



1 West Avenue  
Armidale NSW 2350  
02 6772 3628

director@armidalemontessori.nsw.edu.au  
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# ARMIDALE MONTESSORI PRESCHOOL ENROLMENT APPLICATION FORM

Please attach a passport size photo of your child here (optional).

Name:

## ATTACHED DOCUMENTS

Please ensure ALL of the following documents are attached to this application before submission:

Child's birth certificate		Medical Management Plan (if applicable)	
Immunisation record		CCS eligibility assessment letter (if applicable)	
Information upload consent form		Completed Direct Debit Form	
Arrangement Form (attached) completed & signed		Court orders (if applicable)	
Healthcare Card (if applicable)			

Service name: ARMIDALE MONTESSORI PRESCHOOL

Address: 1 WEST AVENUE, ARMIDALE NSW 2350

Phone number: 02 6772 3628

Email:  
director@armidalemontessori.nsw.edu.au



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## CHILD DETAILS

Given Name(s):			
Middle Name:		Surname:	
Name Usually Called:			
Date of Birth:		Sex (Please circle):	Male / Female

Centrelink Reference Number (CRN) <i>Please note: Parent and child have their own individual CRN number</i>	
Have you completed the Childcare Subsidy assessment on the <a href="#">myGov</a> website (Please circle)?	Yes / No
Have you received confirmation about your Childcare Subsidy? (Please circle)	Yes / No

Child's primary home address:	
Child lives with:	

Child's birth certificate or equivalent has been provided?	Yes / No
--	----------

Days required (Please tick): NB: Minimum 2-day enrolment required.	Monday	Tuesday	Wednesday	Thursday	Friday
Preschool (8.00am-3.30pm)					
Long Day Care (7.30am-5.30pm)					
Child's requested Start Date:					



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Child's Confirmed Start Date (office use):	
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## CULTURAL CONSIDERATION

*Education and Care Services National Regulations - Regulation 160 (f, g, h)*

Language spoken at home:	
Ethnicity:	
Religion (if applicable):	
Is the Child of Aboriginal or Torres Strait Islander Descent? <i>(Please circle and specify)</i>	Yes / No
Please outline any cultural practices you would like followed (if applicable):	
Please outline the Child's religious background and if relevant any religious practices you would like followed (if applicable):	
Religious celebrations (if applicable):	

## MEDICAL INFORMATION

*Education and Care Services National Regulations - Regulation 160 (3a, l, j)*

Medicare Number:			
Medicare Expiry Date:		Number of children on card:	

### Child's Registered Medical Practitioner or Service Details:

Service Name:	
Practitioner's Name:	



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Contact Numbers:	
Address:	

**Child's Registered Dental Practitioner or Service Details:**

Service Name:	
Practitioner's Name:	
Contact Numbers:	
Address:	

Health Care Card Holder (Please Circle):	Yes / No If yes, please provide a copy to the Service
Private Health Cover (Please Circle):	Yes / No
Private Health Fund Name:	
Private Health Care Membership Number:	
Ambulance Cover:	Yes / No

<p>Does the child have any specific health care needs or medical conditions, including asthma, allergies, anaphylaxis, diabetes, epilepsy, etc.?  <i>(Please Circle)</i></p>	<p>Yes / No If yes, please provide a medical management plan, which the child's medical practitioner has prepared.</p> <p>The Plan should include:</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> A photo of the child</li> <li><input type="checkbox"/> If relevant, state what triggers the medical condition, allergy or anaphylaxis.</li> <li><input type="checkbox"/> First aid needed.</li> <li><input type="checkbox"/> Contact details of the doctor who signed the plan.</li> <li><input type="checkbox"/> When the Plan should be reviewed.</li> </ul>				
<p>Does the child have any dietary restrictions? <i>(Please Circle)</i></p>	<table border="1"> <tr> <td>Yes / No <i>(If yes, please attach relevant details.)</i></td> <td>Attached</td> </tr> <tr> <td></td> <td></td> </tr> </table>	Yes / No <i>(If yes, please attach relevant details.)</i>	Attached		
Yes / No <i>(If yes, please attach relevant details.)</i>	Attached				



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Is your child receiving regular medication?	Yes / No	Details:	
Has your child a history of any major illness or had any operation?	Yes / No	Details:	
Does your child have any identified additional needs (e.g., behavioural issues, autism, etc)?	Yes / No	Details:	
Is there any other health information staff should be aware of?	Yes / No	Details:	
<p>Medication will only be administered if it is in the original container with the original label and instructions that can be clearly read and before the expiry or use by date. Additionally, if the medication has been prescribed by a medical practitioner:</p> <ul style="list-style-type: none"> <li>• The label must contain the child's name and</li> <li>• Parents must provide any verbal or written instructions provided by the medical practitioner.</li> </ul> <p>Any medication, including non-prescription medication like nappy creams and paracetamol, must be authorised by parents or an authorised nominee on our "Administration of Authorised Medication" form.</p>		Parent 1 Signature:	
		Parent 2 Signature:	
Do you authorise the Nominated Supervisor or another educator at the Service to seek medical treatment from a registered medical practitioner, hospital or ambulance service?	Yes/No	Parent 1 Signature:	
		Parent 2 Signature:	
Do you authorise the Nominated Supervisor or other educator at the Service to seek dental treatment from a registered dental practitioner or service in the event of an emergency?	Yes/No	Parent 1 Signature:	
		Parent 2 Signature:	



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Do you authorise the Nominated Supervisor or other educator to transport the child in an ambulance in the event of an emergency? (Please Circle)	Yes/No	Parent 1 Signature:	
		Parent 2 Signature:	
Please be advised that if the Child is diagnosed with asthma or anaphylaxis and an emergency occurs, the Nominated Supervisor or other educators may administer emergency first aid without making contact. Educators will notify the child's parents and/or emergency services as soon as possible.	Yes/No	Parent 1 Signature:	
		Parent 2 Signature:	

## IMMUNISATION DETAILS

Is your child immunised.	Yes/No	Attached
	<b>Please note:</b> Approved documentation must be provided before your child can attend <i>See Immunisation Policy</i>	
Are your child's immunisations up to date?	Yes/No	Attached
	<b>Please provide a copy of your child's:</b> Immunisation History Statement provided by Medicare	

The child's health record has been sighted by: \_\_\_\_\_ Position: \_\_\_\_\_



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## DEVELOPMENTAL INFORMATION

<p>Please provide us with any other information we should know about your child</p> <p><i>(For example, favourite activities, fears, special words (please translate if applicable), toileting and sleeping practices etc.)</i></p>	
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## FAMILY INFORMATION

<p>Does the child have any siblings? If so, please provide their names and ages.</p>	
<p>Does the child have any other close relations attending the Service? E.g., cousins. If so, please provide their names and ages.</p>	

## PRIMARY PARENT – Child will be registered for CCS under this parent

*Education and Care Services National Regulations - Regulation 160 (3b)*

Parent Name:	
Parent Surname:	
Address:	



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Phone Number/s:	(H) (M) (W)
Parent Date of Birth:	
Email address:	
Relationship to child:	
Country of Birth:	

Parent Centrelink Reference Number (CRN):	
---	--

Please provide any relevant cultural background details:	
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Does the child live with you? (Please circle):	Yes / No
--	----------

Occupation:	
Place of employment:	
Hours of work:	

## SECONDARY PARENT

*Education and Care Services National Regulations - Regulation 160 (3b)*

Parent Name:	
Parent Surname:	
Address:	





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Phone Number/s:	(H) (M) (W)
Parent Date of Birth:	
Email address:	
Relationship to child:	
Country of Birth:	

Parent Centrelink Reference Number (CRN):	
---	--

Please provide any relevant cultural background details:	
--	--

Does the child live with you? (Please circle):	Yes / No
--	----------

Occupation:	
Place of employment:	
Hours of work:	

## COURT ORDER

*Education and Care Services National Regulations - Regulation 160 (3c, d)*

Are there any court orders, parenting orders or parenting plans relating to the powers, duties and responsibilities or authorities of any person in relation to the child or access to the child?	Yes/No	Attached
	If yes, please provide all relevant documentation and paperwork.	



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Are there any other court orders relating to the child's residence or the child's contact with a parent or other person?	Yes/No	Attached
	If yes, please provide all relevant documentation and paperwork.	

**Please note that without this documentation we cannot legally enforce the Order/s.**

## FIRST AUTHORISED CONTACT

*Education and Care Services National Regulations - Regulation 160 (3b, ii, iii, iv, v) 161 (1a, i, ii, 1b)*

<p>There may be times or situations where your child has had an accident, injury, trauma or illness and Parent/s cannot be reached or are unable to collect their child. To deal with these circumstances and in case of an emergency the Service will inform the following person to collect and care for the child. This person must live a maximum of 30 minutes from the Service and must provide identification when collecting the child.</p> <p><b>Please obtain the person's consent before listing them as an emergency contact</b></p>			
Full Name:			
Relationship to child:			
Address:			
Phone Number:	(H)		
	(M)		
	(W)		
Email Address:			
Is this person authorised to pick up and drop off your child? (Please Circle)	Yes/No	Parent 1 Signature:	
Can this person be contacted to give consent for medical treatment or to authorise for a Nominated Supervisor or educator to administer medication to the child in the event that you cannot be contacted? (Please Circle)	Yes/No	Parent 1 Signature:	



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Can this person be contacted to give consent for educators to take the child outside the Service's premises in the event that you cannot be contacted? (Please Circle)	Yes/No	Parent 1 Signature:	
Can this person be contacted to give consent for medical treatment for the child from a registered medical practitioner, hospital or ambulance service?	Yes/No	Parent 1 Signature:	
Can this person give authorisation for the Service to take the child on regular outings?	Yes/No	Parent 1 Signature:	
Is this person authorised to have access to photographs and observations of your child?	Yes/No	Parent 1 Signature:	
Is this person authorised to authorise transportation of the child or arrange transportation of the child?	Yes/No	Parent 1 Signature:	

## SECOND AUTHORISED CONTACT

*Education and Care Services National Regulations - Regulation 160 (3b, ii, iii, iv, v) 161 (1a, l, ii, 1b)*

Full Name:			
Relationship to child:			
Address:			
Phone Number:	(H)		
	(M)		
	(W)		
Email Address:			
Is this person authorised to pick up and drop off your child? (Please Circle)	Yes/No	Parent 1 Signature:	



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Can this person be contacted to give consent for medical treatment or to authorise for a Nominated Supervisor or educator to administer medication to the child in the event that you cannot be contacted? (Please Circle)	Yes/No	Parent 1 Signature:	
Can this person be contacted to give consent for educators to take the child outside the Service's premises in the event that you cannot be contacted? (Please Circle)	Yes/No	Parent 1 Signature:	
Can this person be contacted to give consent for medical treatment for the child from a registered medical practitioner, hospital or ambulance service?	Yes/No	Parent 1 Signature:	
Can this person give authorisation for the Service to take the child on regular outings?	Yes/No	Parent 1 Signature:	
Is this person authorised to have access to photographs and observations of your child?	Yes/No	Parent 1 Signature:	
Is this person authorised to authorise transportation of the child or arrange transportation of the child?	Yes/No	Parent 1 Signature:	

## ENROLMENT AGREEMENT

PLEASE READ THE FOLLOWING AGREEMENT CAREFULLY BEFORE SIGNING. PLEASE ASK IF THERE IS ANYTHING IN THIS DOCUMENT THAT YOU ARE UNSURE OF

Please tick the following items to authorise:

### HEALTH & SAFETY:

I/We give permission for this child to: Participate in outings to places of interest (permission slip will have to be signed before allowing your child to leave the Service)	YES	NO
Have SPF30+ sunscreen applied prior to sun exposure (If not, please provide a letter releasing the Service of any Liability)	YES	NO
Have Band-Aids or sticking plasters applied when necessary	YES	NO



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Have staff apply Nappy Cream/Paste (supplied by parents)	YES	NO
Have staff apply Teething Gel (supplied by parents)	YES	NO
Have staff apply Insect Repellent (supplied by parents)	YES	NO

### PHOTOGRAPHY & VIDEO:

For photos and video footage to be taken of my/our child for Service use and staff training purposes (Footage will not leave the Service)	YES	NO
For photos and video footage of my/our child to be used in Learning Stories, and to be shared with other families that attend the Service via our Communications App.	YES	NO
For photos and video footage of my/our child to be used for student training purposes (Photos and video footage may leave the Service for students to present to lecturer and class for viewing and marking)	YES	NO
For group photos and group video footage where my/our child is present (without close-up images) to be used on Service website, social media and for other purposes, such as advertisements, etc.	YES	NO
For individual photos and video footage of my/our child to be used on Service website, social media and other internet purposes, such as advertisements. NB: the use of the imagery will not identify the child by name.	YES	NO
Do you ONLY give permission for photos and video footage of your child to be taken for your own personal viewing and to receive copies	YES	NO

### WRITTEN ARRANGEMENTS:

Armidale Montessori Preschool and Parent/Guardian must agree up-front on the arrangements for the care of a child. Arrangements must be recorded and kept up to date to ensure compliance.

Complying Written Arrangement	CWA	A CWA is an enrolment type used for families wishing to claim CCS now or in the future
Relevant Arrangement	RA	An RA is an enrolment type used for families not wishing to claim CCS

This Written Arrangement between \_\_\_\_\_ and **Armidale Montessori Preschool** is an ongoing agreement between the ECEC Service provider and the Parent/Guardian, to provide care in return for fees. The Written Arrangement must contain a minimum amount of information set out in subsection 200B (3) of the Family Assistance Administration Act.



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Arrangement Type:	CWA		RA		
Name of Service:	ARMIDALE MONTESSORI PRESCHOOL				
Service ID:	SE-00006459				
Parent/Guardian Full Name:					
Parent/Guardian Contact Details:					
Parent CRN:					
Date the arrangement was entered:					
Full Name of Child attending care:					
Child's Date of Birth:					
Child CRN:					
Enrolled Service Type (Please Circle):	Preschool			Long Day Care	
Expected Session of Care (Please Circle):	Mon	Tues	Wed	Thurs	Fri
Start time for Session:					
End time for Sessions:					
Care Arrangement (Please circle):	Routine Care – 10 hr		Routine Care – 9hr		Preschool – 7.5hr
Fees to be charged to the individual for the sessions of care provided					

*Note: Parties understand and are aware fees may vary from time to time.*

Please tick box to confirm you have read each point:

- I agree to inform the Service in writing immediately of any changes to the above information.
- I agree to pay the Service enrolment fee and bond prior to my child starting and am aware that the enrolment fee is non-refundable. Bond is refundable under conditions outlined in the Policy Manual
- I agree to keep my fees paid up to date and understand that my child's position at the Service will be in jeopardy if my fees are not kept up to date. I understand that all booked days are paid for even when my child is absent due to sickness or on holidays.
- If I am unable to collect my child by closing time, I will organise for one of the people listed as authorised contacts to collect my child prior to closing time. I am aware that if my child has not been collected by closing time, and if I am unable to be contacted, those persons nominated as authorised contacts will be called by Service staff to collect my child.



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- I agree to pay a late fee of **\$15.00 per 15-minute block** after closing time. In the event that a child is left at the Service for over an hour after closing and Service staff have been unable to contact anyone to collect the child, we will notify The Department of Family and Community Services and may be required to take the child to the local Police Station to await your arrival. A note will be left detailing the child's whereabouts.
- I agree to giving two weeks written notice to withdraw my child or make changes to enrolled days.
- After School care – I agree to pay \$10 per 1 hour increment after preschool service closing time of 3.30pm up until 5.30pm. (Please note this is only relevant to children attending the preschool service).
- I authorise the staff to administer a single dose of paracetamol (Panadol) appropriate to the child's age in the event of a high temperature in an emergency after staff have attempted to organise someone to collect my child and have exhausted every other option. Please note that this does not mean your child can stay at the Service, they still need to be collected.
- I give permission for prescribed medication to be administered by Service primary contact staff upon my authorisation on the Service's medication form. I understand that if details are filled in incorrectly or left blank or if the medication does not meet the standards of the Service's policy the medication will not be given unless, in the case of missing or incorrect details I can be contacted to authorise the missing details. I agree to inform the staff both verbally and in writing of the need for medication for my child. I understand that non-prescription medication will not be given by staff unless it is accompanied by a current (within 6 months) dated Doctors letter stating the name of and reasons for the medication and only then if the Director deems the child well enough to attend the Service.
- I give permission for my child to be observed by the Educators of the Service and students supervised by the Educators. I give permission for my child to participate in programs organised by practicum students under the supervision of an Educator. I am aware that confidentiality is always respected and that students will not be left with children without an Educator present.
- I have read the Parent Information Booklet and am familiar with the Service's Policy Manual located near the sign in desk. I agree to follow, support and abide by these Policies and am aware that the Director is available to discuss with me any policies that I do not fully understand. I know that if I have any suggestions that I can make this suggestion in person to a staff member or anonymously in the suggestion box.



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I commit to volunteering in some capacity at the preschool's community activities.

If you are unable to participate in the school's community activities, a sum of \$40 will be charged to your account for each term you are unable to participate. These funds will be directed towards maintenance and improvement of our facility.

I have provided accurate and up to date information on the Written Arrangement

I, or someone I know has a skill they could share with the children.

Signed: \_\_\_\_\_ Name: \_\_\_\_\_ Date: \_\_\_ / \_\_\_ / \_\_\_\_\_

### HOW DID YOU HEAR ABOUT US?

Word of Mouth		Internet Search	
Advertisement		Social Media	
Website		Other: _____	

### Privacy Disclaimer

We acknowledge and respect the privacy of our families. The enrolment information that is collected assists us to meet our legislative obligations and to provide the best level of education and care for your child. By completing this form, you have consented to this information being collected. The information will be used by educators/staff members and relevant government authorities. You have the right to access and alter personal information concerning yourself or your child in accordance with the Privacy Act 1988 and our Privacy and Confidentiality Policy.

OFFICE USE ONLY	
Date Entered:	Entered By:





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## **2024 Armidale Montessori Preschool/Long Day Care Fees**

### **Preschool Fees**

Children aged 3-5 years: \$38 per day.

\* No government rebate applicable

\*\* Health care card holders and children of Aboriginal and Torres Strait Islander origin are offered a discounted rate of \$23 per day

\*\*\* Offer of free days are subject to government funding and subject to Service discretion.

### **Long Day Care Fees**

Full day Long Day Care Fee (2-3 years): \$78.00

Full day Long Day Care Fee (3-5 years): \$78.00

Full day Long Day Care Fee (families without access to CCS due to residential status): \$73

\* Centrelink CCB & CCR/CCS applicable

### **After School Care for Preschool**

After School Care is offered at the following daily rates:

\$10 - For the first hour (from 3.30 to 4.30)

\$20 - For two hours (from 3.30 - 5.30)

\*Not available during school holidays

### **Enrolment Fee**

\$33.00 (Non-refundable)

\*This fee is for Association membership, administration, ambulance cover & incidentals.

### **Enrolment Bond**

An enrolment bond consisting of 2 weeks full fee is to be paid to secure the child's enrolment at the Service at commencement.

When 2 weeks' notice of withdrawal is given, the enrolment bond will be refunded, on the proviso that there is no outstanding debt associated with the account. If an outstanding debt is present then the enrolment bond will be applied to the debt, with any remainder to be refunded.

### **Annual Membership Fee**

An annual \$11.00 is charged to each family for membership of the Association of the Armidale Montessori Preschool Inc.

### **Quarterly Maintenance Levy**

\$25 per term

\*Charged to all parents (per child) to levy the cost of necessary maintenance and repairs of the preschool.

### **Quarterly Working Bee Fee**

\$40 per term

\*Charged to all families in lieu of taking part in regular voluntary activity at the Preschool (such as working bees, fundraising, maintenance and promotional activities).

### **Late Fees**

Preschool - \$10 per hour for every hour after 3.30pm until 5.30pm

After Closing Time (5.30pm) - \$15 per 15minute block.



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## Payment of Fees Policy

### **BACKGROUND & AIM**

Our Service is committed to providing quality education and care to all children at an affordable fee for families.

As an approved childcare service, Child Care Subsidy (CCS) is available to reduce fees to eligible families. Our fee structure is based on our ability to provide the requirements of the Education and Care National Law and National Regulations, Family Assistance Law, the Australian Taxation Office and guidelines contained in the Child Care Provider Handbook.

The purpose of this policy is for parents to gain a clear understanding of the Service fee structure payment requirements and Child Care Subsidy benefits prior to enrolment. This policy explains the process of fee payment and the necessity of ensuring children's fees are paid on time and consequences for failure to pay fees on time.

### **SCOPE**

This policy applies to children, families, staff, management and visitors of the Service.

### **RELATED POLICIES**

<ul style="list-style-type: none"><li>• Enrolment and Orientation Policy</li><li>• Arrival and Departure Policy</li><li>• Privacy and Confidentiality Policy</li></ul>	<ul style="list-style-type: none"><li>• Management and Governance Policy</li><li>• Termination of Enrolment Policy</li></ul>
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### **POLICY & PROCEDURES**

Our Service aims to ensure families understand the fee schedule and payment process required for education and care to be provided for their child. We are committed to meeting our obligations to maintain financial integrity and comply with all Child Care Subsidy legislative requirements. We have effective compliance systems in place to ensure childcare funding is administered appropriately. Our Service ensures the confidentiality and privacy of all personal information provided to the Service about the enrolled child and family.

The fee structure of the Service includes:

#### Enrolment Fee & Bond Payment

- A non-refundable enrolment fee of \$33 is charged upon confirmation of enrolment, comprised of a \$22 admin fee and a \$11 annual membership fee. This fee must be paid prior to commencement at the Service.
- An enrolment bond consisting of 2 weeks full fee is to be paid to secure the child's enrolment at the Service at commencement.



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- When 2 weeks' notice of withdrawal is given, the enrolment bond will be refunded, on the proviso that there is no outstanding debt associated with their account. If an outstanding debt is present then the enrolment bond will be applied to the debt, with any remainder to be refunded.
- Any applicable refund of the bond will occur within 2-4wks after the final attendance fees have been billed, to allow for any CCS adjustments to be made.

#### Direct Debit Payment of Fees

- A direct debit form must be completed on enrolment.
- Any applicable fees associated with the use of the direct debit facility will be borne by the Service and not by the families.
- Nominated accounts will be direct debited:
  - weekly (retrospectively) for long day care attendance fees
  - at the commencement of each term, (in advance) for the Preschool service
  - when ad hoc charges are billed.
  - or when arrears are present.

#### General Fees

- Annual Membership – An annual \$11.00 is charged to each family for membership of the Association of the Armidale Montessori Preschool Inc.
- Maintenance Levy – \$25 per term fee is charged to all parents (per child) to levy the cost of necessary maintenance and repairs of the preschool.
- Working Bee Fees – Families will be asked to make a Building Fund Contribution payment of \$40 per term in lieu of taking part in regular voluntary activity at the Preschool (such as working bees, fundraising, maintenance job list items and promotional activities).

#### Long Day Care - Attendance Fees

- All children enrolled in long day care are required to pay for 50 weeks of attendance.
- Hours of operation are 7.30am to 5.30pm for a 10hr session and 7.30am to 4.30pm for a 9hr session.
- Fees are charged for each session of care at \$78 per day, irrespective of whether a 9hr or a 10hr session is accessed and at \$73 per day for families who are unable to access Childcare Subsidy due to their residential status.
- Fees are charged at full days only (no matter what the attendance hours are).
- Extra sessions may be offered to families if available within the Service's license.
- The Child Care Subsidy will be paid directly to the Service, and this is used as a fee reduction (visible on a family's statement).
- Families are required to pay the difference between the fee charged and the subsidy amount – the gap payment. The gap payment varies depending on the family's eligibility for Child Care Subsidy.
- Fees are charged retrospectively following the attendance week.
- Fees are to be paid weekly through a direct debit system. The family is required to provide banking details to facilitate set up of the direct debit account.
- If families wish to pay fees on a fortnightly or monthly basis, it is a requirement that the family pay in advance and are not in arrears.



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- Fees are payable for every day that a child is enrolled at the Service. This includes public holidays, sick days and family holidays, but excludes periods when the Service is closed. This closure period includes the 2-week Christmas shutdown.
- If the Service is directed to close due to periods of local emergency such as bushfire or flood or a pandemic, the Service will follow the industry/govt. advise in relation to the payment of fees.
- If the Service is in receipt of any Fee Relief funding to be passed on to families, this will be done in accordance with funding guidelines.
- Families will be issued with a fee statement (Statement of Entitlement) on a weekly basis in accordance with the fee payment and Regulatory requirements.
  - The statement will include details of the sessions of care provided and the resulting fee reduction amounts.
  - The statements are generated using our CCS Software which meets all requirements as per Family Assistance Law legislation.
- A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees.

### Child Care Subsidy (CCS)

- Parents/guardians are required to register for CCS through their [myGOV](#) account linked to Centrelink and provide supporting documentation to support the CCS payment.
- Basic requirements that must be satisfied for an individual to be eligible to receive Child Care Subsidy:
  - The child must:
    - be a 'Family Tax Benefit child' or 'regular care child' and
    - be 13 or under and not attending secondary school and
    - meet immunisation requirements.
  - The person claiming the Child Care Subsidy, or their partner must:
    - meet residency requirements and
    - be liable to pay for care provided under a Complying Written Arrangement (their written agreement) with their childcare provider.
    - ensure childcare is provided by an approved provider.
- Families level of Child Care Subsidy will be determined by:
  - Combined family income
  - Activity test of parents
  - Type of early learning and childcare Service.
- Child Care Subsidy will be provided directly to the Service and this amount deducted from the parent/family account.
- Families must regularly check their details are correct and report a change in circumstance to Centrelink (family income, activity levels, relationship changes or any other changes to their circumstances).
- Any disputes with CCS payments are the responsibility of the family. The family will be referred to contact Centrelink directly for any enquiries regarding CCS payments.
- Discounts will only be offered as outlined in the CCS Handbook. Any discounts will be offered on the full rate of care before CCS has been calculate.



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### Absences from Service – Long Day Care

- Families are requested to contact the Service if their child is unable to attend a particular session.
- Families must still pay the 'gap' fee to the Service if their child is unable to attend.
- Under the Child Care Subsidy families are allowed 42 absence days per child, per financial year and may be entitled to additional absence days in certain circumstances. (See Child Care Subsidy Handbook).
- Allowable absences can be taken for any reason, including public holidays and when children are sick.
- Once a family's allowable absences are used up, then the CCS will no longer be payable and the family's gap payment will revert to a full session payment.
- Additional absences can be claimed for the specified reasons as defined by the Family Assistance Law
- Records and evidence will be kept by the Service for each additional absence, where required.
- Families can view their absence count through their Centrelink online account via [myGov](#).
- In a period of local emergency, such as bushfire or pandemic, and our Service is temporarily shut down on public health advice, families may be provided with additional absence days as per Family Assistance Law legislation.
- If our Service is forced to close because of a public health directive, we will consider waiving the gap fee in line with Family Assistance Law Legislation.

### Preschool – Attendance Fees

- All children enrolled in preschool are required to pay for 40 to 41 weeks of attendance per year (depending on school terms).
- The preschool service is not open during the school holiday periods.
- Families accessing the preschool service can opt to switch to enrol in vacation care within the long day care service during school holiday periods. The applicable fees for this duration will be the applicable long day care fee.
- Hours of operation for the Preschool service are 8.00am to 3.30pm.
- Fees are charged for each day of care at \$38 per day.
- During school term, After School Care (post 3.30pm) is provided at \$10 per hourly increment until closing time (5.30pm).
- Fees are charged daily, and no government rebate is applicable to the daily fee (i.e., no Child Care Subsidy).
- Health care card holders and children of Aboriginal and Torres Strait Islander origin are offered a discounted rate (\$23 per day). Evidence of eligibility must be provided at enrolment.
- Fees must be kept in advance of a child's attendance.
- Fees are invoiced per term in advance and must be paid prior to the commencement of the relevant term, unless otherwise negotiated with the Director.
- If families wish to pay fees on a fortnightly or monthly basis, this must be agreed with the Director, and it is a requirement that the family pay in advance and are not in arrears.
- Fees are payable for every day that a child is enrolled at the Service. This includes public holidays, sick days and family holidays, but excludes periods when the



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Preschool Service is closed. This closure period includes the 2-week Christmas shutdown and school holiday periods.

- If the Service is directed to close due to periods of local emergency such as bushfire or flood or a pandemic, the Service will follow the industry/govt. advise in relation to the payment of fees.
- If the Service is in receipt of any Fee Relief funding to be passed on to families, this will be done in accordance with funding guidelines.
- Fees are charged at full days only (irrespective of the attendance hours).
- Extra sessions may be offered to families if available within the Service's license.
- Payment of fees:
  - Families will be issued with a fee statement prior to the commencement of each Term, and upon request thereafter.
  - Fees will be direct debited using the Service's direct debit system prior to the commencement of each Term, unless otherwise agreed with the Director.
  - A dishonour fee will apply for direct debit transactions where there are insufficient funds to cover the fees.

### Financial Difficulties

- If a family is experiencing financial difficulties, a suitable payment plan may be arranged with the Director.
- Families can apply for Additional Child Care Subsidy (ACCS) through Centrelink for additional fee assistance.
- There are four different payments under Additional Child Care Subsidy:
  - *Additional Child Care Subsidy (child wellbeing)* —to help children who are at risk of serious abuse or neglect. The approved provider is involved in determining children who may require additional support who are at risk of harm.
  - *Additional Child Care Subsidy (grandparent)* —to help grandparents on income support who are the principal caregiver of their grandchildren. Families are required to contact Centrelink directly regarding this payment.
  - *Additional Child Care Subsidy (temporary financial hardship)* —to help families experiencing financial hardship. Families are required to contact Centrelink directly regarding this payment.
  - *Additional Child Care Subsidy (transition to work)* —to help low-income families transitioning from income support to work. Families are required to contact Centrelink directly regarding this payment.

### Fee reduction for extended absences

50% of the daily fees are payable for extended absences beyond 2 weeks and less than 8 weeks. This will ensure that a child's spot in the Service will be held until their return.

- this is conditional on 2 weeks written notice being provided.
- the Service reserves the right to fill the child's spots during their absence.

Example 1 - where a child is absent from the Service for 9 weeks, their fees will be reduced for the first 8 weeks and then full fees would apply for the 9<sup>th</sup> week.

Example 2 - where a child is away for 2 weeks, no fee reduction will apply.



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### Failure to Pay.

- If a family fails to pay the required fees on time, a reminder email/letter will be issued after one week and then again after two weeks, where the fees are still outstanding.
- At any time of the debt recovery process the family will be encouraged to enter a debt agreement with the service to repay outstanding fees. The agreement will be placed into a written form with the family required to provide written acceptance.
- A child's position will be terminated if payment has not been made after three weeks, to which the family will receive a final email/letter terminating the child's enrolment. At this time, the Service will initiate its debt collection procedure, following privacy and confidential requirements.
- The Director shall exercise their discretion as to the termination of a child's enrolment, with the guidance and authorisation of the Executive Body of the Committee.

### Late Fees

- **For children attending Preschool** - when an adult is late to collect a child (past 3.30pm), a 5min grace period will be provided, then they will be charged the after-hours care fee of \$10 per hour (e.g., if you are 10min late you will be charged \$10, if you are 70min late you will be charged \$20). Fees applicable after 5.30pm are as per below.
- **Late Fees after Closing Time**
  - It is unacceptable to pick children up late from the Service. A late fee will apply where children are not picked up prior to closing time.
  - Families are requested to ensure that they arrive on site at least 5minutes prior to closing time and depart the premises by 5.30pm.
  - There is no 5min grace period applicable to pick-ups after 5.30pm.
  - If there are children still present at the Service upon closing, the Service will ensure a minimum of two Educators are present.
  - A late fee will apply where children are not picked up prior to closing time. Currently, a fee of \$15.00 per 15-minute block will be charged (e.g., if you are 4 minutes late you will be charged for a 15-minute block. If you are 20 minutes late you will be charged for two 15-minute blocks, etc.").
  - A review of the child's enrolment will occur where families are consistently late for pick-up.

### Change of Fees

- Fees are subject to change at any time provided a minimum of four weeks written notice is given to all families.
- CCS hourly rate caps may be increased by the CPI at the commencement of each financial year. Any CCS hourly rate increases are governed by CCS and are automatically adjusted through our CCS Software.

### Termination/Withdrawal of Enrolment

- Within the Long day care service:



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- Parents are to provide two weeks written notice of their intention to withdraw a child from the centre.
- If termination from the Service is required without notification, families can lose their Child Care Subsidy resulting in the payment of full fees to be charged.
- In some circumstances CCS may not be paid for sessions if the child has not physically started care.
- Additionally, CCS may not be paid for absences submitted after a child's last physical day of care, unless conditions have been met as specified by Family Assistance Law.
- Within the Preschool Service:
  - Parents are to provide two weeks written notice of their intention to withdraw a child from the centre.
  - No refund of Term fees will be provided if the termination/withdrawal of enrolment occurs after the commencement of week 5 of each Term.

### Responsibility of Management

The Director is responsible for:

- Ensuring all families are aware of our Payment of Fees Policy.
- Ensuring enrolments are submitted correctly with the appropriate enrolment information.
- the billing and chasing of fees.
- Providing families with regular statements of fees payable.
- Notifying families of any overdue fees.
- Providing families with reminder letters as required.
- Discussing fee payment with families if required.
- Terminating enrolment of children should fees not be paid.
- Providing at least 4 weeks written notice to families of any fee increases.

### Responsibility of Families

- Provide the Service with the correct enrolment details to facilitate the CCS claim, if required, including:
  - Centrelink Reference Numbers for child and CCS claimant
  - Date of Birth for child and CCS claimant
- Ensure payment of fees as per policy.
- Notify Centrelink of any changes that may affect their CCS entitlement.
- Confirm their child's enrolment through the parents myGov account.

### Complaints relating to the administration of Child Care Subsidy

Families who wish to raise concerns regarding the management of Child Care Subsidy should speak with the Director in the first instance. The Director will follow the steps as outlined in this policy, including advising the Approved Provider of all grievances.

Families can raise concerns regarding management of the Child Care Subsidy to the dedicated Child Care Tip-Offline either via phone or email:





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Phone: 1800 664 231

Email: [tipoffline@dese.gov.au](mailto:tipoffline@dese.gov.au)

*Resources and information for families*

[Child Care Subsidy](#)

[Centrelink Customer Reference Number](#)

[Absences from childcare- Australian Government](#)



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## Medical Conditions Policy

### **BACKGROUND & AIM**

To support children's wellbeing and manage individual health requirements, our Service will work in accordance with the Education and Care Services National Regulations to ensure health related policies and procedures are developed and implemented.

We aim to take every precaution to mitigate risks and efficiently respond to and manage medical conditions at the Service ensuring the safety and wellbeing of all children, staff, families, and visitors.

### **SCOPE**

This policy applies to children, families, staff, management, and visitors of the Service.

### **RELATED POLICIES**

<ul style="list-style-type: none"><li>• Enrolment &amp; Orientation Policy</li><li>• Acceptance and Refusal of Authorisations Policy</li><li>• Sick Children Policy</li><li>• Additional Needs Policy</li><li>• Administration of First Aid Policy</li><li>• Incident, Injury, Trauma, and Illness Policy</li><li>• Immunisation policy</li><li>• Nutrition, food &amp; beverages policy</li><li>• Physical environment policy</li></ul>	<ul style="list-style-type: none"><li>• Administration of Medication Policy</li><li>• Anaphylaxis Management Policy</li><li>• Asthma Management Policy</li><li>• Epilepsy Management Policy</li><li>• Work, Health &amp; Safety Policy</li><li>• Family Communication Policy</li><li>• Privacy and Confidentiality Policy</li><li>• Eczema Management Policy</li><li>• Supervision policy</li><li>• Control of Infectious Disease policy</li><li>• Sick Staff policy</li></ul>
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### **POLICY & PROCEDURES**

Our Service aims to efficiently respond to and manage the medical conditions, health care needs or allergies of children and staff ensuring the safety and wellbeing of all children, staff, families, and visitors at our Service. As such, we strive to ensure that key strategies and procedures are in place prior to a child with a medical condition commencing at the Service. It is imperative that all educators and volunteers at the Service follow a child's medical management plan in the event of an incident related to a child's specific health care need, allergy, or medical condition.

We are also committed to adhering to privacy and confidentiality procedures when dealing with individual health and medical requirements.

#### Duty of Care

Our Service has a legal responsibility to take reasonable steps to ensure the health needs of children enrolled in the Service are met. This includes our responsibility to provide:



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- A safe environment for children free of foreseeable harm and
- Adequate supervision of children at all times.

Families will ensure:

- They provide management with information about their child's health needs, allergies, medical conditions, and medication requirements on the enrolment form and through verbal communication/meetings.
- The Service enrolment form is completed in its entirety providing specific details about the child's medical condition.
- They acknowledge they have been provided access to the Service's Medical Conditions Policy and Administration of Medication Policy at time of enrolment.
- They provide the Service with a medical management plan prior to enrolment of their child.
- They consult with management to develop a risk minimisation plan and communication plan.
- They provide written consent for their child's medical management plan to be displayed in the Service.
- They notify the Service if any changes are to occur to the Medical Management Plan.
- They provide adequate supplies of the required medication and medical authorisation of medication record.
- They provide an updated copy of the child's Medical Management Plan annually or evidence from a medical practitioner to confirm the plan remains unchanged.

The Approved Provider/Management will ensure:

- Educators receive appropriate training in managing specific medical conditions.
- At least one staff member or nominated supervisor is in attendance at all times with a current accredited first aid certificate, emergency asthma management and emergency anaphylaxis management certificate (as approved by ACECQA)
- A child is not enrolled at, nor attend the Service without a Medical Management Plan and prescribed medication by their medical practitioner. In particular, medication for life-threatening conditions such as asthma, anaphylaxis or diabetes must be provided at the service each day (e.g., asthma inhalers, adrenaline auto injection devices or Insulin).
- All enrolment forms are reviewed to identify any specific health care need, allergy, or medical condition.
- Educators, staff and volunteers have knowledge and access to this policy and relevant health management policies (*Asthma Management Policy/ Anaphylaxis Management Policy/Epilepsy Management Policy*)
- Educators, staff and volunteers have a clear understanding of children's individual health care needs, allergy or relevant medical condition that may be ongoing or acute/short term in nature.
- Existing enrolment forms are reviewed, and parents contacted to confirm if the existing diagnosed health care need, allergy, or relevant medical condition still applies and whether any new needs have been diagnosed.
- Educators and staff will be informed immediately about any changes to a child's medical management plan and risk management plan.
- Parents are provided with access to relevant medical condition policies.
- Families provide required information on their child's medical condition, including.



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- Medication requirements
  - Allergies
  - Medical Practitioner contact details.
  - Medical Management Plan
- A Medical Management Plan/Risk Minimisation Plan/Communication Plan has been developed in consultation with families and the child's medical practitioner.
  - Educators have access to emergency contact information for the child.
  - A notice is displayed prominently in the main entrance of the Service stating that a child diagnosed at risk of anaphylaxis is being cared for or educated at the Service and providing details of the allergen/s.
  - New staff members are provided with induction and ongoing training to assist managers, educators and other staff effectively and children with medical management plans are clearly identified.
  - All aspects of operation of the Service must be considered to ensure inclusion of each child into the program.
  - Procedures are adhered to regarding the administration of medication at all times.
  - Information regarding the health and wellbeing of a child or staff member is not shared with others unless consent is provided in writing, or provided the disclosure is required or authorised by law under relevant state/territory legislation. See *Child Protection Policy* for further information regarding legal obligations to sharing of information.

Responsible Persons and Educators will ensure:

- A copy of the child's medical management plan is visibly displayed and known to staff in the Service.
- Procedures are always adhered to regarding the administration of medication.
- Administration of medication record is accurately completed and signed by the educator and witness.
- Casual Staff are informed of children and staff who have specific medical conditions or food allergies, the type of condition or allergies they have, and the Service's procedures for dealing with emergencies involving allergies and anaphylaxis.
- They have a clear understanding of children's individual medical conditions that may be ongoing or acute/short term in nature.
- Communication between families and Educators is ongoing and effective.
- There is always an Educator in attendance with a current accredited first aid and CPR, asthma, and emergency anaphylaxis certificate.
- Educators have a clear understanding about their role and responsibilities when caring for children with a medical condition.
- Copies of children's medical management plans and medication are taken on any excursion or emergency evacuation from the Service.
- Ensure that the Incident, injury, Trauma and illness Record is completed in the event of an incident.

In the event that a child suffers from a reaction, incident, situation, or event related to a medical condition the Service the staff will:

- Follow the child's Emergency Medical/Action Plan.
- Call an ambulance immediately by dialling 000.
- The first aid responder will commence first aid measures immediately as per the child's medical management plan.



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- Contact the parent/guardian when practicable (within 24 hours)
- Contact the emergency contact if the parents or guardian can't be contacted when practicable (within 24 hours)
- Ensure the incident injury, trauma and illness record is completed in its entirety.
- The Director of the Nominated Supervisor will notify the regulatory authority (within 24 hours)

### Medical Management Plan

- Any Medical Management Plan provided by a child's parents and/or registered medical practitioner should include the following:
  - Specific details of the diagnosed health care need, allergy, or relevant medical condition
  - have supporting documentation if appropriate.
  - Detail current medication and dosage prescribed for the child.
  - A photo of the child.
  - If relevant, state what triggers the allergy or medical condition.
  - First aid that may be required from the Service.
  - Any medication that may be required to be administered in case of an emergency.
  - Further treatment or response if the child does not respond to the initial treatment.
  - When to contact an ambulance for assistance
  - Contact details of the doctor who signed the plan.
  - state when the plan should be reviewed.
- A copy of the Medical Management Plan will be displayed for Educators and Staff to see to ensure the safety and wellbeing of the child.

### Risk Minimisation Plan

All children with a diagnosed medical condition must have a risk minimisation plan in place.

A meeting will be arranged with the parents/guardian as soon as the Service has been advised of the medical condition. During this meeting a risk minimisation plan will be developed in consultation with the parent/guardian to ensure:

- That the risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised.
- That practices and procedures in relation to the safe handling, preparation, serving and consumption and service of food are developed and implemented.
- That the parents/families are notified of any known allergens that pose a risk to a child and strategies for minimising the risk are developed and implemented
- Practices are developed and implemented to ensure that all staff members and volunteers can identify the child, the child's medical management plan and the location of the child's medication.
- That the child does not attend the Service without medication prescribed by the child's medical practitioner in relation to the child's specific health need, allergy, or relevant medical condition.



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- Plan(s), in conjunction with parents/guardians, will be reviewed at least annually and/or will be revised with each change in the Medical Management Plan
- Educators will ensure all relevant information pertaining to the child's health and medical condition is communicated to parents at the end of each day.
- Educators will notify parents in advance of any special activities taking place such as celebrations, sporting events and excursions so plans of safe inclusion can be made.
- Educators will ensure appropriate hygiene practices are followed when managing medical conditions in line with the Control of Infectious Diseases Policy

### Communication Plan

The communication plan explains how relevant staff members and volunteers are informed about the medical management and risk minimisation plans and how the parent of the child can communicate any changes to the diagnosed health care need, allergy, or medical condition.

A communication plan will be created after the meeting with the parents/guardian to ensure all relevant staff members and volunteers are informed about the medical conditions policy and the Individual Health Management Plan and Risk Minimisation Plan for the child.

At all times, families who have a child attending the Service who have a diagnosed medical condition will be provided with access to this policy which includes a communication plan and any other relevant policies.



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## Sick Children Policy

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### **BACKGROUND & AIM**

Children come into contact with many other children and adults in the early childhood environment increasing their exposure to others who may be sick or carrying an infectious illness. National Quality Standards require early childhood services to implement specific strategies to minimise the spread of infectious illness and maintain a healthy environment for all children, educators and families.

We understand that it can be difficult for families to know when their child is sick. Families may experience problems taking time off work or study to care for their child at home. However, it is imperative that families preserve a focus not only on the well-being of their own child but also upon the well-being of other children and the childcare professionals at the Service.

Our Service aims to minimise the transmission of infectious diseases/illnesses by adhering to regulations and policies to protect the health of all children, staff, families and visitors.

At times, an outbreak of a new or 'novel' virus or infection, such as COVID-19, may require exclusion from the Service that is not specified in general exclusion periods for common infectious illness. Information, education and recommendations regarding any 'novel' virus will be provided by the Australian Government Department of Health and/or local public health units.

In the event of an infectious outbreak, our Service reserves the right to apply more rigor in the implementation of this policy and to broaden the definition of a sick child (if circumstances warrant).

The need for exclusion and the length of time a person is excluded depends on how easily the infection can spread, how long the person is likely to be infectious and how severe the disease can be. To protect the health of children and staff within the Service, it is important that children and staff who are ill are kept away from the Service for the recommended period.

Our Educators and Staff are not medical practitioners and are not able to diagnose whether or not a child has an infectious illness. However, if an infectious illness is suspected, our Service may ask the family to collect their child from care as soon as possible or not bring the child to care.

Management and Educators may request families seek medical advice and provide a medical certificate stating that the child is no longer infectious prior to returning to care.

Our Service has adopted the Staying Healthy: Preventing Infectious disease in early childhood education and care services publication recommendations, developed by the Australian Government National Health and Medical Research Council and the NSW public health unit to guide our practice in limiting the spread of illness and disease. We aim to provide families with up-to-date information regarding specific illnesses and ways to minimise the spread of infection within the Service and at home.

### **SCOPE**

This policy applies to children, families, staff, management, and visitors of the Service.



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## **RELATED POLICIES**

<ul style="list-style-type: none"> <li>• Control of Infectious Diseases Policy</li> <li>• Additional Needs Policy</li> <li>• Immunisation Policy</li> <li>• Enrolment &amp; Orientation Policy</li> <li>• Family Communication Policy</li> <li>• Handwashing Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Medical Conditions Policy</li> <li>• Administration of Medication Policy</li> <li>• Administration of First Aid Policy</li> <li>• Coronavirus Management Policy</li> <li>• Incident, Injury, Trauma, and Illness Policy</li> </ul>
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## **POLICY & PROCEDURE**

We aim to maintain the health and wellbeing of all children, staff, and their families, ensuring a healthy environment and minimising cross contamination and the spread of infectious illnesses by implementing best practice and high standards of personal hygiene within our Service.

We are guided by decisions regarding exclusion periods and notification of infectious diseases by the Australian Government – Department of Health and local public health units in our jurisdiction as per the Public Health Act.

### **Excluding children from the Service**

- When a child has been diagnosed with an illness or infectious disease, the Service will refer to information about recommended exclusion periods from the Public Health Unit (PHU) and Staying Healthy; Preventing infectious diseases in early childhood education and care services.
  - the Service will display appropriate documentation and alerts for families including information on the illness/disease, symptoms, infectious period, and the exclusion period. (This information can be obtained from Staying Healthy: Preventing infectious diseases in early childhood education and care and Public Health Unit and Department of Health).
  - A medical clearance from the GP stating that the child is cleared to return to the childcare setting will also be required before the child returns to care.
- The need for exclusion and the length of time a person is excluded depends on how easily the infection can be spread, how long the person is likely to be infectious and the severity of the infectious disease of illness.
  - Refer to recommended exclusion period poster in appendix A (at end of this policy)
  - **Diarrhoea and vomiting** – children will be asked to stay away from the Service for 48 hours after symptoms have ceased to reduce infection transmission as symptoms can develop again after 24 hours in many instances.
  - **High temperature** - children with a temperature above 38°C will be asked to stay home until 24hrs after the temperature has ceased. (In the event of a pandemic or outbreak of an infectious disease the trigger temperature will be 37.5°C).
  - **Commencement of anti-biotics** – children can only return to care after 24 hrs of starting the medication.
  - **Suspected Covid-19** - Children who have a suspected case and meet the criteria for testing (fever, cough, sore throat, shortness of breath) may be required to get





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tested or self-test using a rapid antigen test (RAT). Any confirmed, symptomatic cases are required to stay home until symptoms are no longer present.

- If a vaccine preventable disease occurs in the Service, children who have not been fully immunised will be excluded from care.

#### Children arriving at the Service who are unwell.

Management will not accept a child into care if they:

- Are unwell and unable to participate in normal activities or require additional attention.
- Have a temperature or have had a temperature in the last 24 hours.
- vomiting and/or diarrhoea in the last 48 hours
- Have been started on anti-biotics in the last 24 hours.
- Have a contagious illness or infectious disease.
- Have been given medication for a temperature (Panadol etc.) prior to arriving at the Service.

#### Children who become ill at the Service

Children may become unwell throughout the day, in which case Management and Educators will respond to children's individual symptoms of illness and provide immediate comfort and care.

- Where supervision requirements allow, children who are unwell at the Service will be able to rest in a supervised area away from other children until parents or the emergency contact person is able to collect them.
- Educators will closely monitor and document the child's symptoms on the Incident, Injury, Trauma, and Illness Record.
- A child who has passed **two runny stools/vomited** whilst at the Service will be sent home and may only return after 48hrs of the symptoms stopping or once a doctor's medical clearance has been produced.
- Educators will take the child's temperature. If the child's temperature is **38°C** or higher, management will contact the child's parents/guardian/emergency contacts as soon as possible to have the child picked up (within 30 minutes). (In the event of a pandemic or outbreak of an infectious disease the trigger temperature will be 37.5°C).
  - Educators will monitor the child closely and be alerted to vomiting, coughing or convulsions.
  - Educators will attempt to lower the child's temperature by
    - Removing excessive clothing (shoes, socks, jumper, etc.)
    - Encouraging the child to take small sips of water.
    - Moving the child to a quiet area where they can rest whilst being supervised.
    - Applying a cool washer behind their neck and on their forehead (if required).
- Accurate records will be kept of the child's temperature, time taken, medication administered (if applicable), dosage, staff member's full name and name of staff member who witnessed the administration of medication (if relevant).
  - Complete Incident, Injury, Trauma, and Illness Record, ensuring the form has been completed correctly and signed by the parent/guardian/emergency contact upon collection of the child.
  - Complete an administration of medicine form (if relevant).



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- Continue to document any progressing symptoms.
- Educators will thoroughly clean and disinfect any toys, resources or equipment that may be contaminated by a sick child.

### Common Colds and Flu

The common cold or flu (Viral upper respiratory tract infections) is very common in children occurring 6-10 times a year on average with the highest number usually being during the first 2 years in childcare, kindergarten, or school. Symptoms may include coughing, runny nose, and a slight temperature.

In circumstances where a child appears to have cold or flu symptoms, management will determine if the child is well enough to continue at the Service or if the child requires parental care. As cold and flu symptoms are very similar to Covid-19, children with these symptoms may be required to obtain a RAT test.

Our Service aims to support the family's need for childcare; however, families should understand that a child who is unwell will need one-on-one attention which places additional pressure on staff ratios and the needs of other children.

Children who are generally healthy, will recover from a common cold in a few days. Keeping a child home and away from childcare, helps to prevent the spread of germs.

Influenza is a highly contagious illness and can spread to others for 24 hours before symptoms start. To prevent the spread of influenza our service encourages staff and children to be vaccinated once a year.

During an outbreak of a 'novel' virus or infection, such as COVID-19, our Service will implement greater rigor with respect to cold or flu like symptoms and may ask families to keep children at home until they are no longer symptomatic.

### Returning to care after surgery

- Children who have undergone any type of surgery will need to take advice from their doctor/surgeon as to when it is appropriate and safe to return to care.
- Children will require a medical clearance stating the child is fit and able to return to the Service and participate in daily activities.

### Notifying families and Emergency contact

- It is a requirement of the Service that all emergency contacts are able to pick up an ill child within a 30-minute timeframe.
- If the ill child is not collected in a timely manner, or should parents refuse to collect the child, a warning letter will be sent to the families outlining Service policies and requirements. The letter of warning will specify that if there is a future breach of this nature, the child's position may be terminated.

### **Reporting Outbreaks to the Public Health Unit**



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The NSW Public Health Act 2010 lawfully requires and authorises doctors, hospitals, laboratories, school principals and childcare centre directors to confidentially notify NSW Health of patients with certain conditions, and to provide the required information on the notification forms.

All information is held confidentially to protect the patient's privacy. Both the NSW and Commonwealth Privacy Acts only release/disclose patient information where it is lawfully required or authorised.

Management is required to notify the local [public health unit](#) (PHU) by phone (call 1300 066 055) as soon as possible after they are made aware that a child enrolled at the Service is suffering from one of the following vaccine preventable diseases or any outbreak of gastroenteritis:

- Diphtheria
- Mumps
- Poliomyelitis
- Haemophilus influenzae Type b (Hib)
- Meningococcal disease
- Rubella ("German measles")
- Measles
- Pertussis ("whooping cough")
- Tetanus
- An outbreak of 2 or more people with gastrointestinal or respiratory illness within a 48hr period.

Management will closely monitor health alerts and guidelines from Public Health Units and the Australian Government- Department of Health for any advice and emergency health management in the event of a contagious illness outbreak.

Management must ensure notification is lodged through the [NQA-ITS](#) of an outbreak of a notifiable illness or disease in the mandated time frames.

### Parent/Guardian/Families Responsibility

To prevent the spread of disease, families are required to monitor their child's health and not allow them to attend childcare if they have an infectious illness or display symptoms of an illness.

For children who have ongoing medical needs such as asthma or anaphylaxis, parents should regularly review their child's health care action plans to ensure educators and other staff are able to manage their individual needs as required.

Families should implement effective hygiene routines at home such as regular handwashing and sneeze and cough routines (use of tissues, covering their mouth with coughing, sneezing into a tissue or elbow).

Families should notify the Service if their child has been unwell in the past 24 hours or someone in the family is/has been sick. This is particularly critical during a pandemic such as COVID-19.

Signs of illness in young children may include:

- Runny, green nasal discharge



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- High temperature
- Diarrhoea
- Red, swollen or discharging eyes.
- Vomiting
- Rashes (red/purple)
- Irritability, unusually tired or lethargic
- Impetigo
- A stiff neck or sensitivity to light
- Mouth sores
- Breathing difficulty
- Poor circulation
- Pain

Families should keep up to date with their child's immunisation, providing a copy of the updated AIR immunisation History Statement to the Service following each immunisation on the National Immunisation Schedule.

Management and Educators will ensure.

- Effective hygiene policies and procedures are adhered to at all times to prevent the spread of illness.
- They promote effective hand hygiene and cough etiquette.
- Effective environmental cleaning policies and procedures are adhered to at all times.
- All families have access to a copy of relevant policies upon enrolment which will be explained by management including; Control of Infectious Diseases Policy, Sick Children policy, Incident, Injury, Trauma and Illness Policy, Handwashing Policy, Medical Conditions Policy and Administration of Medication Policy.
- Any child who registers a temperature of **38°C** or above is collected from the Service and will be excluded for 24 hours since the last elevated temperature or until the Service receives a doctor's clearance letter stating that the child is cleared of any infection and able to return to childcare.
- A child who has not been immunised will be excluded from the Service if a vaccine preventable infectious disease is reported within the Service community and that child is deemed to be in danger of contracting the illness. Please refer to our Control of Infectious Diseases Policy.
- Families of a child with complex and chronic medical conditions will be notified in the event of an outbreak of an illness or infectious disease that could compromise their health.
- Notification is made to the Regulatory Authorities within 24 hours of any incident involving a serious injury or trauma to, or illness of, a child while being educated and cared for by an Education and Care Service, which:
  - a reasonable person would consider required urgent medical attention from a registered medical practitioner *or*
  - for which the child attended, or ought reasonably to have attended, a hospital. For example: whooping cough, broken limb, and anaphylaxis reaction
  - any incident or emergency where the attendance of emergency services at the Education and Care Service premises was sought, or ought reasonably to have been sought (e.g.: severe asthma attack,



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seizure, or anaphylaxis)

- Parents or guardians are notified as soon as practicable and no later than 24 hours of the illness, accident, or trauma occurring.

Measures implemented to minimise spread of infection:

To help minimise the spread of illness and infectious diseases our Service implements rigorous hygiene and infection control procedures and cleaning routines including:

- mandatory vaccinations for COVID-19 for all staff and educators
- effective hand washing hygiene.
- cough and sneeze etiquette
- appropriate use of protective gloves
- exclusion of children, educators or staff when they are unwell or displaying symptoms of an infectious disease or virus.
- effective environmental cleaning including toys and resources and bedding.
- physical distancing (when recommended by Australian Health Protection Principal Committee [AHPPC] and/or Safe Work Australia)
- wearing of masks when by educators and staff when unwell or mandated by Public Health Order or Service decision.



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## Termination of Enrolment Policy

### **BACKGROUND & AIM**

Management and staff are dedicated to developing a respectful and effective partnership between the family and Service. This partnership supports children's inclusion, access, engagement, and participation in the Service. Management implements systems to manage risks whilst promoting the health, safety and wellbeing of all children and staff within the Service. There may be some circumstances where this is compromised due to non-compliance with our policies and therefore the appropriate course of action could lead to the termination of a child's enrolment.

### **SCOPE**

This policy applies to families, educators, staff and management of the Service.

### **RELATED POLICIES**

<ul style="list-style-type: none"><li>• Enrolment and Orientation Policy</li><li>• Arrival and Departure Policy</li><li>• Privacy and Confidentiality Policy</li><li>• Withdrawal of a Child Policy</li><li>• Immunisation Policy</li><li>• Bullying, Discrimination &amp; Harassment Policy</li><li>• Complaints &amp; Grievance Policy</li><li>• Code of Conduct Policy</li></ul>	<ul style="list-style-type: none"><li>• Management and Governance Policy</li><li>• Additional Needs Policy</li><li>• Anti-Bias and Inclusion Policy</li><li>• Service Management Policy</li><li>• Payment of Fees Policy</li><li>• Work Health &amp; Safety Policy</li><li>• Interactions with Children &amp; Behaviour Management Policy</li></ul>
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### **POLICY & PROCEDURES**

We have the legal duty to ensure the health, safety and wellbeing of children, management, educators, families, volunteers and visitors at our Service. To promote respectful and effective partnerships with families, we ensure that parents participate in a comprehensive induction and orientation to the Service, including detailing our terms of enrolment, as per our agreement, which advises the families on the Services' right to terminate a Child's enrolment if a service policy has been breached.

While management and Staff aim to develop a respectful two-way partnership between the family and Service, management recognises that there may be some circumstances where the appropriate course of action is the cancellation of a child's enrolment.

#### **Behaviour Management**

There are times when children's behaviour requires guidance, which will be undertaken according to the Service's policies and procedures. Every effort will be made to deal with the behaviour using positive guidance and working closely with families to implement a plan in order to help rectify any unacceptable behaviour. If the child's behaviour continues to be disruptive and



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harmful, and the safety of other children and staff is compromised, we reserve the right to ask you to withdraw your child from the Service.

### Service Policies

Our Service has a range of policies and procedures to ensure the safety, welfare and wellbeing of children, staff, families, and visitors of the Service. We reserve the right to terminate a child's enrolment if at any time a Service policy has been breached.

This may include:

- Failure to comply with the enrolment contract.
- Disparaging, hurtful, or unsafe behaviour of a child that continues even with parent collaboration and/or support agency involvement in modifying the behaviour.
- Non-payment of childcare or late fees and/or recurring late payment of fees.
- Continuing to pick up the child past the required licensed time, after consistent documented warnings.
- Inability to meet the child's individual needs without additional staff.
- Inability to meet the child's individual needs without family support and commitment to ensure their child receives the best possible support within our Services.
- If a parent knowingly and repeatedly brings their child ill to the Service.
- Consistent child-rearing style differences between the parent and provider.
- False information given by a parent either verbally or in writing.
- Bullying and/or harassing Educators, children or families enrolled at the Service.
- Failure to provide AIR Immunisation History Statement or AIR Immunisation Medical Exemption form or AIR Immunisation History Form (catch up schedule).

### Employees with children at the Service

Employees are welcome to enrol their child/ren at the Service, however if an employee is terminated from their position, the Service reserves the right to terminate the child's position due to conflict of interest.

### Termination Notification

Management or the Director will advise families in writing that their child's enrolment will be terminated following all attempts to rectify any non-compliance.

Two weeks' notice will be provided to families unless the safety and wellbeing of other children, staff or families is at risk. In this case, an immediate termination of enrolment may apply.

Any outstanding fees will be provided to families and remain due to be paid upon termination of enrolment. The initial bond payment made on enrolment will not be refunded until any outstanding fees are paid.

### Management/Nominated Supervisor/ Responsible Person will:

- work in partnership with families to promote inclusion of all children within the Service.
- use positive language and a range of communication strategies with children and families to ensure positive relationships.
- discuss concerns or issues of non-compliance with supervisors/management before communicating with families.



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- document all communication and meetings (informal and formal) with families and outside professional support.
- access external professional support to ensure child's inclusion in the Service's program.
- document proposed strategies and practices suggested to resolve any issue.
- develop individual educational plans for children as required.
- implement State and Federal Government requirements for vaccination requirements for enrolment of children.
- remind families of our *Code of Conduct policy*
- document evidence of non-compliance, events, behaviour, grievances, and observations.
- ensure minutes are collected and provided to all parties present at meetings to ensure a true and accurate record of the meeting.





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## Withdrawal and Changes to Enrolment of a Child Policy

### **BACKGROUND & AIM**

To enable our Service to meet legal requirements, fill positions and maintain financial viability, families are required to provide notice when withdrawing their child from the Service.

### **SCOPE**

This policy applies to families and management of the Service.

### **RELATED POLICIES**

<ul style="list-style-type: none"><li>• Enrolment and Orientation Policy</li><li>• Acceptance and Refusal Policy</li><li>• Privacy and Confidentiality Policy</li></ul>	<ul style="list-style-type: none"><li>• Payment of Fees Policy</li><li>• Termination of Enrolment Policy</li></ul>
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### **POLICY & PROCEDURES**

During the enrolment and orientation process families will be made aware of the Service requirements should they wish to withdraw their child from the Service.

#### Withdrawing a Child from the Service

- Families are required to provide management with two weeks written notice (using the Service's 'Change of enrolment form') when withdrawing their child from the Service.
- The form must state:
  - The date they are writing the withdrawal notice.
  - The child's last day of attendance
- Written withdrawal form can be emailed or handed to management.
- This form will be placed into the child's file and archived once they have left the Service.
- All records related to a child's enrolment will be kept securely until the end of 3 years after the last day of the child's attendance.
- If at any time during the child's enrolment it is felt that it is necessary to discuss the viability of the placement due to a concern regarding the duty of care to the child or other children in our care, the Service will immediately contact the Parent/Authorised Person/s to discuss all options. This may include the termination of the child's position (See *Termination of Enrolment Policy*).
- In the case of a Long Day care enrolment:
  - management will add an end date into the Service software program to ensure compliance with the Family Assistance Office and Centrelink.
  - Fees will be charged up to the end of the two weeks from the date at which notice was received in writing, whether or not the child has attended the Service during those two weeks.
  - A final account will be processed by administration. The final account will be issued to the family advising of the balance (payment is due or no payment due as applicable).
  - Families must ensure the account is paid prior to finalisation of enrolment.



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- If payment has not been received, any applicable enrolment bond will be applied to the outstanding fees. If fees are still outstanding, subsequent to the application of the enrolment bond, the debt recovery process will commence.
- If the child does not attend during their two weeks of notice, Childcare Subsidy (CCS) will not be paid after their last day of attendance (including if the child does not attend on their last day) and full fees will be applicable (This is a policy of the Family Assistance Office in relation to Childcare Subsidy).
- At the end of the placement and if all criteria regarding fees and notice of withdrawal have been met, then the initial Bond payment made on enrolment will be refunded to the family within 2-4 weeks of the child's last enrolment day.
- In the case of a preschool service enrolment:
  - If the withdrawal occurs prior to the commencement of the 5<sup>th</sup> week of each Term, remaining Term fees will be refunded.
  - In the event the withdrawal occurs after the commencement of the 5<sup>th</sup> week of each Term, Term fees will only be refunded under extenuating circumstances. This decision will be at the discretion of the Director, in consultation with the Executive Body of the Preschool Committee.
  - A final account (if applicable) will be processed by administration and provided to the family.
  - Any applicable refund will be provided to the family within 2-4 weeks of the final enrolment date.

### Changes to Enrolment

- Families are required to provide management with two weeks written notice (using the Service's 'Change of enrolment form') when requesting a change to their child's enrolment, such as withdrawal from enrolled days or addition of days.
- The form must state:
  - The date they are writing the change of enrolment request.
  - The requested changes
- The change of enrolment form can be emailed or handed to management.
- Any withdrawals from enrolled days will be effective 2-weeks from the receipt (by management) of the change of enrolment form.
- Any requests for additional enrolment days will be subject to availability and management discretion.
- This form will be placed into the child's file.
- All records related to a child's enrolment will be kept securely until the end of 3 years after the last day of the child's attendance.

### Withdrawal from Care: (Prior to the agreed commencement date)

If a family has accepted the offer of a placement, then decides to withdraw from care before the agreed commencement date, the written notice period applies. If less than the written notice period is given prior to the agreed commencement date, full payment of the two weeks holding deposit/bond is payable to the Service and is non-refundable.

### Continuation of an Enrolment into the New Year

- Prior to the end of each year, families will be provided with a form to confirm their child's continuing enrolment for the New Year.



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- Failure to return this form may result in their child not being considered for a future position.
- Families with children going to school the following year will be required to complete a Change of Enrolment Form, providing 2-weeks' notice, and indicating the child's withdrawal from the Service.
  - The form must state:
    - The date they are writing the change of enrolment request.
    - The requested changes
- Families who require care in the New Year until the school year starts, will need to enrol their children in the Service's vacation care program. Any such requests will be assessed by management and subject to availability which will be confirmed in writing to families.
- The Complying Written Arrangement end date will be updated.
- Families eligible for Childcare Subsidy are responsible for ensuring that all information requested by Centrelink is provided to them in order to ensure no interruption to CCS payments.

#### Employees with Children at the Service

Employees are welcome to enrol their child/ren at the Service, however, if an employee is terminated from their position, the Service reserves the right to terminate the child's position due to conflict of interest.

#### 14 Week Rule (CCS)

An enrolment will end for Childcare Subsidy purposes if a child does not attend a session of care at our Service for 14 continuous weeks.

This ensures that enrolments at our Service are current and do not remain open indefinitely in the Childcare Subsidy system.

#### Updating and Ending Arrangement and Enrolments

When the arrangement for care ends, the approved provider will update an enrolment notice in the Childcare Subsidy System within seven days of the change or event which caused the change to the arrangement.



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## Complaints and Grievance Policy - General

### **BACKGROUND & AIM**

This Policy details Armidale Montessori's procedures for receiving and managing informal and formal complaints. Parents and visitors and members of the community can lodge a grievance with management with the understanding that it will be managed conscientiously and confidentially.

To avoid complaints and disputes arising, Armidale Montessori Preschool will follow the principles of complaint prevention:

- We will respect and promote the rights of children and their families.
- We will encourage families to have a voice in decision making, by having open communication and various opportunities for feedback.
- We will clearly model the standards that families can expect the preschool to meet.
- We will at all times respect the confidentiality of families, staff and committee members.

Each family that uses Armidale Montessori Preschool is able to raise issues of concern and to have them resolved.

Armidale Montessori aims to investigate all complaints and grievances with a high standard of equity and fairness. We will ensure that all persons making a complaint are guided by the following policy values:

- Procedural fairness and natural justice
  - The right to be heard fairly.
  - The right to an unbiased decision made by an objective decision maker.
  - The right to have the decision based on relevant evidence.
- Code of ethics and conduct
- Culture free from discrimination and harassment
- Transparent and equitable policies and procedures
- Opportunities for further investigation
- Adhering to our Service philosophy

### **Definitions**

**Complaint:** Expression of dissatisfaction made to or about an organisation related to its products, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required.

**Grievance:** A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature. For example: If the service is in breach of a regulation causing injury or possible harm to a child.

**Notifiable complaint:** A complaint that alleges a breach of the Regulation and Law, National Quality Standards or alleges that the health, safety or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the Director or the Nominated Supervisor to the Department of Early Childhood Education and Care within 24 hours of the complaint being made (Section 174(2)(b), Regulation 176(2)(b)).



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If the Director/Approved Provider/Nominated Supervisor is unsure whether the matter is a notifiable complaint, it is good practice to contact the Regulatory Authority for confirmation. Written reports must include:

- details of the event or incident
- the name of the person who initially made the complaint.
- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- contact details of a nominated member of the Grievances Subcommittee (or Nominated Supervisor)
- any other relevant information.

Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: [www.acecqa.gov.au](http://www.acecqa.gov.au) and logged using NQA ITS (National Quality Agenda IT System).

**Serious incident:** An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the centre in contravention of the Regulations or is mistakenly locked in/out of the centre premises (Regulation 12).

A serious incident should be documented in an Incident, Injury, Trauma and Illness Record as soon as possible and within 24 hours of the incident. The Regulatory Authority must be notified within 24 hours of a serious incident occurring at the centre (Regulation 176(2)(a)).

The Approved Provider will notify the regulatory authority of any incident where there is a reasonable belief that physical and/or sexual abuse of a child has occurred or is occurring at the service, or any allegation that sexual or physical abuse of a child has occurred or is occurring at the service.

**SCOPE**

This policy applies to children, families, staff, management, Committee members and visitors of the Service.

**RELATED POLICIES**

<ul style="list-style-type: none"> <li>• Code of Conduct Policy</li> <li>• Anti-Bias and Inclusion Policy</li> <li>• Incident, Illness, Accident and Trauma Policy</li> <li>• Bullying, Discrimination &amp; Harassment Policy</li> <li>• Child Protection Policy</li> <li>• Interactions with Children &amp; Behaviour management policy</li> <li>• Responsible Person Policy</li> <li>• Enrolment and Orientation Policy</li> </ul>	<ul style="list-style-type: none"> <li>• Family Communications Policy</li> <li>• Staffing Arrangements Policy</li> <li>• Work, Health &amp; Safety Policy</li> <li>• Sick Staff Policy</li> <li>• Volunteers and Students policy</li> <li>• Privacy and Confidentiality Policy</li> <li>• Governance and Management Policy</li> <li>• Supervision Policy</li> </ul>
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## **POLICY & PROCEDURES**

Armidale Montessori Preschool will ensure that all persons making a complaint are presented with procedures that:

- value the opportunity to be heard.
- promote conflict resolution.
- encourage the development of harmonious partnerships.
- ensure that conflicts and grievances are mediated fairly.
- are transparent and equitable.

### **Complainant should, where possible:**

- Raise the grievance or complaint directly with the person they have a grievance with, in a professional manner and at an appropriate time. Both parties should try to resolve the issue and develop solutions to ensure the problem does not happen again. Discussions should be based on the principles of privacy, confidentiality, respect and open-mindedness, will not involve other educators, staff, volunteers or visitors (e.g., parents) and will take place away from children.
- Provide all relevant information, outlining the issue, identifying any other person involved in the problem and any suggested solution.
- Communicate openly about the issue with the relevant parties.
- If they are unable to resolve the concern or feel uncomfortable raising the matter directly with the person concerned, they should raise the grievance or complaint with the Director/Management or Nominated Supervisor. The Director or Nominated Supervisor (or other manager) may ask for the issue to be put in writing.
- If they are unsatisfied with the resolution provided by the Director or Nominated Supervisor or if their grievance is in relation to the Director, they should raise the grievance or complaint to the President of the Preschool Committee for further investigation.
- Raise any grievance involving suspected or actual unlawful activity (including bullying) with the Director or Nominated Supervisor immediately and privately.

### **When receiving a complaint/grievance Educators will:**

- Treat all complaints/grievances seriously and as a priority.
- Listen carefully to the person making the complaint/grievance and ensure file notes are kept of the discussion.
- Encourage and support the family to seek a balanced understanding of the issue.
- Ask them what outcomes they would like to see from the complaint.
- Refer families (as necessary) to Service policies that may assist in resolving the grievance or complaint.
- ask for the person's permission to discuss the matter with the Director or the Nominated Supervisor. If they do not agree to this, explain that it is not possible to take the matter further without informing the Director or the Nominated Supervisor.
- Ensure complaints/grievances remain confidential where appropriate.

Complainants should be referred by Educators to the Director or the Nominated Supervisor. Complaints may be made verbally or in writing.



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**When a grievance/Complaint is escalated to the Director or Nominated Supervisor they will:**

- Treat all grievances and complaints seriously and as a priority.
- Ensure grievances and complaints remain confidential.
- Discuss the issue with the complainant within 48 hours of receiving the verbal or written complaint and attempt Conciliation where appropriate.
- Investigate and document the grievance fairly and impartially. This will consist of:
  - Reviewing the circumstances and facts of the complaint (or breach) and inviting all affected parties to provide information where appropriate and pertinent.
  - If appropriate, collect relevant written evidence. This evidence will be treated in strict confidence and will be held in a secure place.
  - Should it be necessary to interview relevant people concerning the grievance, their involvement should be kept to the minimum necessary to establish the facts.
- Advise the complainant and all affected parties of the outcome within 7 working days of receiving the verbal or written complaint/grievance.
  - Management will provide a written response outlining the outcome of the investigation and provide a copy to all parties involved.
  - If a written agreement about the resolution of the complaint is prepared, all parties will ensure the outcomes accurately reflects the resolution and sign in agreement.
- Should management decide not to proceed with the investigation after initial enquiries, a written notification outlining the reasoning will be provided to the complainant.
- Keep appropriate records of the investigation and outcome and store those records in accordance with our Privacy and Confidentiality Policy.
- Monitor ongoing behaviour and provide support as required.
- Ensure the parties are protected from victimisation and bullying.
- Request feedback on the grievance process using a feedback form.
- Track complaints to identify recurring issues within the Service.
- Ensure the name and telephone number of the person to whom complaints can be made is clearly visible at the service.
- Ensure grievances reflect procedural fairness and natural justice.
- If the Director is unsure whether the matter is a notifiable complaint, s/he will contact The Department of Early Childhood Education and Care for confirmation.
- If the matter is a notifiable complaint/grievance, then s/he will notify the Department of Education and Communities within 24 hours of the complaint being made. Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: [www.acecqa.gov.au](http://www.acecqa.gov.au) and lodged using NQA ITS (National Quality Agenda IT System).

Written reports must include:

- details of the event or incident
- the name of the person who initially made the complaint.
- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- contact details of a nominated person for contact regarding the issue
- any other relevant information

**Complaints or Grievances against staff members**

Should a grievance/complaint be lodged against a staff member/s, then these persons will be interviewed separately and impartially by the Director or Nominated Supervisor. Individuals will



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"help me to do it myself"

be given the opportunity to respond fully to the allegations and may have another person present, as a support person if they wish.

- If the grievance or complaint is of a serious or notifiable nature, the Director or Nominated Supervisor will inform the regulatory authority and relevant government agency.
- If after investigation, it is concluded that the grievance is substantiated:
  - Both parties will be informed of the outcome of the investigation.
  - Immediate and appropriate action will be taken to prevent the grievance from recurring.
- If after investigation, it is concluded that the grievance is not substantiated:
  - Both parties will be informed of the outcome of the investigation.
  - The family will be informed that if they are not satisfied with any decision relating to the grievance procedure that they should consult with an external body for further advice.

#### Confidentiality of complaints

Management and educators will adhere to our *Privacy and Confidentiality Policy* when dealing with grievances. However, if a grievance involves a staff member or child protection issues, a relevant government agency may need to be informed. ([Responding to incidents, disclosures and suspicions of child abuse or harm NSW](#)).

#### Conflict of Interest

Should a conflict of interest arise during a grievance or complaint that involves the Director or Nominated Supervisor, then the matter will be nominated to an alternate objective mediator (executive Preschool Committee member).

The Service may also engage the resources of an independent Conflict Resolution Service to assist with the mediation of any serious, notifiable complaint/grievance.

We will ensure that throughout the conflict resolution process the Services Code of Conduct is adhered to. It is important for the complainant to feel confident in being heard fairly and to have an assurance of an unbiased decision-making process.