christmas time

Risk Management Compliance Policy 10.5

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: RISK MANAGEMENT COMPLIANCE POLICY 10.5	REVIEWED: 2020 REVISED: 2020

The Service is, like all other enterprises, subject to several risks and important legal, regulatory, industry and policy requirements. The Service is a responsible organisation and seeks to act in a risk aware fashion, including by identifying and managing material risks and ensuring compliance as far as possible with all such requirements, in the interests of better providing the service and avoiding exposure to breaches which could threaten the delivery of some or all parts of the service.

RELEVANT LAWS & OTHER PROVISIONS

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Associations Incorporation Act, 1981,(Qld) or Corporations Act, 2001 may apply (eg Coordinators' duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.*
- *Australian Standard on Risk Management - AS/NZ ISO 31000:2009*
- *Australian Standard on Compliance - AS/NZ 3806-2006*
- *Commission for Children and Young People and Child Guardian Act 2000*
- *Commission for Children and Young People Amendment Act (No 1) 2006.*
- *NQS Area: 2.1.4; 2.2.2; 2.3; 4.1; 4.2.1; 7.1.1, 7.1.4, 7.1.5; 7.2.3; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: Reporting Guidelines and Directions Policy for Handling Disclosures and Suspicions of Harm, Excursions, Transport for Excursions, Food Handling and Storage, Space and Facilities Requirements, Workplace Health and Safety, Emergency Equipment and Facilities, Role and Expectations of Educators, Quality Compliance.*

Procedures

- The management committee in conjunction with the Coordinator will develop and maintain a risk management program appropriate to the service, including a method of ensuring that the service takes appropriate steps to comply with:
 - Policies and procedures
 - Licensing requirements
 - Laws applicable to the service
- Policies and procedures shall be reviewed annually in collaboration with parents and staff and shall take into regard any changes to regulations, laws or licensing requirements.
- The Coordinator will attend all appropriate forums regarding the updating of Service licensing or regulatory information
- The Coordinator shall inform all staff of changes through either slack notices or staff meetings
- The Coordinator is responsible to monitor changes in the National Quality Framework.
- The Coordinator will proactively keep informed by subscribing to appropriate information services, industry bodies and attending all relevant and appropriate forums for discussing these issues along with networking with other services.

Approval Requirements Under Legislation 10.6

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: APPROVAL REQUIREMENTS UNDER LEGISLATION 10.6	REVIEWED: 2020 REVISED: 2020

As part of the service risk management and compliance obligations, the Management Committee and the Operations Manager shall jointly be responsible to ensure that the Service complies with the Approval requirements under the *Education and Care Services National Law 2010 and Regulations 2011*.

Relevant Laws and other Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 7.1.1, 7.1.4; 7.2.1; 7.3.1, 7.3.2, 7.3.3.*
- *Policies: Quality Compliance, Role and Composition of Management Committee, Supervisor Certificate, Information Handling (Privacy and Confidentiality).*

Procedures

An application for Provider Approval must be made, in writing, to the relevant Regulatory Authority prior to the service being operational.

An Approved Provider may apply, in writing, to the Regulatory Authority for Service Approval to operate an education and care service if the Approved Provider is or will be the operator and will be responsible for the management of the staff members and nominated supervisor for that service.

Information required to be provided to the Regulatory Authority as part of the Service Approval process includes, but is not limited to:

- The location and street address of the proposed service;
- Plans prepared by a building practitioner showing the location of:
 - All buildings, structures, outdoor play and shaded areas;
 - Location of entry and exits;
 - Location of toilets and hand washing facilities;
 - Floor plan showing unencumbered indoor and outdoor spaces;
 - Calculations verifying regulated space requirements.

As part of the Service Approval process, the Coordinator shall be delegated as the Nominated Supervisor. This will be communicated in writing to the Regulatory Authority and appropriate paperwork completed. Whilst the Service provides, or aims to provide, regular child care to school age children, the Management Committee and the Coordinator are jointly responsible to ensure that the Service will not operate at any time if some person or body does not hold a current approval in respect of the Service.

Nominated Supervisor 10.7

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: NOMINATED SUPERVISOR 10.7	REVIEWED: 2020 REVISED: 2020

As part of the Approved Provider obligations under the previous policy (10.5), to obtain Service Approval, a Certified Supervisor must be nominated, in writing to the Regulatory authority, to be the Nominated Supervisor for the service. The Nominated Supervisor is delegated by the Approved Provider to be in charge of the day to day operations of the service.

Relevant Laws and other Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 4.2.1; 7.1; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: Role and Expectations of Educators, Recruitment and Employment of Educators, Quality Compliance, Approval Requirements under Legislation, Information Handling (Privacy and Confidentiality).*

Procedures

The Nominated Supervisor of the service MUST hold a current Supervisor Certificate in accordance with the *Education and Care Services National Law 2010 and Regulations 2011*. A Supervisor Certificate allows the person to whom it is issued, with their written consent, to be placed in the day to day charge of an approved education and care service, either as the Nominated supervisor or when the Nominated Supervisor is absent from the service.

Application for a Supervisor Certificate may be made:

- *In writing to the Regulatory Authority, including the prescribed fee;*
- *By an individual over 18 years of age; and*
- *In the jurisdiction which they currently, or intend to, reside in.*

Applicants for a Supervisor Certificate must satisfy the Regulatory Authority that they:

- *Are a fit and proper person to be a supervisor of an education and care service;*
- *Meet the prescribed minimum for qualifications, experience and management capability;*

Management of the service will seek written consent from a designated Certified Supervisor to take on the role of the Nominated Supervisor for the service, as per legislated requirements for Service Approval.

Insuring Risks Policy 10.8

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: INSURING RISKS POLICY 10.8	REVIEWED: 2020 REVISED: 2020

As part of a responsible approach to identifying and managing risks, this service will endeavour to have adequate insurance protection. Educators, children, parents and the management committee members will be protected from the financial repercussions of public liability

RELEVANT LAWS & OTHER PROVISIONS

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Associations Incorporation Act, 1981, (Qld) or Corporations Act, 2001 may apply (eg Coordinators' duties) to your management committee or board or other governing body. Take expert advice if you are unsure of this.*
- *NQS Area: 2.3.2; 4.2.1; 7.1.1; 7.3.1, 7.3.2, 7.3.3, 7.3.5.*
- *Policies: Quality Compliance Policy, Approval Requirements under Legislation, Risk Management and Compliance Policy*

Procedure

- Responsibility rests with the management Committee to take out and keep current adequate public liability, building and contents and other insurances. All insurance will be purchased through QCPCA broker, Marsh Insurance
- The management committee will ensure this insurance is reviewed yearly and that the service has adequate workers compensation insurance for all Employees and volunteers.
- In the event of a claim being made the Coordinator will notify the executive immediately
- If directed by the Management Committee, the Coordinator will notify the insurance company, ensure that the service follows all directions of the insurance company and in case of material or significant claims, and seek legal advice for the service.
- Coordinator will ensure all appropriate paper work is completed regarding any workers compensation claims and that educators when returning to work will do so according to the guidelines outlined by the doctors or compensation claim requirements.
- Educators will undergo OHS workshops on a yearly basis to ensure they are aware of appropriate manual handling practices to avoid injury within the work place.

Information Handling & Confidentiality of Records 10.9

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: INFORMATION HANDLING & CONFIDENTIALITY OF RECORDS 10.9	REVIEWED: 2020 REVISED: 2020

To protect children and better provide its service, the service seeks and deals with personal and sensitive information relating to families, children and others. The service respects the privacy of all individuals and seeks only information which it needs for these purposes and handles that information with confidentiality and sensitivity and in keeping with legal requirements

RELEVANT LAWS & OTHER PROVISIONS

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Privacy Act, 2000 (Commonwealth) and amendments*
- *NQS Area: 1.1.4; 1.2.1, 1.2.3; 2.1.1; 2.3.3, 2.3.4; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 6.3.2, 6.3.3, 7.1.1, 7.1.2, 7.1.5; 7.2.1; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Reporting Guidelines and Directions for Handling Disclosures and Suspicions of Harm, Use of Photographic and Video Images of Children, Observational Recording, Recruitment and Employment of Educators, Employee Performance Monitoring, Review and Management, Enrolment, Communication with Families, Complaints Handling*

Procedure

- The service gathers only the information it needs to provide its services and protect and care for children and Employees.
- Ironside OSHC obtains written consent from families allowing the Service to use information regarding their children to best deliver an inclusive program and to comply with its duty of care. This is done through the enrolment and other related procedures as new information is received.
- All information is stored in locked filing cabinets
- Records of the service are only to be accessed by authorised personnel or for the Service to fulfil its Duty of Care.
- All records regarding children illnesses or injuries will be kept until the child reaches 24 years of age.
- Records will be scanned into one drive and filed as service has lack of space for storage of paper work
- The Coordinator will ensure that children's details are updated every 12 months or immediately after being notified of a change by the parent/ guardian
- Coordinator will ensure any information pertaining to bookings of separated families is kept confidential unless it is pertaining to a court order regarding care for the child.

CCS Explanation 10.10

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: CCS EXPLANATION 10.10	REVIEWED: 2020 REVISED: 2020

At Ironside OSHC we would like parents to clearly understand what the childcare benefit is and how it is calculated

RELEVANT LAWS & OTHER PROVISIONS

- [Education and Care Services National Law Act, 2010 and Regulations 2012](#)
- [NQS Area](#)
- [Policies](#)

Procedure CCS

- The childcare benefit (CCS) is a payment made to assist with the cost of childcare. Most Australian residents using childcare services are eligible for the childcare benefit and are entitled to a minimum rate.
- You can receive CCS through reduced fees through an approved childcare service provider.
- The family assistance office is an organisation that will administer the childcare benefit through Centre link combined with Health Insurance Commission and the Australian Taxation office. The CCS is based on your families' estimated taxable income for the year which care is provided.
- Parents must enrol in the service
- Parents must inform centre of child and family reference numbers
- Centre will input information through computer system and send to DEEWR Information will correlate and rebate will be given.
- CCS will make required adjustment and your rebate will be automatically paid to the service.

Intellectual Property & Copyright Policy 10.11

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018
	COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: INTELLECTUAL PROPERTY & COPYRIGHT POLICY 10.11	REVIEWED: 2020
	REVISED: 2020

Ironside OSHC develops many written materials for the purposes of operating an OSHC service. These written materials include, but are not limited to:

- Policies and procedures manuals
- Handbooks
- Operational Documents and Forms

All materials written by employees, volunteers or other agents for the OSHC shall be the Intellectual property of Ironside OSHC School Age Care

RELEVANT LAWS & OTHER PROVISIONS

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Copyright Act 1968*
- *NQS Area: 7.1.2; 7.1.4; 7.3.2, 7.3.4.*
- *Policies: Educational Leader, Quality Compliance*

Procedures

- Where employees are engaged to develop written materials specifically for the operational purposes of the service, these materials shall be dated and marked with Ironside OSHC
- If appropriate the document shall be further marked with the words 'copyright' or the relevant symbol.
- The document shall also be labelled with the author of such document if considered appropriate.
- Employees or other agents engaged by the Service to produce written materials shall observe intellectual property laws ensuring that all direct quotations and ideas are appropriately referenced and acknowledged.
- Materials that have been purchased and provide copyright authority shall be used specifically in accordance with the granted authority and permission for purpose.
- Copyright shall be strictly observed with all photocopying and distributing of documents other than those owned by the service which may be copied freely for use of the Service.
- All written materials shall be marked "draft" until ratified by the Coordinator unless ratified at a staff meeting

Management Code of Conduct Policy 10.12

POLICY GROUP: MANAGEMENT & ADMINISTRATION	FORMULATED: 2018
	COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: MANAGEMENT CODE OF CONDUCT POLICY 10.12	REVIEWED: 2020
	REVISED:2020

The Service expects that all members of Management shall conduct themselves in such a way that is professional and in accordance with the philosophy and goals of the service. Management are expected to actively demonstrate a positive attitude towards their role, the Service, the employees and the Service's clients. The Service requires that all Management abide by the code of conduct at all times during their interaction with children, families, community members, employees and other members of management.

Relevant Laws and other Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *NQS Area: 6.1.2; 7.2.1; 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Role and Composition of Management Committee, Information Handling (Privacy and Confidentiality).*

Procedures

- Management shall be provided with a copy of the Service's code of conduct/code of practice or code of ethics prior to commencing their position.
- Management shall be expected to read the document and indicate that they have understood all the conduct requirements by signing the agreement.
- Management shall be expected to consistently uphold the agreement during their time with the Service.
- Breaches to the agreement shall be taken seriously which may result in appropriate action taken on behalf of the Service.
- Management shall maintain confidentiality always
- Management will endeavor to promote the service in a positive way always
- Management will ensure that Educators follow the service policies and procedures and are involved in any updates

Information Technology Policy 10.13

POLICY GROUP: MANAGEMENT AND ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: INFORMATION TECHNOLOGY POLICY 10.13	REVIEWED: 2020 REVISED: 2020

The Service acknowledges and recognizes the significant impact of information technology on OSHC services and therefore aims to have suitable policies and procedures in place to ensure that information technology is used appropriately and in the best interests of the children, families and employees who use the Service.

Relevant Laws and other Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Commission for Children and Young People and Child Guardian Act 2000*
- *Commission for Children and Young People Amendment Act (No 1) 2006.*
- *NQS Area: 1.1.1, 1.1.2, 1.1.5; 1.2.2; 3.2.2; 4.2.1; 5.2.1; 6.1.2; 6.2.1; 7.1.2; 7.2.1; 7.3.5.*
- *Policies: Use of Photographic and Video Images of Children, Children's Belongings, Educational Program Planning, Provision of Resources and Equipment, Employee Orientation and Induction, Employee Online Social Networking, Information Handling (Privacy and Confidentiality).*

Procedures

- Information technology shall be considered a valuable learning tool for school age children attending School Age Care Services and shall be included as an appropriate part of the overall program when accessible.
- Information technology shall include computer equipment, games, internet access and other forms of communication technology including mobile phones and cameras.
- Information technology accessible to children such as the internet shall be monitored by educators. Approved mechanisms shall be put in place to ensure that children who are able to access the internet at the Service do not have access to inappropriate sites or information. Children will be educated regarding the safe use of information technologies.
- Educators shall not be permitted to use personal mobile phone cameras to take photos of children, unless they are to be used for programming purposes or the Centre's Facebook page
- The Service shall take precautions to ensure computer games accessible to children are appropriate for the use of school age children and that Government classifications are followed where appropriate.

Online Social Networking

- With the knowledge and consent of the Approved Provider, the Service may set up its own social networking (eg Facebook) page, with an aim to increasing communication with families and the school community.

- Good judgement and common sense must be used to ensure the reputation of the Service; its employees and stakeholders are not harmed during the use of social networking media. Once something is placed online, it spreads quickly and cannot be retracted.
- Employees authorised to access the Service's social networking page will adhere to the following guidelines:
 - Only families enrolled with the Service will be invited to participate through the email address provided;
 - Under no circumstances are children attending the service to be invited to participate in the Service's social networking site;
 - Only Information and/or comments relating to the activities and operations of the Service will be posted on the Service's social networking site.;
 - Only school staff known to the Service shall be invited i.e. teachers, school leaders etc.
- Employees authorised to access the Service's social networking site are also required to adhere to the participation guidelines as listed further in this policy.

While the Service does not wish to control personal private information released outside of work hours; any image, comment or status distributed by an employee that damages the reputation of the Service, its employees and other stakeholders, will be treated as a serious breach of this policy and may result in disciplinary action.

When using social networking media, the following guidelines must be adhered to always:

- Offensive comments are not to be made about fellow employees online. This will be viewed as cyber bullying. Even if comments are not made directly, they may still be viewed indirectly by multiple people;
- Work-related problems, tasks and ventures should not be discussed online. Confidentiality must be maintained always;
- Be clear that your personal views are yours, and not necessarily the views of the Service management and/or stakeholders;
- Photos are not to be placed online if they are of an unprofessional nature;
- If anything, which may harm the reputation of the Service, its employees or stakeholders, is posted online and educators have the capacity to delete such information, the Approved Provider asks that you do so immediately.

If something potentially dangerous to the image or people of the Service is found online, bring this to the attention of the Coordinator. This should be done immediately, and the information should not be shared with others.

Purchasing Policy 10.14

POLICY GROUP: MANAGEMENT AND ADMINISTRATION	FORMULATED: 2018
	COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: PURCHASING POLICY 10.14	REVIEWED: 2020
	REVISED: 2020

The Service management seeks to implement measures which provide financial protection and minimise the risk of fraudulent, inappropriate or negligent financial practices. Such policy seeks to protect the financial reputation of the organisation and its ongoing viability.

Relevant Laws and other Provisions

- *P&C Accounting Manual*
- *P&C Operations Manual*
- *NQS Area: 2.2.1; 3.1.1; 3.2.2; 6.1.2; 7.1.1; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Provision of Resources and Equipment, Budgeting and Planning, Risk Management and Compliance, Asset Management*

Procedure

When purchasing is carried out within the Service, the conduct of purchases will be in line with the following five principles:

- Open and effective communication;
- Value for money;
- Enhancing the capabilities of local business and industry;
- Environmental protection;
- Ethical behaviour and fair dealing.

All requests for purchases must be made to the Coordinator or Assistant Co-ordinator. The responsibility for ordering shall be whomever they nominate to purchase the goods.

Purchase limits extend to goods over \$1000 for a single item and goods over and above the 3-month budget forecast.

Exceptions may apply when a government grant (or other grant) requires that goods be purchased within a given timeframe and that this timeframe is earlier than an approved management meeting.

Management does not condone 'order splitting' so that purchases above the maximum limit can be made. Where the total cost of the intended purchase exceeds \$1000 for a single item or is over and above the budgeted expense for such items within a 3-month time frame, then executive authority is to be obtained.

All purchases over \$1000 shall require two written quotes or research evidence and purchases over \$3000 shall require three written quotes or research evidence depending on the scope of purchase. This does not include regular stock items such as cleaning or craft supplies

Management shall ensure that the purchasing policy does not negatively impact on the efficient operations of the service and that all purchase requests are followed up in a timely manner.

Authorisation for purchases over \$1000 may be approved in events of emergency where two approved members of management have been contacted and agreed to the expense. Documentation of such discussion shall be made and presented at the next approved management committee meeting.

Record Back up and Off-site Information Handling Policy 10.15

POLICY GROUP: MANAGEMENT AND ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: RECORD BACK UP AND OFF SITE INFORMATION HANDLING POLICY 10.15	REVIEWED: 2020 REVISED: 2020

The Service acknowledges and recognises that considerable amounts of information pertaining to the daily and historical operations of the Service are stored on computer or other files.

The storage and long term maintenance of this information is vital in the monitoring of compliance activities and to prevent the Service from losing valuable information, therefore it is important to maintain effective storage procedures.

Relevant Laws and other Provisions

- *Commonwealth Child Care Act 1972 (Child Care Benefit)*
- *Privacy Act 1988*
- *NQS Area: 7.1.1; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Quality Compliance, Information Handling (Privacy and Confidentiality), Information Technology.*

Procedures

The service computer system software program automatically backs up via xplor.

A back-up of the Service policies shall be done internally as well as on an appropriate external hard drive or USB.

The backup shall be taken off site by the Coordinator and returned to site when required for updates.

Storage of computer data shall be carried out in accordance with any requirements of the organisations insurer. This may involve completion of a risk management plan to ensure all foreseeable risks to data security are considered and managed appropriately.

Any data or memory sticks, compact disks or other computer storage devices purchased by the Service, shall remain the property of the Service.

No employee shall be permitted to copy files onto personal storage devices or to email information off site other than to an approved off site data storage company, unless permission has been granted by the Coordinator.

Asset Management Policy 10.16

POLICY GROUP: MANAGEMENT AND ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: ASSET MANAGEMENT POLICY 10.16	REVIEWED: 2020 REVISED: 2020

The Service acknowledges and recognises the necessity to maintain a record of the financial and physical assets belonging to the Service in order to meet with the requirements of audit, insurance and for future planning.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *NQS Area: 3.1.1, 3.1.2; 3.2.2; 7.3.2.*
- *Policies: Provision of Resources and Facilities, Budgeting and Planning, Purchasing.*

Procedures

An asset register shall be maintained which currently describes the property position of the service.

The register shall include categories such as:

- Furniture that exceeds \$100 in value
- Electrical Equipment that exceeds \$100 in value

All electrical goods will be engraved with an identification number provided by the school.

Every fixed item purchased for the service (other than consumables) shall be entered into the register immediately following the purchase.

The details to be contained in the register in respect of purchases shall include:

- Date of purchase;
- Item (Categorised);
- Purchase price;
- Supplier;
- Warranty terms (if applicable).

Items may be disposed of during the year for many reasons including:

- Damaged;
- Aged;
- Other.

In the event that items are disposed of or written off, such items shall be reported to management using appropriate formats such as financial report or Coordinator's report and shall be duly recorded in the asset register.

The register shall be reviewed and updated annually in accordance with the financial year of audit.

Intellectual Property and Copyright 10.17

POLICY GROUP: MANAGEMENT AND ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: INTELLECTUAL PROPERTY AND COPYRIGHT 10.17	REVIEWED: 2020 REVISED: 2020

The Service recognises that for the purposes of operating an OSHC service many written materials need to be developed to ensure compliance with relevant legislation. These written materials include, but are not limited to:

- Policies and procedures manuals;
- Handbooks;
- Operational Documents and Forms.
- Service Website

As a result, all materials developed by employees, volunteers or other agents, specifically for the operational purposes of the OSHC shall remain the Intellectual property of the service.

Relevant Laws and other Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Copyright Act 1968*
- *NQS Area: 7.1.2; 7.1.4; 7.3.2, 7.3.4.*
- *Policies: Educational Leader, Quality Compliance*

Procedures

Where employees are engaged to develop written materials specifically for the operational purposes of the service, these materials shall be dated and marked with the name of the service.

If appropriate the document shall be further marked with the words 'copyright' or the relevant symbol. The document shall also be labelled with the author of such document if considered appropriate.

Employees or other agents engaged by the service to produce written materials shall observe intellectual property laws ensuring that all direct quotations and ideas are appropriately referenced and acknowledged.

Materials that have been purchased and provide copyright authority shall be used specifically in accordance with the granted authority and permission for purpose.

All written materials shall be marked 'draft' until ratified by Management.

Copyright shall be strictly observed with all photocopying and distributing of documents other than those owned by the service which may be copied freely for use of the service.

Strategic Planning Policy 10.18

POLICY GROUP: MANAGEMENT AND ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: STRATEGIC PLANNING POLICY 10.18	REVIEWED: 2020 REVISED: 2020

The Service recognises and acknowledges the value of planning strategically to ensure the future and ongoing viability and growth of the Service therefore management will review service operations regularly and take a planned approach to the organisations future.

Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 3.1.1; 3.2.2; 3.3.2; 6.1.2; 7.2.3; 7.3.1, 7.3.2, 7.3.5.*
- *Policies: Provision of Resources and Equipment, Role and Composition of Management Committee, Budgeting and Planning, Purchasing*

Procedures

Service management shall plan an annual meeting to strategically review operations and to take a planned approach to the organisations' future.

The Coordinator shall be involved in the process of strategic planning and the Book keeper shall provide the following documents/resources for a 12 month preceding time period to enable the process, including but not limited to:

- Audited financial reports and budget;
- Attendance patterns; obtained from the Coordinator
- List of Policies and Procedures; obtained from the Coordinator
- Calendar of Events; obtained by the Executive

Court Orders and the Release of Children in Care Policy 10.19

POLICY GROUP: MANAGEMENT AND ADMINISTRATION	FORMULATED: 2018 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: COURT ORDERS AND THE RELEASE OF CHILDREN IN CARE POLICY 10.19	REVIEWED: 2020 REVISED: 2020

The Service recognises and acknowledges the diverse and changing circumstances of children's families and shall endeavour to implement a best practice approach to managing the duty of care, whilst respecting the needs of parents and the legal environment surrounding family obligations.

Relevant Laws and other Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *Duty of Care*
- *Family Law Act 1975*
- *Privacy Act 1968*
- *NQS Area: 2.3.2; 4.2.1; 6.1.1, 6.1.3; 6.2.2; 7.1.1, 7.1.2; 7.3.1, 7.3.2, 7.3.4, 7.3.5.*
- *Policies: Arrivals and Departures of Children, Enrolment, Communication with Families, Parent Conduct, Information Handling (Privacy and Confidentiality).*

Procedures

- The Service shall request that all families provide, upon enrolment of their child, certified copies of any legal documents and court orders which may impact on the Service to implement a duty of care.
- The Service shall request that all families, upon changing circumstances within the family unit, update their enrolment and provide certified copies of any legal documents and orders which may impact on the service to implement a duty of care
- The Service shall inform all employees of the content of court orders to enable them to maintain their own duty of care as well as that of the Service towards the child/ren and family.
- The Service shall endeavour to release children within the conditions as outlined in the certified documents and/or orders.
- The employees shall take a best practice approach to managing the needs of children and families with care and sensitivity and work with families to support them in the provision of care for their children.
- The employees shall respect and maintain the confidential nature of the documents through application of privacy laws.

Policy Development Sourcing and Review Policy 10.20

POLICY GROUP: MANAGEMENT AND ADMINISTRATION	FORMULATED: 2012 COMPILED BY: STAFF, PARENTS & MANAGEMENT
TITLE: POLICY DEVELOPMENT SOURCING AND REVIEW POLICY 10.20	REVIEWED: 2020 REVISED: 2020

The Service recognises and acknowledges the broad range of information sources including statutory documentation that is referred to and referenced either directly or indirectly in the development of policies and procedures.

Relevant Laws and other Provisions

- *Education and Care Services National Law Act, 2010 and Regulations 2011*
- *NQS Area: 6.1.2; 7.1.1; 7.2.1, 7.2.3; 7.3.2;*
- *Policies: Quality Compliance, Approval Requirements under Legislation, Managing Compliance within the Service*

Procedures

- The Service shall develop policies and procedures which reflect the true nature of the service's operations.
- The Service shall ensure that generic policy documents are reviewed and specified to meet the individual and unique circumstance of the service.
- Sourcing of policies shall where possible include reference to expert documentation, resources, guidelines and principles as associated with such policy.
- Sourcing of policies from electronic sources including the internet shall include a date in which such source was accessed. Policy sourcing should also be mindful of other provision such as copyright laws and appropriate referencing styles. Relevant Laws and other Provisions shall be articulated and considered also as policy reference and source points.
- Policies shall be reviewed annually, according to a predetermined schedule or as required.
- Policies shall be dated at the time of review.