



Lilly Pilly Little School Policies

QUALITY AREA 7 GOVERNANCE & LEADERSHIP

14/12/2022

Monitoring and Review

These policies are to be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review these Policies every two years.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

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Regulations

Lilly Pilly Little School is licensed by The Australian Children's Education and Care Quality Authority (ACECQA) and agrees to comply with the specified Code of Conduct and regulations.

As with all licensed services, this centre is covered by public liability insurance through GUILD INSURANCE LIMITED.

Staff at this centre are protected by Guild workers compensation.

This centre also abides by the relevant awards and conditions under which the staff are paid. (The Miscellaneous Workers Kindergarten and Child Care Centre Award and Teachers award).

Hours of Operation

Lilly Pilly Little School is open for a maximum of 41 weeks per year. The licensed hours are 9am to 3pm. This centre is closed for approximately 12 weeks throughout the year. We are also closed on Christmas day, New Years Day and also for public holidays such as, Australia day, Good Friday, Easter Monday, Anzac day and the Queen's birthday.

The licensed number of places at Lilly Pilly Little School is: 30

The hours of operation are: 9.00 till 3.00

The licence number is: CSSC1001730

Service Approval number: SE-00008145

Name of Approved Provider: Lilly Pilly Community Pre-School Inc

Provider Approval Number: PR-00005056

The Nominated Supervisor is Nikki Farrell

The Educational Leader is Nikki Farrell

The Early Childhood Teachers are Kiera Reddick & Ingrid Guyler.

Our public liability insurance is with: Guild Insurance

Our workers compensation insurance is with: Guild Insurance

Our certified first aid persons are: All Educators

Policy Review Date proposed 2023

Quality Area 7 Leadership & Service Management



PRIORITY OF ACCESS

Introduction:

This policy has been developed to ensure the education and care service complies with the Priority of Access Guidelines set by Family Assistance Law and defined by NSW State Government Funding Agreements. Failure to meet these Guidelines is a breach of the conditions of continued approval for receiving Child Care Benefit and State Government funding.

GOALS:

The education and care service will follow the Priority of Access Guidelines at all times when enrolling children. The waiting list application will reflect these guidelines to ensure that care is provided to families using these priorities.

STRATEGIES:

The education and care service will use the Priority of Access Guidelines to prioritise the waiting list and to allocate available education and care places to families.

The Priority of Access Guidelines followed by state funded preschools are defined by NSW State Government funding Agreements. In no particular order, these are:

- ♥ Children who are at risk of harm
- ♥ Aboriginal and Torres Strait Islander children
- ♥ Children from low income families
- ♥ Children from culturally and linguistically diverse backgrounds
- ♥ Children with disabilities
- ♥ Children in their year before school of families living in the NSW public school zone for Brunswick Heads (with highest priority given to children closest to school entry)
- ♥ Children who are not enrolled in another Community Preschool.

Lilly Pilly Little School endeavours to meet the needs of the children and families in our community while complying with the above guidelines.

EVALUATION:

All enrolments will strictly adhere to the Priority of Access Guidelines to ensure equity and consistency for the community.



Acceptance and Refusal of Authorisation

Introduction

Lilly Pilly Little School requires authorisation for actions such as administration of medications, collection of children, excursions and providing access to personal records. This policy outlines what constitutes a correct authorisation and what does not, and may therefore result in a refusal.

Goals:

We will ensure that we only act in accordance with correct authorisation as described in the Education and Care Services National Regulations, 2011.

Strategies:

The Nominated Supervisor will:

- ♥ Ensure documentation relating to authorisations contains:
- ♥ the name of the child enrolled in the service;
- ♥ date;
- ♥ signature of the child's parent/guardian, or nominated contact person who is on the enrolment form;
- ♥ the original form/letter/register provided by the service.

2. Apply these authorisations to the collection of children, administration of medication, excursion and access to records.

3. Keep these authorisations in the enrolment record.

4. Exercise the right of refusal if written or verbal authorisations do not comply.

5. Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. The service can administer medication without authorisation in these cases, provided they contact the parent/guardian as soon as practicable after the medication has been administered.

Evaluation:

Correct authorisation is obtained, referred to and applied appropriately ensuring reduction in possible risk.



RELATED LEGISLATION

Education and Care Services National Law Act 2010: Section 167

Education and Care Services National Regulations: Regulations
99,102,160,161,168(2)(m)

Family Law Act 1975 (Cth), as amended 2011

Children and Young Persons (Care and Protection) Act 1998

Related Guidelines, Standards, Frameworks

National Quality Standard, Quality Area 2: Children's Health and Safety

SOURCES

Australian Children's Education and Care Quality Authority (ACECQA) –
www.acecqa.gov.au



ATTENDANCE POLICY

Aim:

To ensure a safe and practical environment where children can feel confident in attendance and participation and to ensure all existing regulations are met

Explanation:

It is essential that clear guidelines exist so that children and their families understand the best practices that ensure a safe and comfortable attendance at preschool

Procedure:

Parents or guardians will ensure the safe and prompt arrival and departure of their child at Lilly Pilly Little School according to our collection of children and the arrival and departure policy. Parents or guardians will provide a healthy lunch for their child at preschool. Sweet cakes and flavoured biscuits, fizzy drinks, chips, lollies and sweet chocolate coated muesli bars are not to be included in children's lunches. Parents or guardians must also provide their child with a hat for sun protection whilst participating in outdoor activities. If a hat is not provided, the child will not be allowed to take part in outdoor activities.

Children are not allowed to bring their own toys from home to preschool. There is always the risk of these toys being lost or damaged and they may cause problems in regard to sharing. A child's special toy required for rest time is allowed to come to preschool.

Staff are not permitted to supervise children that are not enrolled at preschool. Children not enrolled at preschool remain the responsibility of the parent or guardian whilst on the preschool premises. Enrolled children are the responsibility of the staff once they have been signed in and until the child is signed out. Prior to signing in and after signing out, an enrolled child on preschool premises remains the responsibility of the parent or guardian. Children of staff may attend in emergency only and remain the responsibility of that parent staff member.

Children with communicable diseases may not attend preschool. Parents or guardians are encouraged to keep unwell children at home until they are well (please refer to our health policy). Children must be toilet trained prior to coming to Lilly Pilly Community Preschool. In cases of repeated accidents, a child's parents or guardians may be asked to keep their child at home for further toilet training until they are competent. Children with diarrhoea should not attend the preschool. The grounds of the preschool are a smoke free area. Please smoke outside the school grounds. The office area is generally out of bounds except to authorised staff member.



FEES POLICY

INTRODUCTION:

Lilly-Pilly Little School is a non-for-profit organization. State Government Funding shares the cost of providing our child care and education service with fees paid by our families. It is essential to ensure the prompt payment of fees. To enable our service to provide high quality early education and care for children we need to ensure we are financially viable at all times. Prompt payment of fees allows us to plan with certainty. We have a commitment to ensuring our fees are as affordable as possible and that all families have access to any subsidies that are available to reduce these fees. Our service will advocate with governments for all children's right to access early education and care regardless of their family's financial situation.

Fees for Lilly Pilly Preschool are \$45.00 per day or \$20.00 per day if you have a Health Care Card.

The government is providing fee relief for all parents who have nominated us on the Fee relief declaration form.

If we are the nominated service then fees will be reduced to zero for the year.

We also need to charge \$20 for the whole year.

\$15.00 is for "Storypark" an app which documents all the children's learning journeys while they are here. This App also allows for 2 way communication between educators and parents. Grandparents and extended family can also be included and invited on to Storypark.

\$5.00 is for membership of our association for the whole year.

Goals:

Our service's financial health and access to our service will be maximised by:

- ♥ ensuring families are aware of all fees and fee payment requirements upon enrolment;
- ♥ keeping fee increases to a minimum;
- ♥ ensuring the cost of administering fee collection is minimised;
- ♥ following the appropriate priority of access requirements;
- ♥ following all legal requirements required by our access to government funding;
- ♥ managing fee collection to avoid bad debts;
- ♥ families are notified as far ahead as possible and no less than 14 days of any changes to fees or the ways fees will be collected;



- ♥ and ensuring we issue statements of fees on a regular basis.

Strategies:

The Approved Provider will:

- ♥ Ensure the service complies with Family Assistance law
- ♥ Ensure adequate records of attendance are kept for each child as required;
- ♥ Comply with Australian Government or NSW Government funding agreements as required;
- ♥ Ensure the service remains financially viable and can meet its debts and other obligations as they fall due;
- ♥ Only collect and disclose personal information about children and families to DEEWR/ the Family Assistance Office (FAO)/ the Department of Education and Communities where the disclosure is legally required.

The Nominated Supervisor will:

- ♥ Ensure all families are made aware of service fees and available subsidies on enrolment;
- ♥ Ensure statements of fees are given to all families no less than every three months;
- ♥ Join in advocacy actions designed to reduce the cost of early education and care fees for families wherever possible.
- ♥ Record the arrival and departure times of their child or children attending care.

Fee payment procedures:

The Approved Provider will:

- ♥ Implement an overdue fee process with any families whose fees are not paid on time.
- ♥ Notify families that failure to pay fees will result in the child's position being forfeited.

Families will:

- ♥ Become a member of our Incorporated Association, for which there is an annual fee of \$5.00 which is added to the invoice of term 1 fees.
- ♥ Join "Storypark" for an annual cost of \$15.00 which gives you digital access to your child's photos and learning documentation.
- ♥ Notify the centre if their Health Care Card Status changes.
- ♥ Ensure all fees are paid on time.



Withdrawal of a child from the centre

Nominated Supervisor will:

- ♥ Provide all families with a statement of outstanding fees on receipt of notification of withdrawal of a child from the service.

Families will:

Provide 2 weeks notice of withdrawal from service. If child does not attend during this 2 week notice period full fees will be chargeable.

Evaluation:

Families pay fees on time, and collect children on time. Fees are kept as low as possible whilst ensuring the service's financial health.

RELATED LEGISLATION

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations: Regulation 168(2)(n)
- Family Law Act 1975 (Cth) as amended 2011

RELATED GUIDELINES, STANDARD, FRAMEWORKS

National Quality Standard, Quality Area 7: Governance and Leadership – Standard 7.1



PRIVACY AND CONFIDENTIALITY STATEMENT

INTRODUCTION:

Early childhood education and care services require personal information from families to provide appropriate and responsive care. This information needs to be maintained and managed by the education and care service in a private and confidential manner.

GOALS:

The education and care service will maintain private and confidential files for educators, children and their families. These records will be securely stored and maintained. The education and care service will maintain records according to the National Privacy Principles.

STRATEGIES:

- ♥ The education and care service defines the aims of this statement through specific privacy and confidentiality policies. These are:
 - Confidentiality Policy
 - Record Keeping
 - Online Privacy

These individual policies will guide practices within our Lilly Pilly Preschool.

The Approved Provider will:

- ♥ Ensure that information collected from families, educators and the community is maintained in a private and confidential manner at all times.
- ♥ Ensure that such information is not divulged or communicated (directly or indirectly) to another person other than the ways outlined as appropriate in the Education and Care services National Regulations 2011, 181, which says information can be communicated:
 - To the extent necessary for the education, care or medical treatment of the child,
 - To the parent of the child to whom the information relates (except for information in staff records),
 - To the regulatory authority or an authorised officer,
 - As authorised, permitted or required to be given by or under any act or law, and
 - With written consent of the person who provided the information.

The Nominated Supervisor will:

- ♥ Maintain up-to-date enrolment records, including information from families on immunisation updates, contact details of family members, emergency contact information and any medical or legal information required by our preschool.

Policy Review Date proposed 2023

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- ♥ Ensure that education and care service records, personnel records, and children's information is stored according to policy and remains private and confidential within the education and care environment at all times.

Educators will:

- ♥ Maintain children's information and store documentation according to policy at all times.
- ♥ Not share information about the education and care service, management information, other educators or children and families, without written permission or legislative authority.

EVALUATION:

All information pertaining to the education and care service, educators and families is maintained in a private and confidential manner in accordance with the Commonwealth Privacy Act 1988 and the Education and Care services National Regulations 2011.

Related legislation:

Education and Care Services National Regulations: 181

Related Guidelines, Standards, Frameworks

National Quality Standard, Quality Area 7: Governance and Leadership

Statutory Legislation & Considerations

Children (Education and Care Services National Law Application) Act 2010

Education and Care Services National Regulations

Children and Young Persons (Care and Protection) Act 1998

Australian Privacy Principles – www.oaic.gov.au

Office of the Australian Information Commissioner – www.oaic.gov.au

Privacy Act 1988 (Privacy Act) – www.oaic.gov.au/privacy-law/privacy-act

Early Childhood Australia – www.earlychildhoodaustralia.org.au



PRIVACY ONLINE

INTRODUCTION:

Websites and social media sites can provide information to potential clients on what an organisation offers. A website maintained by the education and care service can support families to make informed decisions about education and care and find out more about if a particular education and care service will suit their requirements. Families are also able to gain contact information or request further information through emails. Social media may be utilised to support enrolled families to communicate and share information.

GOALS:

The education and care service's website is maintained to inform families about the activities and the services provided by the organisation. The education and care service respects the privacy of educators, children and families. The service seeks to keep all records private and confidential and maintains records according to the National Privacy Principles and the Education and Care Services National Regulations 2011. The education and care service develops guidelines with educators in regard to social media participation connected with their work as early childhood educators.

STRATEGIES:

The Nominated Supervisor will:

- ♥ Ensure that no confidential information can be gained from the education and care service's website. Individuals and services are not obliged to give personal information through the website. However, if an individual chooses to provide information to service via email, that information will remain confidential.
- ♥ Ensure that information gained via email can only be used by administration staff or management to contact a person, offer or send information about the service and to request feedback on the website or the education and care service.
- ♥ Ensure that information gained about users from the website will only be used for statistical research for the education and care service to ascertain future development of the website. This information will not be available to any other organisations:
 - IP address, the date and time of the visit
 - Pages accessed and documents downloaded on this site
 - Search terms used
 - previous site visited ;
 - network providers name
 - Any cookies that the browser has presented to the server



- The browser, operating system and various plug ins that were used in visiting the site.
- ♥ Encourage families and educators to give feedback on the website and how it can be improved to meet the needs of the community.
- ♥ Not disclose or publish any information related to educators, children or families without written consent from that individual or their family.
- ♥ Develop guidelines for educators regarding their participation with families currently connected with the education and care service on social media sites such as Face book and Twitter.

Educators will:

- ♥ Follow guidelines for educators regarding their participation with families currently connected with the education and care service on social media sites such as Face book and Twitter.

EVALUATION:

The education and care service's website is an information resource available to prospective families as well as current families and educators and abides by current legislation. The privacy and protection of children, families and educators is not compromised by participation on social media sites.



RISK MANAGEMENT PROCEDURES

INTRODUCTION

Children must be supported to feel secure and safe in the education and care environment so that they can safely explore and learn about their world. In order to protect children from harm and any hazard likely to cause injury, the education and care service must manage risks and implement procedures to maintain a safe environment for children, educators and families.

NOTE: Risks can include structural damage, property damage, a security issue, maintenance issues, dangerous items, equipment, garbage or any other item that may cause injury, illness or death. Early identification of potential hazards and effective strategies to reduce or prevent further risk is vital.

GOALS:

Lilly Pilly Little School will implement procedures to prioritise the maintenance of environments and conditions that are safe for children, families and educators. Procedures will be implemented to assist with early detection of potential hazards and to reduce risks within the education and care community. The education and care service complies with legislations and regulations and annually reviews policy and procedure to ensure effective risk management practice.

STRATEGIES:

The Nominated Supervisor will:

- ♥ Conduct a risk assessment to determine potential emergencies that may be relevant to the education and care service. (Refer to Emergencies and Evacuation Policy.)
- ♥ Ensure a risk assessment occurs prior to excursions (see Excursion Policy.)
- ♥ Liaise with educators to ensure that risk management is part of daily practice and that procedures are developed and maintained to implement policies, record and review hazards.
- ♥ Ensure that health and safety information and a training strategy is part of the induction and ongoing professional development strategy for all educators.
- ♥ Inform families, during orientation and enrolment, about the education and care service's Risk Management Policy and the need to maintain all emergency contact details. Written consent will be obtained from families for permission to access urgent medical, dental, hospital and ambulance assistance.
- ♥ Ensure that educators are informed of the centre's Risk Management Policies and Procedures and ensure that educator roles and responsibilities are clearly defined. These include:



- Emergency and Evacuation Policy;
- Preparing for Critical Incidents,
- Incidents, Injury, Trauma and Illness Policy,
- Excursion Policy,
- Safe Storage of Dangerous Goods and
- The WHS Checklists that must be completed to ensure a safe environment.
- Ensure that emergency evacuation and lockdown procedures are rehearsed, documented and evaluated at least every three months.
- Ensure that at any time the service is operational at least one educator who holds a current approved first aid qualification, and at least one educator who has undertaken anaphylaxis management training and at least one educator who has undertaken emergency asthma management training is in attendance and available. The same person may hold one or more of these qualifications.
- Notify the Approved Provider before contacting relevant contractors to repair or maintain the environment or to remove potential hazards.

Educators will:

- ♥ Complete daily OHS checklists of the environment before children and families enter the education and care service. Educators will identify any potential hazards and note these on the checklist, rectifying any risks immediately where possible. Any identified hazards that cannot be immediately removed or rectified must be reported to the nominated supervisor immediately.
- ♥ Not put themselves or others at risk at any time when seeking to reduce or remove potential hazards.
- ♥ Be encouraged to complete first aid training and professional development to increase their awareness of risk management.
- ♥ Implement emergency evacuation/lockdown procedures to ensure the welfare of children, families and educators.

EVALUATION

Educators act in a professional and sensitive manner when identifying risks. They respond quickly and effectively to minimise or remove risks to promote a safe environment free from harm and respond appropriately when incidents or emergencies occur.



GOVERNANCE AND MANAGEMENT OF THE SERVICE POLICY

Introduction:

Governance is the system or process by which organisations are directed, controlled and held accountable to ensure that the right decisions are made. Our education and care service recognises the importance of having a framework of rules, relationships, systems and processes within and by which authority is exercised and controlled in the organisation. We view good governance and management as essential to our provision of quality education and care in a responsible manner.

Goals:

To ensure our organisation has good governance we will:

- ♥ Conduct our affairs legally, ethically and with integrity;
- ♥ Identify organisational risks and legal obligations and manage these through policies and relevant processes; and
- ♥ Ensure that mechanisms are in place for fair and transparent governance.

Strategies:

Management:

The management of Lilly Pilly Little School is overseen by the Management Committee. The Management Committee is accountable to members for the performance of the organisation.

Management Committee Role

The Management Committee has overall responsibility to members for the sustainability and relevance of the service. The Management will direct its activities towards achieving the organisation's goals and implementing the organisation's Quality Improvement Plan by guiding and monitoring the organisation's business and affairs in line with the objects as set out in the organisation's rules and in line with the organisation's philosophy.

In carrying out its responsibilities, the Management Committee undertakes to maximise the value and contribution of the organisation to the community, and to serve the interests of the organisation's members, employees and families and children using the service. In serving these interests there is an implicit understanding that the rights of the child are paramount in all decision making.



The Management Committee is the employer of all staff of the organisation and are responsible for the management and control of the organisation as the Approved Provider of education and care under the Children (Education and Care Services National Law Application) Act 2010 and the Education and Care Services National Regulations.

The Board/Management Committee will:

- ♥ Ensure that a comprehensive set of policies are in place as required under Education and Care Service Regulations and other Regulations and laws that the service must comply with;
- ♥ Ensure that these policies comply with relevant legislation; and
- ♥ Update these policies on a regular basis.

This policy links to Confidentiality of Records policy

Related Legislation

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations: Regulations 168(2)
- NSW Association Incorporation Act 2009

Related Guidelines, Standards, Frameworks

- National Quality Standard, Quality Area &: Governance and Leadership – Standard 7.1



COMPLIANCE MEASURES

The Board/Management Committee will:

- ♥ Ensure that mechanisms are in place such as compliance tools and a compliance calendar to assist them to assess that the organisation's policies are implemented; and
- ♥ Prepare a sample service summary sheet for new committee/ Board members [see page 59 of CCCC's So Now You are On the Committee for a sample service summary sheet]

Constitution:

The Management Committee of the Association will:

- ♥ Ensure that the organisation's constitution/articles of association is/ are followed at all times;
- ♥ Ensure that the constitution/ articles of association are reviewed at least every three years; and
- ♥ Ensure that each new member of the Management Committee is provided with a copy of the organisation's constitution and Quality Improvement Plan on their appointment to the Management Committee.

Management Committee Powers:

The Management Committee sets the strategic direction and monitors performance of the organisation. The Management Committee will provide effective governance to ensure excellent overall management of the organisation's business and financial objectives.

In addition, the Management Committee members may delegate any of their powers (with the exception of the power of delegation and responsibilities as Approved Provider) to a committee of directors, a director, an employee or any other person.

The Management Committee delegates the responsibility of implementing the strategic plan and day-to-day management of the organisation to the service's Director/Co-ordinator/Manager.

In discharging its powers, each Director/Management Committee member will be bound by the Associations Act/Corporations Act, the Constitution and all policies of the organisation.



The Board's/Management Committee's authority includes:

- ♥ Overseeing the organisation including its control and accountability systems;
- ♥ Appointing and removing the Director/Co-ordinator/Manager;
- ♥ Ratifying the appointment of all staff members;
- ♥ Developing organisational strategy and performance objectives;
- ♥ Reviewing, ratifying and monitoring systems of risk management and internal control, codes of conduct, and legal compliance;
- ♥ Monitoring the Director's/Co-ordinator's/Manager's performance and implementation of strategy;
- ♥ Approving and monitoring financial and other reporting;
- ♥ Authorising appropriate delegations within the organisation;
- ♥ Ensuring appropriate resources are available to carry out the organisation's functions; and
- ♥ Approving and monitoring the progress of major capital expenditure.

Risk Management**Management Committee will:**

- ♥ Ensure the organisation operates with and to a valid Constitution/ Articles of Association and that all governance and management practices of the Management Committee and staff align with the Constitution/Articles of Association;
- ♥ Demonstrate achievement of this through accessible meeting minutes and Board/Management Committee self assessments; and
- ♥ Assist Board members to receive ongoing support and professional development in the implementation of effective and evidence based governance practice.
- ♥ When making decisions about practices at Lilly Pilly Little School and how it will be run, we will be fair to everyone regardless of their gender, race, belief or ability. The privacy of the children and their families and Lilly Pilly's principles will be respected in all of these management decisions.



BUDGETING POLICY

The budget is a financial plan that states how much money in fees can be anticipated /expected into Lilly Pilly Little School, how much outgoings can be anticipated.

Responsibility for this will usually fall on the proprietor. The director will usually be responsible and involved in the day to day management of Lilly Pilly. The budget:

- ♥ determines total expenditure. Includes wages, superannuation, rent, provisions (food, craft supplies, toys, utilities, cleaning, stationery, accountants fees)
- ♥ determines total income from anticipated fees
- ♥ fees will need to be set annually taking into consideration the number of children expected to attend the centre

As a Preschool, we are required to produce adequate, accurate and up-to-date records.

Insurance Policy

Public Liability:

The Licensee of Lilly Pilly Little School must ensure that public liability insurance is taken out and maintained. The current state licensing regulations are for not less than \$20 million cover to be maintained. Lilly Pilly Little School is to maintain a public liability policy for \$20 million. This amount of cover is subject to change.

Worker's Compensation:

The Licensee must ensure that adequate workers compensation is taken out to cover work related accidents of employees. Insurance cover is reviewed at least every 5 years. Insurance includes glass insurance, business interruption, contents insurance, public liability and director's and officer's insurance.

TAXATION POLICY

As employers, Lilly Pilly Little School uses the PAYG system and tax tables. Payment is made quarterly as part of the BAS statement. All employees are required to fill out a tax declaration before commencing in this service. Wages and salaries are paid fortnightly by electronic bank transfers and by cheque in the case of temporary or casual staff. Group certificates for employees are sent every July and ATO documents sent mid August every year.

SUPERANNUATION POLICY

As at July 2002, employees must contribute 9% of gross wages. Our super fund at Lilly Pilly Little School is HESTA and contributions are forwarded monthly.

Policy Review Date proposed 2023

Quality Area 7 Leadership & Service Management



RESPONSIBILITIES OF THE AUTHORISED SUPERVISOR POLICY

Under the terms of the Children (Care and Protection) Act, 1987 Commonwealth, the authorised supervisor of Lilly Pilly Little School will:

- ♥ be employed by and responsible to the licensee
- ♥ be aware of the statutory responsibilities of the Children (Care and Protection) Act and regulations
- ♥ be in attendance at the centre while the children are present or ensure that the temporary authorised supervisor is present
- ♥ ensure compliance with the Code of Conduct at all times and be responsible for the care and education of each individual child attending the service
- ♥ assist with the recruitment, selection and training of appropriate staff for the service and provide ongoing support, supervision and professional development for all staff members
- ♥ with licensee's consent, purchase suitable play equipment for the service
- ♥ plan, develop and implement appropriate programmes for the children: provide a range of activities and experiences designed to enhance the social, emotional, intellectual, cultural and physical skills of each child, as well as special programmes for children with disabilities or special needs
- ♥ ensure that at least one staff member on duty possesses a current first aid certificate and that a first aid cabinet is satisfactorily maintained
- ♥ ensure that all appropriate records as described by the regulations are maintained and kept up-to-date



RESPONSIBILITIES OF THE LICENSEE POLICY

No person or organisation will operate a children's service except under the authority of a current licence granted to that person or body by the Minister of Education. The licensee of Lilly Pilly Little School will:

- ♥ be a resident of NSW
- ♥ be aware of the statutory responsibilities and requirements of the Children (Care and Protection) Act and regulations
- ♥ ensure that the centre based child care regulations and licensing guidelines are met at all times
- ♥ employ an authorised supervisor in accordance with the requirements in the regulations
- ♥ ensure that the authorised supervisor is responsible for the day-to-day operation of the programmes and supervision of staff
- ♥ employ suitable staff to meet the needs of the service and verify that those staff are of good character
- ♥ organise for the staff-to-child ratios to be met at all times, having regard for the number and ages of the children in attendance
- ♥ provide adequate office space, and facilities for storage of materials and equipment
- ♥ arrange for the cleaning and maintenance of the premises
- ♥ ensure that fire extinguishers are maintained and checked every 12 months, and that staff members are knowledgeable about fire drills and evacuation procedures and practice these every 3 months
- ♥ ensure that the grounds, buildings, equipment and amenities comply with licensing standards

ADMINISTRATIVE TASKS OF THE LICENSEE POLICY

- ♥ Ensure effective and efficient management of the service
- ♥ Ensure that proper records relating to Lilly Pilly are maintained
- ♥ Effect and maintain public liability insurance in relation to Lilly Pilly for a cover of no less than \$5 million
- ♥ Advise the department when the authorised supervisor leaves
- ♥ Forward copies of staff qualifications to the Children's Services Adviser as appropriate
- ♥ Advise the department in writing if any member of staff is charged with or convicted of a criminal offence



COMMITTEE CODE OF CONDUCT

Management Committee members will:

- ♥ Commit themselves members to ethical, businesslike, and lawful conduct, including proper use of authority and professional decorum when acting as Management Committee members;
- ♥ Demonstrate un-conflicted loyalty to the interests of the organisation when acting as a Management Committee member;
- ♥ Avoid conflicts of interest with respect to their role;
- ♥ Annually disclose their involvement with other organisations or companies that currently do business or may do business with the organisation;
- ♥ Immediately disclose to the Management Committee any and all impending conflicts of interest. That member shall absent herself or himself without comment from both the deliberation and final decision-making;
- ♥ Not use information exclusive to Management Committee members for personal gain and will respect the confidentiality of all information obtained during meetings or through their role; and
- ♥ Respect the confidentiality appropriate to issues of a sensitive nature.

EVALUATION:

The organisation is recognised for effective governance management practices. The organisation's philosophy is adhered to, its goals are reached and it continues its quality improvement journey. Organisational risks and legal obligations are identified and managed through policies and relevant processes.



COMPLAINTS AND FEEDBACK

Introduction:

Our service values the feedback of educators, staff, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families. We encourage open communication through opportunities to respond and feedback on the program. A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.

Goals:

We will:

- ♥ Provide opportunities for consultation, evaluation and review of the service operation and delivery of the education and care program;
- ♥ Develop a process for making and managing complaints;
- ♥ Communicate the option and process of making a complaint;
- ♥ Handle complaints diligently and confidentially.

Strategies:

Feedback:

Communications will aim at all times to be open, honest and confidential.

Our service will offer a variety of ways to communicate and provide feedback including:

- ♥ Child Carer's App
- ♥ Interactions
- ♥ Formal feedback and comments
- ♥ Surveys
- ♥ Family meetings
- ♥ Emails

With permission, educators may write comments on behalf of families to help with evaluations of the program and encourage further family input.

Families are provided our email address and phone details at orientation. Families will be encouraged to converse with educators at pick up and drop off times, and may email or call throughout the day.

Feedback from families is encouraged and educators and staff will take this feedback into account in ongoing planning and quality improvement.

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Families will be informed as to how their feedback has contributed to improvements in the service through information notice board displays, emails, and/or newsletters

COMPLAINTS

The nominated Supervisor will:

Develop a process for managing complaints. This process includes:

- ♥ Receiving complaints;
- ♥ Addressing and investigating complaints;
- ♥ Documenting complaints.
- ♥ Communicate information on the process to families through enrolment and orientation processes and information.
- ♥ Provide contact details for putting forward a complaint.
- ♥ Ensure every complaint is managed and is an opportunity for quality improvement.
- ♥ Discuss the process for managing complaints with the educator and staff team.
- ♥ . Provide or arrange training on complaints management.

Sample process (Information for families)

- ♥ Families make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of that complaint.
- ♥ Complaints should be forwarded to:
 - Name of Service
 - Name of Approved Provider
 - Name of Nominated Supervisor
 - Address and Phone
- ♥ Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
- ♥ Your complaint will be documented by an educator or staff member, and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the approved provider
- ♥ Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be



notified and informed of any actions for improvement that will take place as a result of the complaint.

- ♥ The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

Sample process (Information for educators and staff)

Please note - this is not a grievance procedure. Matters of staff grievance should be dealt with under a grievance policy relating to staff.

- ♥ Educators and staff may make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of that complaint.
- ♥ Complaints should be forwarded to:
 - Name of Service
 - Name of Approved Provider
 - Name of Nominated Supervisor
 - Address and Phone
- ♥ Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
- ♥ Your complaint will be documented, and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the approved provider.
- ♥ Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.
- ♥ The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation which alleges that the safety health or wellbeing of a child was or is affected, or that the service has broken the Education and Care Services National Law within 24 hours of the complaint being made.



EVALUATION:

Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement.

Complaints are managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

RELATED LEGISLATION

- Education and Care Services National Law Act 2010: Sections 174(2)(b)
- Education and Care Services National Regulations 2011: Regulations 168(2)(o) and 176(2)(b)
- Privacy and Personal Information Protection Act 1998 (NSW)
- Health Records and information Privacy Act 2002
- Privacy Regulation 2013
- Privacy Act 1988 (Cth)

RELATED GUIDELINES, STANDARDS, FRAMEWORKS

- National Quality Standard, Quality Area 7: Governance and Leadership Standard 7.1

SOURCES

- ACECQA–www.acecqa.gov.au
- NSW Ombudsman (2004) 'Effective Complaint Handling' NSW Ombudsman 3rd Edition 28 February 2017
- Complaints Management Framework June 2015–
www.ombo.nsw.gov.au/_data/assets/pdf_file/0004/25375/Complaint-management-framework-June-2015.pdf
- Complaint Handling Tool kit for Community Services Organisations –
www.ombo.nsw.gov.au/_data/assets/pdf_file/0017/5813/BR_Complaint-Handling-Kit-CS-CRAMA-Brochure-2013-web.pdf
- Using Complaints to Support Continuous Improvement
www.acecqa.gov.au/sites/default/files/2018-04/QA7_UsingComplaintsToSupportContinuousImprovement.pdf



GRIEVANCE PROCEDURE POLICY

General:

If you have a complaint or a grievance concerning the operation of the centre, staff or programme, you are requested to discuss it immediately with the director. Should concerns be raised with a member of staff other than the director, the staff member concerned should refer the person to the director and follow up with the director themselves. It is the directors' responsibility to inform the president or nominated representative of the management committee of the grievance and action taken.

Grievances received from members of the association should be in writing to the president where matters raised will be addressed at the next committee meeting. In circumstances where the grievance requires, a special meeting will be convened to deal with the issue.

All grievances received will be treated in a confidential manner and therefore is expected that all grievances should include the name of the person whom is making the complaint. Written response detailing the outcomes of the investigations of the grievance will be provided by the management committee.

Grievances related to work performance:

This procedure will be conducted by members of the management committee in conjunction with the director. Should concerns involve the director, grievances should be raised directly with the management committee. There are 3 stages in this grievance procedure:

Stage 1: Counselling

The employee will be informed of the grievance relating to the areas of concern. Direction on ways to correct work performance will be given at this time. Notes regarding the counselling session will be taken as a future record if further action is required.

Stage 2: Written Warning

If problems with work performance persist, then a letter of concern will be issued to the employee, advising of the relevant areas, a reminder of the counselling session and what is expected of the employee to aid improvement. A review period will also be set at this time giving the employee an appropriate period to rectify the concerns (depending on the nature, 2 to 4 weeks). The review will be monitored in conjunction with the employee on a weekly basis to gauge and provide feedback of progress. The review period may not apply if concerns involve actions which are of a more serious nature and are not acceptable at any time. The employee, upon receipt of the letter will be offered sufficient time to read and



consider the stated grievances. A meeting will then be called to further discuss the grievances at which time the employee may wish to have union representation.

Stage 3: Final Written Warning

This stage involves a further and final warning again outlining the concerns, counselling and warning sessions to date, expectation on ways to improve performance and a reminder that this is the final warning and that further concerns will result in reconsideration of the employment. It is the right of the staff member to have union representation at any point throughout this procedure.



PRIVACY COLLECTION STATEMENT

Lilly Pilly Little School is committed to maintaining all personal information provided by its children, families, staff, management, volunteers, students and community in accordance with our *Privacy policy* and the *Australian Privacy Principles*.

This statement outlines the type of personal information collected by this service and how information is acquired, used and shared. We will not sell personal information to any third parties. See our full Privacy and Confidentiality policy for detailed information.

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

What information is collected?	How we collect information?	Why we collect this?
Medical information, health and immunisation	<ul style="list-style-type: none"> • Enrolment form • Employment record • Australian Immunisation Record (AIR) • Health care cards– Medicare and health fund information • Administration of medication forms • Accident, illness and Injury forms 	To ensure the health and safety of every child and as a requirement under Family Assistance Law and the NSW Public Health Act 2010.
Income and financial details, and banking information	<ul style="list-style-type: none"> • Enrolment form • Employment record • Fee payment and purchases • Tax File Number 	As per Funding Agreements with the Department of Education and Communities.
Contact details of family and emergency contact information	<ul style="list-style-type: none"> • Enrolment form • Employment record • Updated details form 	Required under the Education and Care Services Regulation.

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Children's developmental records	<ul style="list-style-type: none"> • Observations • Assessment of children's learning • Programming documents • Communications with families 	Required under the Education and Care Services Regulation and to provide a high quality education and care service.
Legal information	<ul style="list-style-type: none"> • Enrolment form • Employment record • Court orders, AVOs or parenting plans 	Required under the Education and Care Services Regulation.
Employment, marital status, cultural background and prohibition declaration	<ul style="list-style-type: none"> • Enrolment form • Employment Record • Prohibition notice declaration for prospective staff members 	Required under employment legislation to support the Approved Provider not to engage a person prohibited from working in an education and care service, and to provide priority of access under commonwealth and state legislation.
Approved Qualifications and evidence of qualifications being worked towards	<ul style="list-style-type: none"> • Staff record • Certified copies of documents • Teacher registration documents • Application, consent and designation of Nominated Supervisor, Responsible Person and Educational Leader positions. 	Required under the Education and Care Services Regulation. Teacher Accreditation Act 2004
WWCC, criminal history checks	<ul style="list-style-type: none"> • Employment record • Originals of documents 	Required under the Education and Care Services Regulation. The Children's Guardian Act 2019
Compliance History	<ul style="list-style-type: none"> • Compliance history statement form 	Required to support the appointment of someone in day-to-day charge or as



		nominated supervisor.
Staff entitlements	<ul style="list-style-type: none"> • Payroll records • Tax File Number 	Provision of entitlements.
Any information required to be recorded under the National Law and Regulations, other relevant information collected to support the enrolment of a child	<ul style="list-style-type: none"> • Enrolment form • Employment record • Complaints records 	Required under appropriate legislation.

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

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

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

Direct communications

Lilly Pilly Little School uses individual's personal information to send information by post, email, Story Park App or telephone.

What happens with personal information?

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



Lilly Pilly Little School collects and uses personal information generally to provide individuals with the information and the services they request, to provide appropriate and relevant information pertaining to the education and care of a child/children, and to continue to improve service quality.

WHERE IS PERSONAL INFORMATION STORED?

Personal information is stored in a locked filing cabinet or a password protected computer. Information is backed up electronically and securely stored. Data will not be altered or destroyed except in extraordinary circumstances.

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

Personal information will remain stored in accordance with the NQF record keeping requirements.

ACCESS AND UPDATING PERSONAL INFORMATION

Individuals may ask to access, update or delete personal information held about them at any time. Reasonable steps will be taken to verify an individual's identity before granting access, making any corrections to, or deleting information. If a customer wishes to make a complaint, please refer to the Complaints Policy.

