



# **EARLY LEARNING OPERATIONAL GUIDELINES**

02/01/2024

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# EARLY LEARNING OPERATIONAL GUIDELINES 2021



## GOVERNANCE

### EL1 Management

The governance of an organisation is concerned with the systems and processes that ensure the overall direction, effectiveness, supervision and accountability of a service. The Shire of Ravensthorpe through the Manager of Childcare Services is responsible for ensuring that all regulatory requirements governing the operation of the business are met.

The Shire of Ravensthorpe holds the provider approval for the centres and has appointed a Manager Childcare services to oversee and manage the centres held under this approval.

The Chief Executive officer will appoint a Nominated Supervisor at each centre.

Under the National Law and National Regulations, early childhood services are required to have policies and procedures in place relating to the governance and management of the service, including;

- health and safety, including matters relating to nutrition, food and beverages, dietary requirements;
- Sun protection
- water safety, including safety during any water-based activities;
- the administration of first aid;
- sleep and rest for children;
- incident, injury, trauma and illness procedures
- dealing with infectious diseases,
- dealing with medical conditions in children, including asthma anaphylaxis, diabetes and epilepsy
- emergency and evacuation,
- delivery of children to, and collection of children from education and care service premises,
- excursions
- providing a child safe environment;
- staffing, including — a code of conduct for staff members; and determining the responsible person present at the service; and the participation of volunteers and students on
- practicum placements;
- interactions with children,
- enrolment and orientation;
- governance and management of the service, including confidentiality of records;
- the acceptance and refusal of authorisations;
- payment of fees and provision of a statement of fees charged by the education and care service;
- dealing with complaints.

The approved provider must take reasonable steps to ensure the nominated supervisor, staff members and any volunteers at a centre-based service follow the policies and procedures required under regulation 168.

The policies and procedures must be readily accessible to the nominated supervisor, staff members and volunteers. The prescribed policies and procedures must be available for

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inspection at a centre-based service's premises for families. For operational purposes these policies will be known as operational guidelines

Policies should be informed by the service's philosophy statement, current research and contemporary views on best practice including Early Childhood Australia's Code of Ethics and advice from other recognised authorities.

### Making changes to the guidelines and procedures

A review schedule has been developed, where policies are prioritised according to how often the content is expected to change. For example, changes in legislation, or a serious incident at the service may trigger a review.

Parents of children at the service must be notified at least 14 days before making any change to a guideline or procedure required under regulations 168 and 169 if the change:

- may have a significant impact on the service's provision of education and care to any child enrolled at the service
- may have a significant impact on the family's ability to use the service, or
- will affect the fees charged or the way in which fees are collected.

The approved provider does not have to comply with the notice period when changing a guideline if the provider considers it would pose a risk to the safety, health or wellbeing of any child at the service to do so. In that case the approved provider must notify parents as soon as practicable after making the change.

### Ethical guide and Code of Conduct

The Code of Conduct has been set in place by the Shire of Ravensthorpe to provide an ethical framework which guides the delivery of our childcare centres. Educators and other staff will be required to sign a copy of the Code of Conduct upon employment and hold themselves to the standard required at all times, especially when in uniform or when representing the Centre in any way, whether in person, or via technical communications (e.g. online meetings)

Upon employment educators will read and understand the ECA (Early Childhood Australia) Code of Ethics treating children with respect and ensuring their dignity is upheld at all times.

Educators will uphold the United Nations Convention of the Rights of the Child in all aspects of their work.

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<b>Document Control Box</b>							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	<i>Freedom of Information Act 1992 UNCRC and ECA Code of Ethics</i>						
<b>Industry:</b>	Local Government Education and Care						
<b>Organisational:</b>	A4 Code of Conduct for Employees						
<b>Document Management:</b>							
<b>Risk Rating:</b>	Medium	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	2025	<b>Ref:</b>	
<b>Version #</b>	<b>Review Date:</b>	<b>Description</b>					
1.	September 2021						
2.	November 2023	Updated to refer to the Shire Code of Conduct. And to include ECA Code of Ethics and UNCRC					

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### EL2 Confidentiality

The Shire of Ravensthorpe believes that it is every employees responsibility to protect the privacy, dignity and confidentiality of each individual child, family member and employee who attends our service. We do this by ensuring that all records and information about individual children, families, staff and management are treated with discretion and are kept in a secure place which is only accessed by, or disclosed to those people who need the information to fulfil their responsibilities at the Centre or to those who have a legal right to know.

Personal information will only be collected if it is related to the centre's activities and functions, and is in line with relevant legislation. Collection of personal information will be lawful, fair, reasonable and unobtrusive.

Individuals who provide personal information will be advised of the name and contact details of the service, the fact that they are able to gain access to their information, the reason for the collection of information and the organisations to which the information may be disclosed. Any law that requires the particular information to be collected and the main consequences for not providing the required information will also be provided.

The use or disclosure of personal information will only be for its original collected purpose, unless the individual consents or unless it is needed to prevent a health or safety threat, or is required or authorised under law.

We will ensure the personal information collected, used or disclosed is accurate, complete and up to date by requesting that staff and parents update their enrolment details annually, or whenever they experience a change in circumstances, ensuring that computer records are updated as soon as new information is provided and encouraging all staff and families to advise us if information is found to be incorrect or not current.

Any concerns about breaches of privacy will be addressed to Manager for Childcare Services who will report this to the appropriate authorities including the Department of Communities Education and Care Regulatory Unit (ECRU) within 24 hours of the complaint as well as the Office of the Information Commissioner (OIC) as required.

The Shire of Ravensthorpe will not allow staff to take, record, or remove visual images of enrolled children from the Centre either printed or digitally, without the written consent of the parent. Parents have the ability to specify what their children's photos may be used for, whether this be for documentation of learning, marketing or sharing on digital media.

Confidential conversations that staff have with parents or the Coordinator will be conducted in a quiet area away from other children, parents and staff. These will remain confidential and will not be shared with anyone outside of the Centre. Upon the termination of a staff member's employment all documentation, photographs and information will be left at the Centre and confidential conversations will not be discussed.

All documentation that pertains to employees, families and children will be stored securely either in a filing cabinet that is lockable or on a computer that is password protected.

All documents will be archived as appropriate and will be stored for the correct period of time depending on the nature of the document. Any hard copy documents will be destroyed by shredding once its archival period has ended.

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<b>Legislation:</b>	<i>Freedom of Information Act 1992 Regulation 168 Education and Care Services National Regulations 2012</i>						
<b>Industry:</b>	Local Government						
<b>Organisational:</b>	A4 Code of Conduct for Employees						
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1.	September 2021						
2.	July 2023						

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### EL3 Staffing

The Staffing Guidelines is one of a number of policies formulated to protect children and staff and ensure consistency for families and children's learning opportunities. The Staffing Guidelines identifies the ways in which centre staff provide nurturing, care and educational programs inclusively.

The Centre must comply with obligations under the Regulations and Law therefore the Shire of Ravensthorpe seeks to employ the best equipped, trained, qualified and experienced staff to work within our centres. Persons appointed as staff will be those who have a focus on families and children and want to provide the best possible opportunities for learning.

The Coordinator, Lead Educators and Assistant Educators must fulfil appropriate qualification and registration requirements including either holding or actively working towards a qualification of Bachelor, Diploma or Cert III in Early Childhood Education. The Centre will strive to meet a minimum of 50% qualified staff at all times or hold a current waiver approved by the Education and Care Regulatory Unit. This Guideline and the procedures contained herein apply to the recruitment of staff at the Centre and the ways in which they fulfil their duties at the Centre and interact with children, staff and families. At every level of education and care, the professional responsibility of all staff is that of taking responsibility for ensuring all requirements of the position are current. This being said, the Coordinator and Manager of Childcare Services will have checks in place to ensure the currency of all requirements for working with children.

The Shire of Ravensthorpe requires each staff member to;

- Foster in children a love of learning.
- Hold a desire for excellence.
- Contribute to the care of children.
- Contribute to the implementation of programs aimed at fostering the social, emotional, physical, spiritual and intellectual development of the children at the Centre.
- Actively demonstrate and promote understanding, empathy, equity, respect, teamwork and effective communication with children, families and their colleagues.

### PROCEDURES

#### Consistency

The Centre will ensure that educators work in the same room with the same group of children for every shift wherever possible that they work in order to provide a consistent approach to relationships and routines for children and families. Where a staff member is absent the Coordinator will make every effort to provide a regular casual Educator that the children and families know.

#### Rosters

Rosters will be developed and provided to all staff at least 7 days prior to the shift. Each roster will ensure;

- There are at least 50% Diploma, or actively working towards Diploma Educators rostered at all times unless a waiver is in place
- Breaks are rostered as per procedure, with a maximum of five and a half (5.5) hours worked without a break.

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- Non- contact time is provided for each Lead Educator – minimum of 2 hours per week.
- There is a staff member who holds a current first aid certificate rostered at all times – this includes CPR, Anaphylaxis and Asthma.
- Eight (8) hours per month rostered away from the children to focus on the curriculum for the Educational Leader.

### Breaks

Each staff member has a minimum of a 30 minute break where they work longer than a 5 and a half hour shift and no staff member works for longer than 6 hours without a break. During this break educators may leave the building if they choose.

Educators have the opportunity for a 15 minute tea break where they can sit and have a drink, though where necessary this may be with the children. During this break the educators cannot leave the building.

### Leave

Educators will have the opportunity to apply for annual leave with a minimum of 2 weeks' notice to Manager of Childcare Services who, prior to approving will;

- Identify the requirements of the Centre
- Identify any other staff members already on leave at that time, the status of casual educators and the ability to replace the staff member applying for leave
- Contact payroll to ensure the staff member has adequate leave to be taken

Where all the above requirements are fulfilled the leave will be granted. Where any of the above are not fulfilled, if the employee is required at the Centre on the dates that leave was applied for, alternative dates will be suggested to the staff member. For this reason The Shire of Ravensthorpe requests that employees do not book flights or accommodation etc. until their leave has been approved in writing. An employee should expect a response to their written request for leave within 7 days. This response may include approval, decline or a need to wait until more information, such as attendances is available.

Please note unpaid leave cannot just be approved and is at the discretion of the CEO. A staff member's leave form has to be presented to the Manager Childcare Services to be assessed for presentation to the CEO.

*Sick Leave/Carers leave* – Each employee is entitled to 10 paid sick/carers days per year (pro-rata for part time staff as per individual contracts) A Doctors note will be required where an employee;

- Has three (3) or more consecutive days away sick.
- Has their first or last rostered shift for the week as a sick day.
- Has been requested to supply a Doctor's note in writing
- Where the day of leave falls the day before or after a public holiday.

Where an employee has not accrued enough personal leave, annual leave will automatically be paid prior to leave without pay being approved.

### Documentation

Upon offer of employment, and prior to commencing in the new role, each centre employee must provide the following documentation;

- Current working with children check.

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- Qualification in Early Childhood Education or evidence of enrolment (where AWT status is the case, the employee must provide quarterly updates of their study in writing and be able to provide evidence that continued study is in place).
- National Police Clearance not more than 3 months old.
- Any documents pertaining to changes in name (marriage, divorce etc).
- First aid Certificate including CPR anaphylaxis and Asthma.
- Evidence of completion of Child Protection Training.
- Personal details including of next of kin in case of emergency.

All documentation must be kept current and updated as follows;

- Working With Children Card – Every three (3) years.
- Actively Working Towards status – Every three (3) months.
- National Police Clearance – Annually.
- First Aid Certificate (012) – Every three (3) years.
- Asthma and Anaphylaxis training can be completed separately where the first aid in childcare course was not completed (HLTAID012) – Every 3 years
- CPR – Annually.
- Child Protection – Every three (3) years unless changes are made to the national law.

### Orientation

Every Educator will have a thorough induction on their first day which covers;

- Tour of the Centre including introduction to all staff, explanation of each space and its use, fire and evacuation processes and where first aid kits are kept.
- General familiarisation of the Centre philosophy, policies and procedures and regulatory requirements as well as a discussion about confidentiality and the code of conduct
- Discussion about the dress code.
- Review of staff and parent handbook.
- Roles and responsibilities including centre expectations, documentation and reporting structure.
- The setting up of a Buddy system to support the new Educator in their role and work through the buddy checklist.
- Handover of individual children in the new educators care.
- Develop an individualised routine for induction meetings – set times and dates to meet in the first 6 months.
- Time with the educational leader to understand the centre's curriculum.
- Cleaning routines including use of sinks, cleaning cloths, buckets and mops etc
- Instruction on how to use electrical equipment.

### Dress Code

The Shire of Ravensthorpe has a dress code guidelines, which all staff are required to adhere to. It is an expectation that staff will dress professionally at all times while at work, this includes the following;

- Logo embroidered uniform shirts and hats that will be supplied by the Shire.
- Long black pants or long, knee length black shorts are to be worn – leggings and jeans are not considered appropriate dress for work.

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- Black skivvy's may be worn under uniforms in the winter or a black cardigan or jacket may be worn over uniforms.
- Jackets and Cardigans are to have the Shire of Ravensthorpe logo embroidered on it. Hoodies are not considered appropriate dress for work.
- Closed in shoes need to be worn at all times.

Staff can request new uniform shirts annually as needed and logo embroidered winter cardigans and jackets are sought in April ready for winter.

- Hair needs to be tied back
- Minimal jewellery should be worn, nails need to be kept short and without nail polish.
- Offensive tattoos need to be covered.
- Staff will be supplied with a bucket hat as per Shire Policy – Corporate Uniform.

### Staff Appraisals

All new staff will undergo 3 meetings during their probationary period. At the end of their probationary period goals will be set to support growth and development until the next appraisal period commences. The appraisal process involves;

- Staff reflecting on their own performance, relationships with the children, families, other staff and management.
- The Coordinator and Management reflecting on the performance of the staff member.
- Each Staff member and Coordinator developing an individualised plan for the continuous improvement of that Educator and suggestions for individual professional development.
- All staff will undergo a Review as directed by the CEO of the Shire.
- Each staff member will meet with the coordinator periodically to reflect on, discuss support required or amendments to the plan.

### Professional Development

While the Shire of Ravensthorpe will support some professional development opportunities, in particular those that are a requirement in order for the shire to maintain compliance, and where opportunities arise, we will pay for guest speakers and webinar opportunities that will support currency of knowledge that is advantageous to the children and families of the Shire of Ravensthorpe. Educators will be expected to research opportunities of interest to them, attend out of hours workshops, and maintain an up to date knowledge base.

### Social and Electronic Media

Because the Shire of Ravensthorpe is a small community where many townspeople are related, or friends, and there are few strangers in our local community, it is important that our employees are very clear on the use of social and electronic media and the impact it has in relation to our centre's standing in the community. Because of the effect that social media can have on our community as a whole it is imperative that the Centre, the employees, the families and the children must not be discussed in any way that is negative or degrading to any person, or the business on any social media platform. Events held at the Centre and photos of the staff or children must not be posted on any social media platform without prior written consent of the parents. Any employee who is identified as posting anything that is negative, or releases information about another party, event or incident on any social media platform will face formal disciplinary proceedings with the possibility of termination of employment. Where the Centre has a Facebook page, it must be used primarily for marketing and attraction of new families. Written permission to post any photos of staff or children must be sought prior to posting to the page. Anything posted on the Centre's own Facebook page must show every person in a

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positive light. Photos need to be vetted for anything inappropriate such as children in the background that permission has not been given for the photo to be used, confidential information such as locker names, runny noses etc.

### Staff Discounts

All shire employees will receive a 50% discount on child care fees. For child care staff only this is applied after CCS has been processed. For all other Shire employees must be processed prior to CCS.

### Staff Meetings

The Coordinator will organise a schedule whereby all Staff will meet on a monthly basis to:

- Review the Centre philosophy, policies and procedures on a regular basis.
- Access training opportunities together.
- Plan ahead for events/excursions/special days.
- Reflect on past events/excursions/special days.
- Meet with management.
- Discuss the overall running of the service reflecting on children’s routines and staffing requirements.
- Reflect on current issues and incidents within the Centre.

Where these staff meeting hours culminate in a staff member working more than 76 hours overtime will be paid.

### Students and Volunteers

The Shire of Ravensthorpe child care centres are happy to support the growth and development of those people in our community who would like to work with children and so are more than happy to take students and volunteers as long as they provide all of the relevant documentation as needed and are happy to work with the team following our current operational guidelines.

Document Control Box							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	<i>Regulation 168 Education and Care Services National Regulations 2012</i>						
<b>Industry:</b>	Education and Care Local Government						
<b>Organisational:</b>	Shire of Ravensthorpe Enterprise Bargaining Agreement A4 - Code of Conduct for Employees						
<b>Document Management:</b>							
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1.	September 2021						
2.	August 2023						

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### EL4 Complaints Management and Grievance Procedure

The Shire of Ravensthorpe sees feedback as an opportunity and actively seeks feedback on its childcare centres regardless of whether it is positive, negative or constructive.

#### **In relation to families**

Feedback is sought every day through informal conversation and curriculum planning. Surveys are sent to families for feedback when change is imminent to help centre leaders to make decisions about how change should be managed.

#### **In relation to Employees**

The Centre Coordinators and Manager of Childcare Services are available to staff on a daily basis for informal conversations. Feedback is sought from staff during the performance development process.

#### **In relation to the community and external stakeholders**

The Shire of Ravensthorpe actively seeks feedback from external stakeholders including community members, mine sites and support networks both at a centre level and a Shire level. This is done through informal conversations, meetings and Shire engagement.

#### **In relation to the Education and Care Regulatory UNIT**

The Shire of Ravensthorpe understands its responsibility to report to the Education and Care Regulatory Unit (ECRU) any complaints which allege a breach of the legislation or which allege a safety, health or wellbeing of a child being compromised. Any such allegation will be reported in the first instance of notification and a full investigation will follow. The outcome of this investigation will be reported to the Regulatory Unit.

#### **Grievance Procedure**

If any party is unhappy with aspects of our service, and it cannot be resolved by informal discussions he or she should follow the Grievance Procedure.

The names and phone number of the persons who can be contacted to receive a complaint is displayed in the main foyer. A conversation followed to raise the concern can be made, however a formal complaint should be put into writing and delivered to the Centre in an envelope addressed to the appropriate person as follows;

- ↓ Centre Coordinator.
- ↓ Manager Childcare Services.
- ↓ Manager Community Sports and Recreation.
- ↓ Chief Executive Officer
- ↓ Education and Care Regulatory Unit (ECRU).

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<b>Compliance Requirements:</b>							
<b>Legislation:</b>	<i>Regulation 168 Education and Care Services National Regulations 2012</i>						
<b>Industry:</b>	Education and Care Local Government						
<b>Organisational:</b>	G15 – Customer Service Charter						
<b>Document Management:</b>							
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1.	September 2021						
2.	August 2023						

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### EL5 Financial Management (Fees and Payment)

Responsibility for financial planning and management of the Centre sits with the Shire of Ravensthorpe.

The Centre aims to provide a community based service that meets the needs of all families at an affordable price in line with the Commonwealth Government Priority of Access guidelines. Fees are set by the Shire and will be reviewed annually in line with the completion of annual budgets.

#### PROCEDURE

##### Fees and Payments

Fees charged are for the current week and must be paid by Close of Business on Friday in order for accounts to be considered current. Failure to comply will put a child's placement at the service at risk with no guarantee of their place still being available the following week. Should there be an issue with Child Care Subsidy, then full fees will be required to be paid until the issue is rectified unless the issue is a direct result of the Centre.

Fee paying options for parents include;

- Direct Debit.
- EFTPOS (In Centre Only).
- Direct Deposit.

With Direct debit being our preferred method of payment. In order to keep children and staff safe the Centre maintains a no cash policy. Direct Debits will be processed weekly on Friday mornings.

Where Direct Deposit is the payment method your child's name needs to be the reference in order for your payment to be credited by your account. Payment needs to be received by 5:30pm Friday, in order for the payment to be receipted prior to statements being sent on Monday morning.

The current fee structure is on display in the foyer and families will receive a statement weekly from the Centre on a Monday (except where Monday is a public holiday or when the Centre is closed. This will be sent on the next trading day) outlining the fees owed for the current week. Should a family book an additional day during the week then an additional payment is required that week to ensure a \$0.00 balance to their account by Close of Business Friday.

##### Absences

- Sick Days – will be charged at full fees.
- Holiday absences – will be charged at full fees
- Public Holidays – will not be charged
- Centre closure days – will not be charged

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Please note each child is entitled to 42 allowable absences in a financial year. Once all 42 absences have been used, CCS will no longer apply on the days the child is absent from the Centre and the family will be responsible for paying the full fee rate. The only time the CCS will be payable after 42 absences (as per Centrelink guidelines) is if supporting documentation is provided for those absent days;

- The child or a member of their immediate household is ill - A medical certificate, or
- Evidence of a positive COVID-19 test result from a government agency or pathology service
- The child is attending preschool - Evidence is not required You must be reasonably satisfied the reason has been met
- Alternative arrangements have been made for the child on a pupil-free day - Evidence is not required - You must be reasonably satisfied the reason has been met
- The child has not been immunised against an infectious disease and the absence occurs during an immunisation grace period - A medical certificate stating that exposure to the infectious disease would pose a health risk to the child
- The child is spending time with a person other than their usual carer as required by a court order or parenting plan - A copy of the relevant court order or parenting plan
- The child cannot attend because of a period of emergency, for up to 28 days after the period of emergency - Evidence is not required You must be reasonably satisfied the reason has been met
- The child's carer chooses not to send the child due to a period of emergency, for up to 7 days after the period of emergency - **Evidence is not required** You must be reasonably satisfied the reason has been met

Fees will not be charged, nor absences reported during annual periods of closure. Families have the ability to book casual additional days where there is availability, however a minimum of 24 hours' notice is required in order for the Centre to be able to ensure child to staff ratios are able to be maintained and a maximum of 7 days notice can be taken due to the potential of new permanent bookings being made. Any future bookings further than 7 days will go on a waitlist. Once a casual booking is approved, this booking will be charged for regardless of whether the child attends the service or not .

### Cancelation of Care

The Centre maintains the right to cancel care for any child without notice if parents or guardians fail to comply with the Centre policies or procedures, including non-payment of fees.

Should a family wish to cancel or make permanent changes to their child's care, 1 weeks' notice is required in writing. Please note legislation states that a child must attend their last day of care to receive their CCS. Any absence days prior to cancellation will be charged at full fees due to the inability to claim CCS for these days.

### Late Collection fees

Should a child still be on the premises after the Centre's closing time, a late fee will apply as per fee structure on the Centre Noticeboard. Parents need to arrive prior to the closing time in order for children to be collected, have a hand over and collect their belongings in order to

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leave the premises by closing time. This late fee will be required to be paid as per all other fees. Please note this is not subsidised by CCS

### Financial Difficulties

If at any time a family is experiencing financial difficulty they should speak to the Centre Coordinator who will advise on the best course of action. This may be a payment plan or a recommendation to contact Centrelink for additional support. If a family's fees go into arrears and no special arrangements have been made the child's place will be cancelled.

Child Care Subsidy (CCS) is available to families who are eligible. To qualify for this, families must complete an activity test through the Centrelink website. It is the family's responsibility to ensure their CCS up to date and that the Centre has the correct information in order to claim the family's subsidy. If CCS is cancelled full fees will be charged until the family rectifies the issue.

### Guidelines Review

The service will review the fee guidelines and related documents every year or as new information arises from Government departments.

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<b>Compliance Requirements:</b>							
<b>Legislation:</b>	<i>Regulation 168 Education and Care Services National Regulations 2012</i>						
<b>Industry:</b>	Education and Care Local Government						
<b>Organisational:</b>	F7 – Financial Hardship						
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2.	November 2023						

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL6 Persons in Day to Day Charge of the Centre

As the approved provider the Shire of Ravensthorpe will ensure there is always a suitably qualified person in day to day charge of the Centre on premises.

#### PROCEDURE

The Manager Childcare Services will take on the role of the Nominate Supervisor at both centres and the Coordinators will take on the role of Nominated Supervisor at the Centre where they work. Suitably qualified and capable staff members who either hold or are actively working towards their Diploma will take on the role of Responsible Person's and can be responsible for the service in the absence of the Nominated Supervisor.

Where there is a Nominated Supervisor on premises they will always be the person responsible for the running of the service. Where there is no Nominated Supervisor on premises the most qualified Responsible Person will take responsibility for the running of the service.

All Nominated Supervisors, Responsible Persons and Educators will sign in to the centre upon arrival via the Smart Central kiosk near the front door. The person who is to take responsibility for the service will tick the box that says 'Responsible Person' and their name will appear at the top of the screen so that anyone entering the Centre can see who is responsible for the running of the service at that point in time when they sign in as a parent dropping a child off, a staff member employed at the service or a visitor to the Centre. Additionally, the prescribed information is displayed in the foyer where it directs anyone reading the information to the kiosk screen to identify who the Responsible Person of the service is.

When a Nominated Supervisor or Responsible Person has to leave the building either to go to lunch, to go home or to attend to duties outside the service such as school collection, excursions etc. they will nominate another person to take on this role and ask them to sign in as the Responsible Person. This will ensure that there is always a Responsible Person in day to day charge of the service nominated and present at the Centre.

Document Control Box							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	<i>Regulations 117C,168 Education and Care Services National Regulations 2012</i>						
<b>Industry:</b>	Education and care						
<b>Organisational:</b>	Compliance						
<b>Document Management:</b>							
<b>Risk Rating:</b>	Medium	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	2025	<b>Ref:</b>	
<b>Version #</b>	<b>Review Date:</b>	<b>Description</b>					
1.	Nov 2023	New Guideline					
2.							

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL 7 Working With Children's Check and Centre Security

The Shire of Ravensthorpe childcare centres are committed to ensuring that all people who are required to hold a Working With Children's Check will be in possession of a current and valid card or receipt while working, or visiting the service.

#### **Staff students and volunteers**

All educators must have a valid and active working with children's check regardless of their age. All students require a working with children's card unless under the age of 18 and volunteers over the age of 18 require a working with children's card unless they are a birth parent of a child attending the service on the day that they volunteer.

#### **Visitors**

All visitors will be required to sign in and out of the Centre. All persons without a Working With Children Card will be accompanied by a centre employee at all times while at the Centre. Regular visitors to the Centre must obtain a working with children check card.

#### **Recruitment of Educators**

The Shire of Ravensthorpe will ensure all educators provide a current working with children check card or receipt and a National Police Clearance that is less than 3 months old on appointment. The Nominated Supervisor will verify the validity of the Educator's card on the day they commence.

#### **Ongoing checking**

The Nominated Supervisor will check each staff member, student, visitor or volunteer's status on the working with children's website on a monthly basis to ensure it's validity however a receipt must be checked weekly except where an ongoing employee renews their working with children's check and the card does not arrive prior to the expiration of the old card.

#### **Access to the Centre**

The front door to the Centre will remain closed at all times. Educators and families will have access through the use of the security system. Less frequent family visitors and other visitors must ring the doorbell. Families will be reminded not to allow unauthorised access to others, as they enter or leave the Centre, and, where applicable, not to give the security fob or sign in details to unauthorised persons. Every parent/guardian or emergency contact must have and use their own log on details to sign children in and out.

Appointments will only be made with persons who have a valid reason for being at the Centre.

In the case where an unauthorised person arrives at the Centre to collect a child from care, Nominated Supervisor or Responsible Person will;

- Approach the person to find out the reason for their attendance and if there is no requirement for them to be at the Centre, ask them to leave.
  - Check the identification of the person and match it to that on the enrolment form of the child in question if they are attending to collect a child.
  - Ask them to sign the visitor book if they are attending for a valid reason other than to collect a child and accompany them while in the Centre unless they have a valid working with children check card.
1. Every family will be given a form and advised to collect a fob for the front door at the local Shire building. Families will need to take the form and their identification with them to collect it.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



2. An audit will be completed monthly of families who have left to ensure access to the Centre has been turned off or fobs have been returned. Where the family was also a staff member, free services including swimming pool and gym also need to be turned off.

Document Control Box							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	Working with Children (Screening) Act 2004						
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	Governance						
<b>Document Management:</b>							
<b>Risk Rating:</b>	Medium	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	2025	<b>Ref:</b>	
<b>Version #</b>	<b>Review Date:</b>	<b>Description</b>					
1.	November 2023	New Guideline – required by Law					
2.							

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



## OPERATIONS

### EL8 Enrolment and Orientation

The Shire of Ravensthorpe values the individuality of families and their wants and needs while also recognising the regulatory requirements for the enrolment of a child in our service. The Service must meet all the regulatory requirements for every child through the enrolment process while also being able to be flexible enough to meet the individualised needs of each family through enrolment, orientation and settling periods within our services.

#### PROCEDURE

The procedure for families will be implemented in a way that is flexible for families but maintains all regulatory requirements. The process will follow 4 steps, being;

- Enquiry
- Enrolment
- Orientation
- Settling

Each of these steps has a specific process that needs to be completed by the Centre team and/or the Families prior to moving to the next step as follows;

#### Enquiry

An enquiry may come in the form of an email, phone call or visit to the Centre. During this time, the family has decided that they want or need their child to attend a childcare centre, they may or may not know what they are looking for;

- What kind of service.
- What days and hours they need.
- The reasons they want or need to use a service.

It is the role of the Coordinator to discuss all of this information with the family and to ease them into the idea of using our Centre. Our Coordinators understand that it can be a difficult decision for a family to make. The Coordinator needs to make contact with the family regularly to ensure they have their questions answered. During this time we complete a centre tour, introducing the family to staff and discussing the curriculum and children's routines and our policies and procedures. This is a good opportunity to get to know the family a little – what are they looking for? Have they used a centre before? What are their priorities? At the end of the tour we provide the family with the link to the enrolment form, explain the requirements for birth certificate and immunisation records and outline the CCS process. We encourage our new families to complete the Centrelink Activity Test as early as possible so that they are not left paying full fees until this is processed.

#### Enrolment

This step is the formalisation of the placement. When the enrolment form is received we confirm the details with the family including;

- CRN and DOB's are correct.
- Which parent completed the activity test (primary parent).
- Receipt of Birth Certificate and Immunisation record.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



The Centre Coordinator needs to go through the enrolment form check it is completed correctly, that all documents are uploaded and, where needed, action any of the following;

- Allergies medical management plan. – complete individual child and room risk assessments, action plan for the medical management plan and communication plan for the action plan
- Custody arrangements. – advise staff of any restraining orders or court orders
- Permissions – advise staff of permissions specified by the parent
- Special health support needs – identify any training or support required and arrange and complete an individual child risk assessment.
- Regular bookings from commencement date.

A file is created in the lockable filing cabinet for this child and all documents are filed.

Coordinator notifies the Lead Educator in the room about the new child's enrolment so they can access and familiarise themselves with the child's needs.

### **Orientation**

Once we have received the enrolment form and confirmed the information we encourage families to visit the Centre with their children as often as they wish for half an hour to an hour at any time of the day for an orientation or play visit. These visits are completely free, however the parent/guardian must stay on the premises with the child. This is a great opportunity for the educators to get to know the family and ask questions about the child's routines, their cultural beliefs and traditions as well as setting goals together for the child. This time is also a time that the parent gets to know the team and builds confidence in the Centre before leaving their child.

### **Settling**

The final step in our enrolment process is one that is so important. Regardless of the first impression, if the family is not happy in the first few weeks we will be guaranteed to lose the family. During the first 4 weeks the following steps take place;

- Day 1
  - upload at least 1 photo of the child for the family to see them settling into the Centre
  - Educator talks with the family about their first day upon collection
  - Mention the child in the daily report
- Week 1
  - Coordinator touches base with the family about any questions or additional support they may need to settle
  - Request a family photo for the child
- Week 2
  - Educator touches base with the family to see how they are all feeling and find out if there is anything specific that has been helpful in their child's settling
- Week 3
  - Coordinator touches base with the family to ensure there are no issues or concerns
- Week 4
  - Coordinator and Educator reflect on any feedback from the family and implement any changes as needed

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



Document Control Box							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	<i>Regulation 160, 168, 177(2)(3) Education and Care Services National Regulations 2012</i>						
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	Operations						
<b>Document Management:</b>							
<b>Risk Rating:</b>	Medium	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	2025	<b>Ref:</b>	
<b>Version #</b>	<b>Review Date:</b>	<b>Description</b>					
1.	September 2021						
2.	August 2023	Minor rewording					

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL9 Interactions with Children

The Shire of Ravensthorpe is committed to ensuring all children are treated with respect and in an equitable way while attending our Centres regardless of age, ability, gender or family background. Our educators believe that the basis to positive interactions with children comes from strong relationships, not just between educators and children but also between educators and families. When children see open honest relationships between their family and their educator their trust in their family transfers to a trusting relationship with their educators.

#### PROCEDURES

##### **Positive interactions**

Through positive interactions with families, such as greeting families upon arrivals, using parents name, discussing their child's day and saying farewell to families as they leave, children see a sense of trust between their family and their educators which in turn builds trust between children and the educators that they spend time with. By educators showing children respect through the use of positive language, and guiding positive boundaries rather than telling them not to do things and giving explanations, educators are better able to have meaningful conversations with children that build trusting relationships within the Centre. By educators using 'dancing talk' where children have the opportunity to respond with their thoughts and opinions about matters rather than business talk, where children are directed to do something without question, children learn that their opinion matters and that they can make choices about their day and be involved in their routines and learning opportunities.

##### **Dignity and rights of the child**

Our educators talk with children prior to coming in contact with them them, for example asking a child if we can wipe their nose or letting a child know we need to change their nappy before we pick them up shows respect for children and gives children a sense of control in their life. Educators create a sense of privacy for children, while still protecting themselves to give children a sense of dignity when changing nappies, toileting or changing their clothes. Where a toileting accident occurs children are quietly removed and supported to change without bringing attention to the incident or shaming the child. By reacting in these ways we build confidence in children and provide an air of acceptance that nobody is perfect, that it is ok to make mistakes and anything can be fixed.

##### **Relationships between children**

Our Educators promote and encourage friendships between children where we see them developing by providing opportunities for learning where they see likeminded play. Friendships are never discouraged but supported through appropriate play opportunities that support the growth of social development and inclusion. Sibling play is also supported, We believe that children only have their early years to spend time with siblings before heading off to school where they are age grouped with limits set, to the time they can spend with siblings. Therefore, we encourage and support sibling play and allow children to move across the Centre so that these first friendships with siblings can continue to grow.

##### **Opportunities for collaborative learning**

We believe that children are teachers as much as they are learners and that we are all on a journey to learn from each other, so we promote and encourage collaborative learning opportunities where children can share their knowledge with each other. Educators understand when it is important to stand back and allow the teaching to come from a friend rather than an adult. Educators find opportunities for children to share their ideas and acknowledge children's competency to lead learning opportunities for others.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



Where educators provide intentional teaching opportunities for children they allow children to be open to their own creative experiences and show respect for children's own work rather than guiding children to create an expected outcome from the learning provided.

### **Self-Regulation**

Educators acknowledge that sometimes children's feelings feel bigger for them than a situation may seem from the outside. Because of this we allow children to express their feelings, allowing them to be sad, angry or frustrated, reassuring them that these emotions are valid and we are there to help them work through the situation together. Where children's behaviours become a risk to themselves or others, behaviours are guided in a positive way with open discussion about how the child is feeling and why. This opportunity gives the child the words they need to express how they are feeling and to help us better understand what they need. We can then give the child new options to ensure their needs are met while everyone is safe.

### **Persistent behavior**

Educators understand through many stages of development, children may demonstrate behaviours that, although developmentally appropriate, or through negative life experiences, are not socially acceptable. Where these behaviours continue, and put the child or other people at risk a behavior management plan is developed collaboratively with the family to support the child through;

- Consistency between home and the Centre.
- Clear expectations with predictable outcomes for the behavior.
- Opportunities to make good choices.
- Recognition for positive behavior.

By working collaboratively with families we believe a consistent approach to the behavior, is sending 1 message to the child.

Ongoing documentation will ensure communication between the family and the Centre is consistent in order to support the child, however should behaviours continue then further support will be accessed.

The decision to remove a child permanently from the Centre is a final decision that may need to be made only when all other options have been addressed and only where the child or other people are at risk.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



Document Control Box							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	<i>Regulation 168 Education and Care Services National Regulations 2012 Early Years Learning Framework QA5</i>						
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	Quality						
<b>Document Management:</b>							
<b>Risk Rating:</b>	Medium	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	2025	<b>Ref:</b>	
<b>Version #</b>	<b>Review Date:</b>	<b>Description</b>					
1.	September 2021						
2.	August 2023						

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL10 Delivery and Collection of Children

The Shire believes that the delivery and collection of children in a safe manner to and from the Centre is of the highest priority so the National Law, Regulations and Quality Standards have been a guide for us in creating these guidelines to ensure that the delivery and collection of children is of the highest standard.

Our Centre staff believe that in order to have happy children, we need to ensure that our parents are happy and the best way to do this is to ensure positive interactions at pick up and drop off times where lots of opportunities for sharing of information and building relationships is possible.

It is essential that any person delivering or collecting children from the Centre is at least 18 years of age (unless they are the parent/legal guardian). Children will not be released to older siblings, friends or family members where they are under 18 years of age. Any other adult collecting a child must be listed as a nominated person on the enrolment form to collect the child and must provide photo identification to prove who they are.

#### **Delivery of children to the Centre**

The Ravensthorpe Shire is committed to the safe delivery of children into the Centre and follows all guidelines set in the National Quality Framework including the National Quality Standards, National Law and the National Regulations. Delivery of children includes:

- Being delivered to the Centre by the parent/legal guardian or authorised third party including collection from the school where required.
- The Centre staff do not collect children from their homes, this is the responsibility of the families.

#### **Delivery by a centre team member**

Where a staff member collects children from a school acceptance of authorisation for the child to be delivered to the Centre is by a team member when the following criteria have been met;

- If the child is enrolled in the Centre.
- Parent/Legal Guardian has read and understood the Transportation of Children Guidelines and the Refusal and Acceptance of Authorisation Guidelines.
- Parent/Legal Guardian has completed in full, all relevant documentation stipulated in the Transportation of Children Guidelines which may include but is not limited to enrolment forms, daily sign in sheets etc.

When delivering a child to the Centre the Team Member will:

- Ensure that all relevant documentation which may include but is not limited to daily sign in communication records have been correctly filled in by the parent legal guardian.
- Will adhere to the procedures outlined in Transporting of Children Guidelines.
- On arrival at the Centre a nominated supervisor or responsible person will confirm the arrival of the children with the Educator who will complete a head count of children arriving. The Educator will then deliver the children to the relevant location within the Centre, sign the children into the Centre and relay any messages to the relevant Educator that have been communicated regarding the children's care (including storing any medications and medical authorisations).
- Ensure that the child is settled in their new environment.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### **Refusal of Authorisation for a child to be collected from a third party and delivered to the Centre**

Refusal of Authorisation for a child to be collected from a third party and delivered to the centre by Team Member will occur:

- If the child is not enrolled in the Centre, or if the child's enrolment has been suspended for any reason.
- If parent/legal guardian has not completed all relevant documentation as stipulated in Transportation of Children Guidelines.

### **Delivery of children to the Centre by parent/legal guardian/third party nominee**

Acceptance of Authorisation for a child to be delivered to the Centres by the parent/legal guardian/third party nominee will occur when:

- The child is an enrolled child in the service and enrolled for attendance on that day.
- On arrival the parent/legal guardian/third party signs the child into the Centre. In absence of the parents signature the Centre's Educator may sign the child in (for emergency procedure requirements) and will discuss the family's failure to sign and remind them of their requirement to do so each time their child attends the service.
- The child is delivered to the relevant team members with the items necessary for the child's wellbeing and care at the service. These items may include but are not limited to:
  - Any foods required including formulas, snacks, etc.
  - Nappies.
  - Bag with spare clothing items suitable for the weather conditions including hat, jumper, etc.

Refusal of Authorisation of a child to be delivered to the Education and Care Service by a parent/legal guardian may occur:

- If the child is not enrolled in the Centre for that day (unless prior arrangements have been made with the Nominated Supervisor).
- If child is unwell or has been sent home from the Centre with recommendation to seek medical clearance before returning or have had a temperature, diarrhoea or vomiting in the past 48 hours (refer Incident, Injury, Trauma, Illness guidelines).
- If the child is delivered to the relevant team members without the items necessary for the child's wellbeing and care at the service as needed.

When a child is being delivered to Centre by the parent/legal guardian/third party nominee the Centre will:

- Assist the parent/legal guardian/third party nominee in any way regarding the delivery of the child into the Centre.
- Assess that the child is well and fit to be in attendance at the Centre and notify the parent/legal guardian/third party nominee immediately, so that they can make alternative arrangements.
- Will monitor the delivery of the child to ensure that the child has all items that are required for the wellbeing and care of the child whilst at the Centre.

### **Collection of children from the Centre**

There are strict guidelines regarding the collection of children from a centre stipulated in the National Law, National Regulations, and National Quality Standards and relevant Regulatory

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



Authorities. These guidelines also determine procedures where parent/legal guardian fails to collect the child from the Centre.

We believe that the safety and wellbeing of the children and families in our care is of the highest priority and the following procedure applies:

### **Collection of children from the Centre by a Team Member**

Collection of a child by a team member may occur at times which includes but are not limited to:

- In the process of taking the child on an excursion away from the Centre.
- In the process of taking a child to a school.

Acceptance of Authorisation to collect the child from the Centre by a team member will occur:

- If the parent/legal guardian's written permission has been obtained on the relevant documentation that may include but not limited to:
  - Enrolment documentation - transportation of children documentation refer Transportation of Children Guidelines.
  - Excursion Permission forms - refer Excursion/Incursion guidelines.
  - Attendance record has been completed by the Centre's Team Member noting the correct time and name of the person collecting the child.

Refusal of Authorisation to collect a child from the Centre by a Team Member will occur;

- If the relevant enrolment documentation - transportation of children documentation has not been completed including signature of parent/legal guardian.
- If the relevant excursion permission documentation has not been completed in full.
- If the child's attendance record has not been completed by the Centre's team member.

### **Collection of children from the Centre by Parent/Legal Guardian/ Authorised Third Party**

Families must be aware that collection of their child must occur before the services licensed closing time. Failure to do so will attract an additional fee (please consult the fee centre guidelines for more information), and should it occur on multiple occasions, it may affect your child's continued enrolment at the Centre.

Acceptance of Authorisation to collect the child from the Centre by the Parent/Legal guardian/ authorised third party will occur in the following instances:

- That on collection of their child the child's attendance record has been completed including the correct time of departure, their signature, printed name and date.
- That they collect their child before the Centre's closing time and if they are going to be late, that they are required to contact the Centre and may incur a late charge as stipulated in the enrolment information.
- That they are in a fit state to collect their child and are not under the influence of harmful drugs or alcohol.
- That they do not have any current court orders in place that prohibit them from collecting the child from the Centre.
- That they conduct themselves in a calm, respectful manner whilst in the Centre and that verbal/physical abuse of centre team Members will not be tolerated and may be referred to the Police or relevant regulatory authority.
- That all information regarding nominated third parties is current and included in the child's enrolment information and that the third party is aware that their identification is required to be sighted before collection of the child can be authorised.
- That the nominated third parties identification has been confirmed as matching the information supplied by the parent/legal guardian on the enrolment documentation.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



Acceptance of Authorisation to collect the child from the Centre by the Regulatory Authority will occur in the following instances:

- That they are on the enrolment documentation as the parent/legal guardian for that child or written documentation has been received from a parent/guardian for that day.
- Where the other birth parent is not listed on the enrolment form, they can provide sufficient proof that they are in fact the birth parent of the child. (In this scenario, the parent listed on the enrolment form must be contacted immediately to confirm the person's status as the birth parent of the child and to inform them that this person is collecting the child). Proof of parentage may include but is not limited to identification such as driver's license or other suitable photographic identification together with birth certificate/passport of the child where the names match (e.g. both share the same surname).

Where collection of a child is being sought by a regulatory authority representative such as DCP or the Police Department, the following must occur before child can be collected:

- The Regulatory Authority representative can produce identification stating their name, department in which they work and contact details for the regulatory authority and photographic identification (driver's license).
- Confirmation can be made that the Regulatory Authority contacted the Centre prior to their arrival indicating who was going to collect the child and any procedures that need to be followed.
- The Nominated Supervisor or in their absence the next suitably responsible person, records details of the collection including identifying information of the representative to be kept in the child's individual file.
- That their nominated third party is over the age of 18 (except where the parent is under 18 years of age).

### **Late Collection of Children from the Centre by a parent/legal guardian/authorised third party**

Should a parent/legal guardian/authorised nominee collect their child after the Centre's closing time; a late fee will be applied. This fee is to cover the costs of the educators having to provide care above their rostered hours. This fee is calculated at the current standard fee for the first 15 minutes, or part thereof followed by \$1.00 per minute per child and will be added to the parents account, to be paid with the family's next payment.

- On arrival the family will need to digitally sign the child out so as to ensure a timestamp.
- If a parent is going to be late for any reason and is unable to arrange an alternate person to collect on time, they need to contact the staff at the Centre.

Refusal of Authorisation to collect a child from the Centre by a parent/legal guardian/authorised third party will occur:

- If the person attempting to collect the child is not identified as the parent/legal guardian or third party on the enrolment documentation.
- If sufficient proof cannot be provided that the person attempting to collect the child is the birth parent or an authorised representative from the Regulatory Authority such as DCP or Police.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



- If the parent/ legal guardian's authorised third party arrive in an unfit state, under the influence of drugs or alcohol, is behaving in a manner that is threatening and disrespectful or attempts to verbally or physically abuse centre team members, families or children.
- If a court order is in place and a copy has been provided to the Centre, that prohibits them from entering the Centre or have access to their child.
- If a third party person attempts to collect the child and is not nominated on the child's enrolment documentation. In the event of an emergency where the parent/legal guardian requires an alternative third party to collect their child the following procedure must be followed:
  - The Parent/Legal Guardian must contact the service prior to the services closing
  - The Nominated Supervisor, or in their absence, the next suitably responsible person must determine if the caller is the parent/legal guardian, and seek a second Team Members confirmation.
  - The parent/legal guardian must provide identifying information regarding the third person, this may include but is not limited to, their name, address, date of birth, phone number, method of identification, relationship to the child, identifiable attributes that may aid identification e.g. hair colour.
  - The parent/legal guardian must ensure that the emergency third party takes in suitable identification (preferably photo ID such as driver's license).
  - The parent/legal guardian must ensure that the emergency third party is in a fit state to collect the child and is not under the influence of drugs or alcohol.
  - The parent/legal guardian must ensure that emergency third party is over 18 years of age.

The Shire of Ravensthorpe believes that the safety and wellbeing of its Education and Care Services Team Members, the children in their care and the services families is the highest priority. If the situation escalates to a point where an employee feels threatened, wherever possible they should remove themselves and those in the immediate area from the person, initiate the lock down procedure and call the police.

Where an employee is comfortable interacting with the person the following procedure should be followed;

- Approach the person in a calm, non-confrontational manner and ask if they could use any assistance.
- Offer them a coffee or cold drink and if they would like somewhere quiet to sit for a moment.
- Ask the person if there is someone that you can contact to assist them.
- Make attempts to delay the person leaving the service with the child for as long as possible without upsetting or aggravating the person.
- If the person involved is an authorised third party, communicate to them that the service guidelines prohibits the Centre from releasing the child into their care, call parent/legal guardian and apprise them of the situation, and that you will not be releasing the child into the third parties care and ask that they make alternative arrangements for the collection of the child.

If all attempts fail, then call the Police for assistance or to enable protection of the child, if they are attempting to leave the service with the child.

Following the incident, Education and Care Service team must:

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



- Document the incident accurately and factually. All Team Members and families who witnessed the incident should provide accounts of what they saw. This documentation may be required if notification to child protection/regulatory authority is required.
- Assist Team Members, families and children who may have witnessed and been upset by the incident, by providing support appropriate to the individual (may require professional assistance, or may just need an opportunity to discuss what they saw and how it made them feel).
- If the incident involved an authorised third party, contact the parent/legal guardian and advise them of the incident and where appropriate, have them removed from the authorised persons list for that child.
- Speak with the Manager Childcare Services for support and guidance then contact the regulatory authority after gathering all witness documents and completing the Notification of Serious Incident form.

### **Procedure for Team Members when a child/ren is not collected from the Centre**

In the event that a child does not get picked up from the Centre at closing time, the following steps must be taken, unless the Centre has been otherwise notified by a parent or a guardian.

- Without causing excessive stress to the child/ren, telephone all contacts and emergency contacts on the child's enrolment form, commencing with the primary parent and moving down the list to emergency contacts. Ensure voice mail messages are left if there is no answer.
- If all contacts for the parent/legal guardian have been tried, the emergency contact is not able to be contacted, or are unable to collect the child, and if the child has not been collected thirty minutes after closing time, notify the Nominated Supervisor and the Manager Childcare Services and call the Police for further guidance.
- Team Members must document the event factually and accurately.
- In instances where Police assistance was required you will need to contact the regulatory authority, gather all witness documents and report this as a Notification of Serious Incident.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



<b>Document Control Box</b>							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	<i>Regulations 102,168 Education and Care Services National Regulations 2012</i>						
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1.	September 2021						
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# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL11 Excursion Procedure

The Shire of Ravensthorpe is committed to extending children's learning and an important part of this is taking children out into our community. Our educators believe children should be visible participants in their community and so strive to support this with regular excursions that will link back to children's interests. We are committed to providing excursions that are well considered and planned, provide meaningful experiences and ensure the health, safety, learning, connection and wellbeing of children. These excursions are a valuable experience for children, families and educators. They provide the opportunity to expand and enhance children's experiences, explore different environments and engage meaningfully with our community. Excursions require appropriate planning and risk management to ensure the best experience and enjoyment for all.

### PROCEDURE

#### Planning

When planning for an excursion staff will:

- Assess the requirements for the excursion including a visit to the destination prior to taking the children.
- Conduct a risk assessment.
- Make alternative arrangements for adverse weather conditions.
- Inform families in writing of the details of the excursion including destination, objectives and outcomes, and what the child will need on the day.
- Gain written approval from parents or legal guardians through an excursion permission form to authorise their child to participate in the excursion. (Check Smart Central to identify if a third party or emergency contact has permission to approve an excursion if needed prior to requesting permission from this person)
- Request additional adult participation on the excursion to encourage parents to be involved in the centre activities. These volunteers must either be a parent or legal guardian or must hold a current working with children check.
- Arrange for a suitably equipped first aid kit and mobile phone to be taken on the excursion.
- Ensure any medication that is or may be required on the day is also taken on the excursion including adrenalin Auto-injector if any child has anaphylactic allergies.
- Make alternate respectful arrangements that will not limit children's learning or social development for any children who are not attending the excursion.
- Consider any additional factors in the planning of excursions for children with additional needs.

Wherever possible, our service will uphold the right for all children to access all excursions and engage in meaningful ways while on excursions.

#### Risk Assessment

The Lead Educator planning the excursion will;

- Ensure a transportation risk assessment form is conducted prior to any excursion to identify and assess the risk the excursion may pose to the safety, health and wellbeing of any child whilst on the excursion, and will specify how the service will manage any risks identified.
- Take responsibility for the excursion and ensure that there is a person with a current First Aid certificate and CPR in attendance during the excursion.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



The transportation risk assessment conducted will consider:

- Destination, proposed route and duration of the excursion; as well as duration and time of travel including start and ending times and dates.
- Potential hazards including any hazard associated with water based activities.
- Means of Transport to and from destination; including proposed pickup and drop off locations including a map of the route to be taken on the excursion.
- Requirement for seat belts or car seats if applicable.
- Number of educators, responsible persons, and children involved.
- Proposed activities.
- Items required on the excursion which includes, but is not limited to;
  - Mobile phone
  - Emergency contact numbers for each child and the Centre phone number .
  - First aid kit.
  - Medication for specific children.
  - Sunscreen.
  - Hats.
  - Nappies, wipes and plastic rubbish bags.
  - Water bottles for everyone.

If the excursion is an ongoing regular occurrence a risk assessment will only be carried out once per year, or when any circumstances around the excursion have changed in any way since the initial risk assessment was conducted. Where the excursion is a open regular excursion parents will be notified on the day that the excursion may occur.

### **Authorisation for Excursions**

The Nominated Supervisor will ensure that:

- For all excursions parents or legal guardians will be given an excursion permission form with full details of the excursion including:
  - Start and end times and dates, description, destination of proposed excursion and a map of the proposed route to be taken to and from the excursion.
  - Method of transport to be used.
  - Reason for the excursion, and proposed activities to be conducted on the excursion.
  - The anticipated adult: child ratio – outlining number of educators, staff and other adults attending including volunteers.
  - A statement that a risk assessment has been prepared and is available at the service for parents to view.
  - That relevant policies and procedures are available to read.
- In the case of a regular ongoing excursion, parents will know when the excursion is happening and that authorisation is required once in a 12 month period. All parents or legal guardians will be asked to sign permission forms for any regular excursions upon enrolment and again at the beginning of each subsequent year.
- Only children who have written parental consent will be taken on an excursion.

### **Excursions where water hazards are present**

- Water based excursions will only be undertaken where a person with a minimum of Bronze medallion certificate in swimming and water safety qualification is available to attend.
- Water cannot be deeper than shoulder height of the smallest person in attendance
- Ratio of child to adult is increased to half of the required regulatory ratios i.e. for 3 to 5 year olds a 1:5 ratio instead of 0:10.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



- Every Educator must hold a current first aid and CPR certificate and the staff member who holds the Bronze medallion must be extra nummary.
- There must be an unattached floatation device for every adult and child attending.
- All attendees will wear a fluorescent hat with a chin strap in order to be seen easily in the water.
- Where children are attending an environment where there is a water hazard and the experience is not in the water a staff member must stand between the children and the water at all times. Where the children are in the water the staff member must stand at the deepest point and the children must not pass the staff member.
- Families will be encouraged to participate in excursions, not only to assist in increasing suitable child/adult ratios, but also to provide opportunities for families to be an integral part of the Centre's curriculum. Having said this, the family member must hold a current first aid certificate to be counted as able to supervise children in or around water on the excursion.
- Where a parent brings along a child's sibling to be involved in the excursion, the sibling will be included in the ratio of adults to children and their age must be taken into account with ratio's for the purpose of the excursion.
- Family members and volunteers will be supervised by an educator at all times and will never be left alone with a child or children, including where children are going to the toilet or getting changed. These volunteers/family members need to be included and taken into account as part of the master excursion plan and risk assessment and their names being recorded on the master excursion plan.
- All volunteers/family members will be required to sign into the Centre as a visitor.

### Travel Arrangements

The Shire of Ravensthorpe believes that all children have the right to feel safe all of the time. This includes when children are being transported to or from the Centres by staff members. When children are taken from the Centre to be delivered either to school or to visit somewhere in our local community as an excursion, the following process will take place:

Upon leaving the service children will be counted by the Nominated Supervisor as well as the Educator who is conducting the excursion and the online head count is completed.

- Upon arrival at the excursion the Educator will count each child as they enter the venue.
- Where the excursion is an ongoing event, e.g. collecting children from school, an ongoing excursion form will be completed that clearly outlines the destination, route and mode of transport taken.
- Where the excursion is spontaneous, and an ongoing form is completed to a specific place, e.g. the local park, the parent/guardian will be notified on the morning of the excursion that the children will be leaving the building, the time they will leave and the expected time of return.
- Upon leaving the excursion the Educator will count each child as they leave the venue.
- Upon return to the service children will be counted by the Nominated Supervisor as well as the Educator who is conducting the excursion and an online head count is completed.

Travel arrangements are made on the basis of individual excursion requirements. Every reasonable precaution will be taken to protect children from harm and any hazard likely to cause injury.

The following forms of transport are used:

*Walking*

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



- Educators will ensure children obey road rules and cross roads at a crossing where available.
- Educators will remain vigilant to ensure no child runs ahead or lags behind the group.

### **Supervision**

The venue will be assessed as safe for all children and adults on the excursion and will be easily supervised and accessible as a part of the transportation risk assessment prior to the excursion occurring:

- Children will be supervised at all times by a paid employee.
- The ratio of paid employees to children will be maintained as correct at all times during the excursion. Volunteers and parents will be super nummary to support and enhance opportunities for learning.

### **Conducting the Excursion**

All educators, volunteers and children attending will be informed of excursion timetable, any special requirements, safety procedures, grouping of children and responsibilities.

A list of children on the excursion will be left at the service and a copy carried by the Lead Educator in charge of the excursion.

The Lead Educator in charge of the excursion will collect items required to be taken on excursion. This will be packed safely in a bag for ease of transport. In the event of extreme weather (heat or rain) it will be at the Nominated Supervisor or Responsible Person's discretion to postpone or cancel the excursion until further notice.

- Children will be counted as they leave the service by both the Educator and the Nominated Supervisor as they as they leave the building. Where children are walking educators will complete regular head count checks including where children need to cross any road or driveway, entering and exiting the venue and when taking children to the toilet in a public facility. When returning to the Centre both the Educator and the Nominated Supervisor will count all children as they enter the Centre.
- While attending any excursion educators will be aware of where all children in their care are at all times and will complete regular head count checks for the duration of the excursion.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



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<b>Legislation:</b>	<i>Regulations 24(B)(C), 102(C)(D), 168 Education and Care Services National Regulations 2012</i>						
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## HEALTH AND SAFETY

### EL12 Emergency and Evacuation Procedure

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#### Emergency and Evacuation Guidelines

An Emergency is defined as a serious, unexpected, and often dangerous situation requiring immediate action. While the Shire of Ravensthorpe hopes that the Centre will never have an emergency, we believe it is important for everyone, including the children to be prepared, should an emergency occur. Therefore we have taken on a risk management approach that will address a variety of incidents including, but not limited to;

- Emergency situations where the building needs to be evacuated due to fire, bomb threat, some natural disasters or other hazard that means for the safety of everyone the children and adults need to be moved out of the building to another premises.
- Emergency situations where the building needs to be locked up with the children and adults inside such as a violent offender or aggressive persons, external violence such as police operations and some natural disasters.
- During excursions where an alternative environment has the need to either evacuate or go into lock down or where a serious injury takes place with one of our people and emergency services are required.

#### Preparation

In order to ensure we are prepared for any emergency situation it is important that everyone knows their role and what to expect in an emergency situation therefore the Centre will:

- Have regular monthly evacuations or lock down drills to ensure not only the adults but the children also know what has to happen in a real emergency.
- Have a regularly reviewed and updated risk assessment that focuses on emergency management outlining potential emergencies and how they will be managed.
- Reflect on each emergency drill to ensure any potential problems are addressed.
- Training for new staff members to ensure they understand the emergency evacuation and lock down processes.
- Include emergencies in the curriculum so that children understand what an emergency is and what they need to do in the case of an emergency.

#### Roles and Responsibilities

The Nominated Supervisor will:

- Ensure that educators and other Team Members and children are trained by conducting regular drills and completing necessary documentation.
- Assign emergency responsibilities to educators and Team Members including First Aid officer and Health and Safety Officer.
- Monitor emergency training currency Staff (CPR and First Aid) in accordance with the National Law and National Regulations.
- Seek and obtain feedback from staff and families about the emergency and evacuation guidelines for review.
- Update emergency plans and risk assessments based on reflections from emergency drills.
- Ensure internal and external stakeholders understand the emergency drill processes.

Staff members will;

- Participate in emergency drills and be involved in a reflective conversation for documentation.

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## Early Learning Centre – Operational Guidelines



- Know and understand their role in an emergency drill.
- Participate in the development of emergency plans and risk assessments.
- Support children and educate them in the emergency drill process.
- Know the location of the main water shut off valve and the fuse box for the Centre.

### Procedure for evacuating the service

In an emergency where the Centre needs to be evacuated the following will occur;

- The person who identifies the emergency will raise the alarm
- The Centre has Evacuation Procedures and Evacuation Route Posters that have been created in conjunction with recognised authorities displayed in every room that the Lead Educator in each room will follow.
- All other persons on the premises will follow the Lead Educator from the room they are in to the assembly point and wait there until they are advised they can leave
- It is important for all adults to remember;
  - Don't panic: children need educators to be confident and capable in an emergency and the educator's behaviour will reflect how the children act. If educators are calm there is more chance that the children will be also.
  - For older children: educators are to use fire ropes, if needed, to assemble children to exit as quickly and quietly as possible, emergency bags, as well as emergency contact numbers, as they go.
  - For nursery children: Educators are to use designated evacuation cots. All additional educators (e.g. support staff) will support younger age groups to assist with the evacuation process.
  - The last adult out of the room will do a final check for children and adults across the building and will close all windows and doors before exiting. This will slow down the progress of a fire as well as evidencing that the room has been checked.
  - Go out through the designated exit. If designated exit is too dangerous, educators should use judgement to evacuate children through an alternative route.
  - Nominated supervisor or responsible person needs to take their mobile phone with them.
  - Educators count the children as they leave the building ensuring they have the correct amount of children as they close the door.
  - Go to the designated assembly area for your group. These assembly areas are in the shade wherever possible. Staff are to reassure children and encourage them to sit quietly with a story or some form of engagement. In the event that the designated evacuation area is not safe for all persons, then the alternative location outside of the Centre is to be utilised and parents contacted regarding their child's location for collection if required.
  - The Nominated Supervisor/Responsible Person will take their own mobile phone (in case the centre phone is not working), to access online master rolls and the keys to any exterior gate which might be used in the event that all persons need to be evacuated away from the Education and Care Service for safety reasons.
  - When children are evacuated, the Nominated Supervisor/Responsible Person present is to call the Fire Brigade/Emergency Services and Manager Childcare services.
  - Educators are to call the roll and account for all children verbally.
  - After the Evacuation Procedure when an emergency professional notifies the Nominated supervisor that it is safe to return to the building, Staff are to lead children to their rooms in the same way that they were evacuated (e.g. using the rope, fire cot etc.) and educators need to check that all children are accounted for once inside.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



- Each Evacuation, drill or genuine emergency, is to be carefully documented and filed in a dedicated folder. All outstanding concerns or issues are to be addressed with relevant staff immediately and should be checked again during the following drill.
- Where a drill is in place, A sign must be displayed at the front of the Centre noting that the Centre is “currently undertaking an Emergency Evacuation Drill”.

### **Process for Locking Down the Service**

In an emergency where the Centre needs to be secured in lock down the following will occur:

- The Centre will have a previously agreed lock down code word that will be used to notify all adults that the Centre needs to go into lock down without raising the awareness of any external person that may be a threat. No employee should place themselves at increased risk by withholding items requested by an armed intruder. It is important to remember that valuables and cash are generally replaceable, life is not. The person first aware of the need to lock down the Centre will use this code word to the closest reliable adult to them who will:
  - Notify all other adults in the Centre that the lock down process needs to be followed.
  - Call 000 and request emergency assistance from Police (where the threat is real and not a drill)
  - Upon hearing the chosen lock down announcement, the following process must be followed:
    - Staff must gather children quickly and confidently and check all locations where children may be, before moving to a safe area of the room (the safest area is generally in a space that is away from the windows and doors and is not visible from either of those areas where possible).
    - Complete a final head count to ensure all children are accounted for.
    - Lock all doors, close all windows, where possible close curtains/blinds and cover doors and turn off the lights.
    - Keep children away from windows and doors.
    - Staff will focus on keeping children calm and quiet by playing quiet games and reading quiet books, keeping alert to the emotional needs of the children
    - wait for further communication and updates from nominated supervisor or responsible person present or emergency services.
    - All educators will keep all children in the room until an all-clear signal has been given.
    - Upon arrival, the local Police, in conjunction with the Nominated Supervisor, will assume controlling responsibility. All staff need to follow directions as given by the Police or emergency services.
    - When the threat has been eliminated, normal activities should be resumed as soon as possible.
    - Children are not to be released to parents until an “All Clear” signal is given.
    - A reflection with all staff is to be documented at the end of any lock down whether real or drill, and any improvements or changes need to be added to the risk assessment or emergency management plan.
    - Nominated supervisor will touch base and ensure educators are ok and opportunities to debrief are offered including counselling with EAP if needed after a true emergency.

**When facing an intruder at the Centre Employees need to;**

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



- Assess and act promptly.
- Introduce yourself in a non-confrontational way ask the individual who they are and how you can help.
- Inform the individual of the Guidelines for all visitors to the Centre to sign in and guide them to the area in which to do this. If the individual refuses, do not confront them.
- Obey instructions given by intruders and remain calm, avoid sudden movements and eye contact.
- Politely answer all questions asked by intruder and hand over valuables cash etc. if requested.
- If the intruder is demanding their child or a staff member, attempt to stall for as long as possible but be mindful of the Duty of Care to the other children and Employees. If the intruder leaves with a child or team member, document all details you can recall including the clothing of the person, specific features any details about a vehicle they left in and call the Police on 000. Stay on the premises and await the Police, supporting them in their investigation.

### **Natural Disasters and Severe Weather Emergencies**

The weather can be completely unpredictable and there are times where it can cause severe damage and the need for Emergency procedures to be put into action. This may be due to severe storms, wild fire, earthquakes and other severe acts of nature that may require evacuation to an alternate facility or lock down in the service itself. Please note that if roads are closed due to flooding, cyclone or fires it may be necessary for children to stay at the Centre with educators for extended periods of time until families or emergency services can reach the service.

### **Emergency during excursions from the Centre**

As a part of any excursion a risk assessment will be completed to minimize any risk of emergency, however some situations are completely out of our control. Should an emergency take place while educators and children are on an excursion staff will:

- Assess the situation to determine the action to be taken e.g. evacuation, lock down, First Aid.
- Should First Aid be required a suitably qualified First Aider, will commence treatment of the injured person and direct other educators to contact Emergency Services 000 if required.
- The Lead Educator will contact the Centre and notify them of the situation and ask them to contact the child/team members parent/legal guardian or emergency contact where applicable.
- Should evacuation/lock down be necessary, the Lead Educator will follow the Evacuation/Lock Down Procedure of the excursion venue.
- The Lead Educator will contact the Centre and update them of the situation who will then contact the Manager of Childcare Services who would contact the parents/legal guardians and keep them updated or advise collection of children.

### **Documentation and Notification**

Once an incident has been managed and the Centre has returned to normal practices, or where all people have been evacuated, each staff member involved needs to document the incident and their role in the process.

In all situations above, apart from practice drills, where an emergency situation occurs the Regulatory Authority needs to be notified as soon as practicable or within 24 hours of the incident occurring.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



At the next opportunity, once the Centre routines have returned to normal the team will reflect on the incident and make decisions around daily routines, emergency processes and any purchases that may be required to ensure any further situations are smooth and improved from the previous one.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines

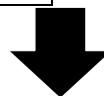


### ROLE DELEGATIONS

Nominated Supervisor / Responsible Person	
➔	Direct the staff to the emergency assembly point.
➔	Collect mobile phone
➔	Count all children and staff out of the building
➔	Contact emergency services as required and maintain ongoing communications.
➔	Reassure and support all educators
➔	Complete a final check of the Centre closing all doors and windows
➔	Contact Manager and request they call all families of children currently at the Centre.
➔	Seek direction for information/messages to be passed to families or emergency contacts.
➔	Maintain communication with Manager to ensure up to date information is shared



Lead Educator	Manager
➔	➔
Collect emergency bag containing first aid kit	Contact families of all children currently attending the service for the day and request they collect their child/ren with a consistent message
➔	➔
Close doors and windows	Maintain ongoing contact with families or emergency contacts as directed
➔	
Supervise and lead children out of the Centre completing head count upon exit	Ensure CEO or Executive Manager are notified and updated on the situation
➔	
Administer first aid as required.	



All Other Staff	
➔	Ensure the physical and emotional safety and wellbeing of children and other adults.
➔	Complete regular head counts to ensure all children are accounted for until they are collected
➔	Ensure effective supervision of children allowing others to do their roles.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EVACUATION PLAN

<p><b>Step 1</b></p> <p>The staff member that notices the emergency is to use the whistle and warning system to notify the staff and person in charge of the centre.</p>	<p><b>Step 2</b></p> <p>Once the Nominated supervisor or responsible person is notified, they will call 000 to report the emergency giving details of the location and nearest landmark. The Nominated supervisor will request an ETA of the emergency services. The supervisor will direct staff to the relevant and safest emergency evacuation area.</p>	<p><b>Step 3</b></p> <p>Staff in each room will locate the emergency bags and room keys and complete an initial headcount.</p>
<p style="text-align: center;"><b>Step 4</b></p> <p>Nursery staff will place babies into emergency cot or quad pram. Staff need to gather all older children at the exit and prepare to follow the evacuation plan. Staff will complete a second head count then use the evacuation rope to calmly walk children to the nominated assembly area.</p> <ul style="list-style-type: none"> <li>➡ If possible close doors and windows on exit to stop oxygen flow through the building in case of fire.</li> <li>➡ If someone is missing, notify nominated supervisor or responsible person as soon as possible and notify emergency services for a search.</li> <li>➡ Nominated Supervisor or responsible person will call Manager to request contact to parents for collection of their children at the nominated assembly point if required</li> <li>➡ Nominated Supervisor will liaise with emergency services and Manager to ensure the sharing of information to families and the Shire as required</li> </ul>		
<p><b>Step 5</b></p> <p>Once in assembly area, complete a head count of all children if any child is missing notify the nominated supervisor without making children aware. first aid will be administered to any injured party by a qualified first aider.</p>	<p><b>Step 6</b></p> <p>Supervise all children until they have been collected from the nominated evacuation point. Ensure they have been signed out as they leave. Ensure a head count is completed after each child has left</p>	<p><b>Step 7</b></p> <p>Staff and nominated supervisor to remain at assembly area until advised otherwise by emergency services.</p>
<p style="text-align: center;"><b>Step 8</b></p>		

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



Once the emergency is over and all children and staff are safe, Nominated Supervisor or responsible person will initiate a debrief conversation to support staff wellbeing. Where needed LGIS will be contacted for counselling services.

### LOCK DOWN PROCEDURE

Step 1	Step 2	Step 3
<p>Whoever finds or is made aware of the emergency situation notifies the closest person of the incident by using the code phrase for lockdown. This second person notifies the nominated supervisor or responsible person</p>	<p>All Educators and staff lock external doors and windows and close blinds or curtains where possible. then assist with moving babies and younger children to the designated internal assembly point.</p>	<p>Where the education and care service was not notified of the emergency situation by Police, the nominated Supervisor on premises calls 000 stating name, address of the service and the nearest landmark and nature of emergency. Where the centre is in lockdown due to external forces e.g. fire, flooding or insects. Linen will be placed at any gaps under doors etc</p>

**Step 4**

Delegated first aid person collects the emergency bag, which should contain, emergency contact lists, external stakeholder including manager contacts and any medication required. Lead Educator will collect an ipad to access children and staff attendances as needed. At the first available time Nominated Supervisor or responsible person calls manager to advise of the situation.

Step 5	Step 6	Step 7
<p>Check attendance rolls. If a person is missing, advise the nominated supervisor as soon as possible.</p>	<p>All educators and staff support and supervise children's wellbeing keeping children entertained.</p>	<p>Any staff member holding a first aid certificate will administer first aid if necessary.</p>

**Step 8**

From the assembly point, the nominated supervisor or responsible person continues to liaise with the emergency services and manager until the situation is under control and the all clear is given by emergency services or other professional service.

Step 9	Step 10
<p>Nominated supervisor advises Manager who contacts families or emergency contacts to notify them of the emergency situation.</p>	<p>Remain in lockdown until advised of all clear by emergency services and when or If advised, to arrange for children's collection.</p>

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



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# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL13 Healthy living – healthy food choices and physical Development

The Shire of Ravensthorpe is committed to the overall health and Safety of the children and families who attend our Centres. These guidelines are aimed to protect and support the health and wellbeing of the children who attend, the staff who work in our Centres and the families and visitors who spend time in our Centres.

#### PROCEDURE

##### Healthy Living

The healthy living guideline reflects the below concepts:

- To encourage breastfeeding of babies and support appropriate bottle-feeding strategies;
  - A quiet, comfortable area will be provided for mothers to be able to breast feed their child while at the Centre.
  - Opportunities for the sharing of professionally written information about both breast and bottle feeding will occur and information will be available to families ongoing.
- Promote children's normal growth and development through healthy eating and physical exercise;
  - The centre's play and learning experiences reflect healthy eating habits and food choices for children. Educators will engage children in discussion about food at appropriate times, for example, during meal times, when setting the table and during planned and spontaneous learning opportunities, e.g. gardening, reading books, during art and craft and cooking experiences etc. The Centre curriculum will focus on planned physical activity as well as quiet experiences so children will have opportunities to build muscle capacity and exercise as well as resting their bodies, giving it an opportunity to 'refuel' in order to grow.
  - The Centres will take part in community awareness programs that are linked to healthy eating and physical exercise.
- Promote healthy food choices;
  - Our Centres play an important role in meeting the nutritional needs of children while at our Centres and as such we aim to influence both children and adults in ensuring they eat for a healthy lifestyle. Children will be encouraged to eat in a safe manner, sitting at a table, or in a high chair where developmentally appropriate within a small group in a way that promotes positive experiences during meal times.
  - Meals are not provided by the Centre, however education for families will be provided around the types of food recommended for children aged Birth to 11 years. Children will be guided in eating healthy foods from their lunchbox first and treats being left until later in the day. While the Centre would never allow a child to go hungry, totally inappropriate foods with no nutritional value will not be served at the Centre and an alternative will be sought.
  - Families will be asked to bring a drink bottle to the Centre which will be available to the child at all times and topped up regularly. Where a child forgets their drink bottle a cup will be supplied to them for the day. Children will be strongly encouraged to drink only water or milk. Other drinks will be sent home, or where it is in their drink when they arrive, tipped out and refilled with water.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



<b>Document Control Box</b>							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	Regulation 168 <i>Education and Care Services National Regulations 2012</i>						
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	<b>Health and Safety</b>						
<b>Document Management:</b>							
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<b>Version #</b>	<b>Review Date:</b>	<b>Description</b>					
1.	September 2021						
2.	October 2023	Guideline split – previously Health and Safety Operational Guideline					

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL14 Sun Safety Guidelines

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#### Sun protection

The Shire of Ravensthorpe strongly believes that protecting children and educators from over exposure to the sun's ultra violet rays is extremely important, not only in minimizing sunburn which can be very painful, but also in protecting their skin from later life melanoma and other skin cancer risks.

By implementing best practice sun protection procedures we aim to protect and educate Staff, families and children, in the best ways to be safe during warmer weather.

#### PROCEDURE

The UV rating will be checked daily on a reliable website and documented at the front of the building for everyone to see.

- Dress - Children and educators will wear sun safe hats outside at all times, and will always have their shoulders covered, any shoestring strapped clothes will require a T-shirt to be worn either over the top or underneath regardless of the UV rating. This routine is aimed to develop good sun smart habits in children from an early age.
- Families are requested to supply a hat for their child that meets the sun safe requirements however if a hat is forgotten or inappropriate, a spare hat will be made available to the child so that they are not excluded from play.
- Where the UV is rated at 3 or above;
  - Children and educators will apply sunscreen to exposed areas including, but not limited to face, neck, arms and legs prior to going outside and sunscreen will be reapplied hourly while children are outside.
  - Children will be encouraged to play either inside or in shaded areas including verandas and educators will set up interesting play spaces in these areas to draw children to them.
  - Babies under 12 months will not be exposed to direct sunlight and will remain in full shade when outside.
  - A specific sunscreen for babies will be applied to children under 12 months while all other children and adults at the Centre will be required to wear SPF30+ sunscreen on exposed areas of skin. Children who are old enough will be encouraged to apply their own sunscreen with support from educators as needed. Younger children will have sunscreen applied by educators and will wash their hands between each application to prevent cross contamination.
  - Where possible outdoor play will be structured outside of high UV rated times i.e. before 10am and after 3pm during spring and summer, or in shaded areas of the playground such as verandas and under trees or shade sails.
  - Where a child refuses to wear sun protection e.g. hat, sunscreen etc. they will be limited to play on verandas or supervised inside for their own protection.
- Information about sun protection and the dangers of UV will be available to families and visitors to the Centre.

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<b>Document Control Box</b>							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	Regulation 168 Education and Care Services National Regulations 2012						
<b>Industry:</b>	Education and Care						
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<b>Version #</b>	<b>Review Date:</b>	<b>Description</b>					
1.	September 2021						
2.	October 2023	Guidelines split - was part of Health and Safety Guidelines					

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL15 Water Safety Guidelines

The Shire of Ravensthorpe understands that supervision and risk assessment are the keys for keeping children in our services safe where they are engaged in water-based experiences.

#### PROCEDURE

##### Water play

- Educators will regularly discuss water safety where experienced educators will mentor others learning about the hazards of children being near water.
- Prior to any water-based experiences being implemented, a risk assessment will be completed with strategies put in place to minimise any risk to children.
- Children will be supervised closely at all times when in and around water by an educator over the age of 18 years of age. Educators must be close enough to touch the water so that they can act immediately should the need arise. Being able to hear but not see the water is not enough as children often make no sound when drowning. Where water play is provided to the children in a large area, a second Educator is required to supervise the rest of the environment so that the Educator supervising the water experience doesn't need to walk away from the water.
- Educators will teach children about staying safe in and around water. This will be achieved through the curriculum as well as role modelling and spontaneous opportunities while interacting with children.
- Equipment that may hold water, will be emptied immediately after use and stored in a way that will minimize the capture of water while being stored, e.g. upside down, out of the rain, away from sprinklers etc. equipment will be stored appropriately after use.
- When children are taken on an excursion where there is a water hazard, educators are required to conduct a risk assessment in accordance with the requirements of regulation 100 and 101 of the education and care services national regulations 2011. Where children will have access to this water a staff member who holds a Bronze Medallion swimming qualification must also be present over and above the ratio of staff to children.
- Water usage across the Centre - where water is a permanent fixture e.g. sinks, drink fountains, water features, fish tanks etc. a risk assessment will be completed and displayed close by.
- Hot water accessible to children will be maintained at a temperature that is safe for children to put their hands under without being scolded.
- Educators required to carry hot water e.g. mop buckets, are to do so only through areas where children are not in attendance and must never be left unsupervised where children could access it. Where hot water is required for cooking experiences, the container is to have a lid and children are to be seated and ready for the experience prior to the hot water entering the room or the experiences is demonstrate where children can see it but not reach it. Educators will handle hot water.
- Hot beverages are not consumed in areas where children are present. This includes dining and kitchen areas in the main play areas even if separated by gates. These are only to be consumed in the designated staff area.
- Children must never have access into kitchens, laundries etc where they could come into contact with hot water and other hazards.
- Any pets in the Centres that require water will be attended to by a staff member and will only be accessible to children when adults are present.
- Thermos mugs are not be used while working with the children.
- Please see excursion guidelines for excursions relating to water.

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<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	<b>Health and Safety</b>						
<b>Document Management:</b>							
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1.	September 2021						
2.	October 2023	Guidelines split – was part of Health and safety Guidelines					

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL16 Minimising potential hazards and risk assessments

The Shire of Ravensthorpe believes that it is everybody's responsibility to keep employees, families, children and visitors to the Centre safe. Therefore thorough risk assessments of play areas, foyers, areas of regular use and outdoor environments that may have the potential to be a hazard or cause harm to any person, need to be completed, adhered to, and updated regularly. Specific situational risk assessments also need to be completed where an unexpected hazard is identified e.g. a broken chair, all hazards need to be minimised.

- The ongoing risk assessment identifies the elimination/minimisation strategies that staff, families, visitors and children will employ to ensure the safety of all. These ongoing risk assessments will be updated at a minimum of 12 monthly, or where the environment is changed in some way that may introduce new hazards.
- In conjunction with these risk assessments are the daily, weekly, and monthly safety checks that are completed by the educators. These checks assist the service to maintain quality and highlight areas that may cause potential hazards to all those in the Centre and prompt action to minimise/eliminate risks.
- Situational risk assessments will be completed in collaboration with the Coordinator when an unexpected hazard is identified. The person finding the hazard will complete the assessment, minimize the risk and post a risk assessment notice at the hazard if it cannot be completely eliminated. A second copy of the risk assessment will be given to the Coordinator to action in order to eliminate the risk.

Document Control Box							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>							
<b>Industry:</b>	Regulations 100, 101, 102(B) 102(C) <i>Education and Care Services National Regulations 2012</i> Work Health and Safety (General) Regulations 2022						
<b>Organisational:</b>	<b>Health and Safety</b>						
<b>Document Management:</b>							
<b>Risk Rating:</b>	Medium	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	2025	<b>Ref:</b>	
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1.	September 2021						
2.	October 2023		Guidelines split – previously Health and Safety Guidelines				

### EL17 First Aid

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### First aid Qualifications

It is a regulatory requirement that there must be at least 1 person with the following qualifications in attendances at any time with the Centre is open;

- A current approved first aid qualification that is updated every 3 years
- CPR which must be updated annually.
- Current approved anaphylaxis management training.
- Current approved emergency asthma management training.

The Shire of Ravensthorpe encourages all educators to attend the required training every 3 years and to attend CPR training annually in order to keep the qualification current.

### Administration of first aid

First aid is the first and immediate assistance given to any person adult or child suffering from either a minor or serious illness or injury, with care provided to preserve life, prevent the condition from worsening, and to promote recovery. It includes initial intervention in a serious condition prior to professional medical help being available. In order to be able to provide first aid in our Early Learning centres it is a requirement that the staff member holds a current first aid certificate. It is important to understand that first aid has its limitations and does not take the place of professional medical treatment.

Our service is committed to providing a safe environment for all those that utilise the Centre. Despite the measures we take to protect all adults and children through our effective safe environment procedures The Shire of Ravensthorpe recognises that there may still be instances where injuries and sudden illnesses will occur.

### First Aid Kits

A centralised first aid kit is kept at the Centre at all times and will be checked monthly to ensure it is adequately stocked and no item is out of date. The Centre will also have a smaller, mobile first aid kit that can be taken on excursions or removed from the Centre in the case of an emergency evacuation.

A small first aid kit will be kept in each room where educators are not able to easily leave the room to get required first aid supplies.

Medications will not be stored in the first aid kit, they will be locked away and stored appropriately, either in a locked cupboard or in the kitchen fridge where required. All medication is required to have the child's name clearly labelled, the expiry date and the required dose on a pharmacy label. All medications require a medication record form to be completed by the parent prior to children being given any medication. When medication is administered to a child it must be done so by a Qualified Educator and checked by a second Educator. Parents must sign the medication record form upon collection of their child at the end of each day to acknowledge that they are aware that their child has been given the medication.

Any Asthma, Anaphylaxis, diabetes or epilepsy medication will be in an appropriately sealed container and will move inside and outside with the child or adult as required. Appropriate training is required to be completed by staff prior to giving medication for the management of any of these conditions.

### Document Control Box

<b>Custodian:</b>	Manager Childcare Services
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# SHIRE OF RAVENSTHORPE

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<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	Regulations 100, 101, 102(B) 102(C) <i>Education and Care Services National Regulations 2012</i>						
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	<b>Health and Safety</b>						
<b>Document Management:</b>							
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1.	September 2021						
2.	October 2023	Split Guidelines – originally Health and Safety Guidelines					

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL18 Sleep and rest for children

The Shire of Ravensthorpe understands that every child is different and they need different opportunities for sleep and rest throughout their day in our Centres. Our aim is to provide guidance for educators and families around safe sleeping and rest times to ensure that each child's individual needs are being met, family's requests are being supported wherever possible and that all regulatory requirements are being met by the service. All educators are to consider the requests and wishes of parents as long as they are within the safe sleeping guidelines set out by the SIDS foundation Australia and the regulatory guidelines as outlined by ACECQA.

#### PROCEDURE

The Centre will ensure that there is opportunity for infants and toddlers to sleep and rest throughout the day at times that are appropriate for each individual child. The environment will allow for quiet spaces where children can rest and sleep away from children who are awake. Educators will stay with babies until they are asleep to ensure they fall asleep in a safe position i.e. face uncovered and airways clear if they have rolled over. Babies will sleep in cots following the SIDS foundation recommended sleep routines. Babies will be put into their cot on their back with feet at the bottom of the cot and their blanket/sheet firmly tucked in on both sides and bottom of the sheet/blanket below their armpits and their arms free. Where a baby is able to competently roll from back to front and front to back they may choose to move into a different position. Babies will not be put to bed with bottles; these must be drunk prior to going into their cot. Where a baby or toddler has a dummy for sleep it needs to be in tact to prevent choking while the child is sleeping and provided every time a child goes to bed. Any toys and comforters that assist the child in going to sleep will be removed from cots once the child is asleep. Any necklace, including teething or cultural necklaces will be removed prior to the baby going to sleep and put back on when they wake. Babies and toddlers will not have excess blankets, bumpers or pillows in their bed/cot with them. All outer clothing including big jumpers, hats/beanies and hoodies will be removed. Children sleeping in a sleeping bag will have pants and socks also removed to prevent overheating. Where a child has a sleeping bag there is no need for an additional blanket however a sheet may be used for comfort.

The room temperature of where babies sleep will be maintained as per SIDS foundation guidelines. The room will be darkened to assist in comfortable sleeping however light enough so that educators can clearly see each child in their cot. Where an Educator is unable to stay with a sleeping baby they will complete safe sleep and rest physical checks at least every 10 minutes taking particular attention of their breathing pattern and the colour of their skin as well as head and sleep position, airway and their state of sleep. Older children on beds will be supervised at all times.

#### Cots

A regularly updated risk assessment of the cot room will identify any hazards in the placement of cots.

All cots will meet Australian standards and will be maintained by the service, ensuring mattresses are in good condition and fit the cot correctly. Cots will be assessed on a monthly basis for;

- Wobbly or broken parts that may make the cot weak.
- Gaps a baby could get caught in.
- Knobs, corner posts or exposed bolts that can hook onto a baby's clothing especially around the neck.
- Sides that are too low and can be climbed over by an active baby.

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## Early Learning Centre – Operational Guidelines



- Sharp catches or holes in the wood that may injure the child.
- Wear and tear on the mattress/protector.

Bassinets and prams will not be used for children to sleep in however if a child is unsettled they may be allowed to fall asleep in their own pram and then transferred to a cot once deeply asleep.

Wherever possible a staff member will stay in the same room as where the children are sleeping in cots. Where this is not possible due to supervision of other children and other duties that ensure the health and hygiene of the service is maintained, the staff member will stay within the vicinity of the sleep room and complete regular and thorough 10 minute sleep checks that are documented including the time, the position of the child, each child's status of sleep, skin colour, breathing and temperature to ensure the welfare of the children sleeping at all times.

### **Toddlers and older children**

When going to bed children will be encouraged to take off their shoes and any outer clothing especially if it has a hood.

Children may be comforted while settling to sleep by having their back rubbed for a short period of time. Children may request to have or not have this happen and educators will respect children's wishes.

Sleeping children will be left to wake in their own time however, educators may open blinds, turn on lights and engage children who are awake in quiet activities once a majority of children are awake.

Upon children transitioning from nursery to the toddler room a conversation with parents will be had with regards to their child transitioning from a cot to a bed. Where necessary the child may go back to the nursery for sleep if the parent is not comfortable with their child transitioning onto a bed.

Older children who don't sleep will be offered alternate quiet activities during the rest period and sleep and rest opportunities will be flexibly provided on request of the individual child.

Educators will engage with families about their individual children's needs for sleep and rest and will endeavour to implement their wishes wherever possible, however while we can encourage children to sleep and provide the best environment for them, we cannot force them to sleep, likewise Any special requests to deviate from a child's natural sleep pattern – e.g. waking a child after a specific period of time, needs to be put into writing by the parent and will be considered by the Coordinator and room leader taking into consideration the age of the child, their cues and previous experience with each child's post sleep behaviours.. We will also not be able to keep children awake when their cues are evident that they need to sleep. Where an Educator can see that a child needs to sleep and is struggling to stay awake, regardless of requests from parents, the child will be allowed to sleep. Examples of this are children who are asleep and struggle to wake up where a parent wants educators to wake them up after a period of time or where a parent doesn't want their child to sleep before a particular time but they are falling asleep.

Educators will document sleep times and notify families of the amount of sleep their child has had and when they slept.

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Children who do not normally sleep at home will not be forced to lay on a bed, instead they will be given opportunities for quiet play, while other children are settling to sleep.

### Health and Hygiene needs

Educators will be aware of the health and hygiene needs with children sharing bedding equipment and maintaining consistent cleaning routines for all beds and bedding. Spacing of beds when laid out will minimise cross infection and wherever it is necessary that children sleep with their beds close together they will be encouraged to sleep top to toe. An educator should always be able to sit comfortably between two beds. Where it is possible a window will be opened to allow fresh air into the cot room and where this is not possible the air conditioner will be turned on either heat, cool or fan to circulate air.

### Staff knowledge

Staff will have a thorough induction where the sleep guidelines and procedure will be discussed along with the risk assessment for each room, the importance of safe sleeping and regular thorough sleep checks, what needs to be checked and how it needs to be documented.

Document Control Box							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	Regulations 81, 168 <i>Education and Care Services National Regulations 2012</i>						
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	<b>Health and Safety</b>						
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3.	September 2021						
4.	October 2023	Split guidelines – originally Health and Safety guidelines					

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### EL19 Supervision of children

The Shire of Ravensthorpe believes that the safety of children is first and foremost in our work. Staff must be able to successfully actively supervise all children at all times through looking, listening scanning, counting and knowing the children.

#### Procedure

All children will be supervised at a level appropriate to the age and needs of their development, the curriculum and time of day. Educators will be aware when higher levels of supervision will be needed e.g. when older children and younger children are together in family grouping. Supervision of children away from the main play areas i.e. bathrooms, toilets, nappy change areas, cubbies, tunnels, quiet areas, rest time is carefully monitored.

Active supervision encompasses several processes including;

- **Looking** - ensuring staff are watching the children at all times, placing themselves so that they can see all or a majority of the environment, this includes sleep times.
- **Listening** – being aware of conversations between children to understand their cues as well as silence – beware the child who is too busy to make noise, what are they doing? Knowing when a child needs help and listening for any general sounds that means a child needs support
- **Scanning** – consistently checking around the environment to see where all children are that are not close
- **Counting** – knowing how many children are in an educators care and confirming that all children are accounted for.
- **Knowing** Making a sophisticated decision in knowing a child's next movement and pre-empting any possible incidents

Grouping – where 2 or more age groups are combined educators need to be aware not only of where all the children in their care are but also where the children in other educators care are and also where each Educator is in the environment to ensure they are providing the best supervision possible. For this reason educators need to;

- Let other staff know if they are leaving the environment, where they are going and when they will be back as well as if they are taking any children with them
- Place themselves in the environment where they can best supervise all children as a team by actively placing themselves away from other educators as per the supervision plan.
- Always making sure another staff member is available and actively supervising a group of children before leaving an environment.

Visitors to the Centre need to sign in and be supervised by staff at all times. Educators need to be very aware of where every child is while a visitor is in the Centre and what changes may be made due to the visitor, e.g. a handyman may unlock a gate that needs to be locked when they leave.

The Centre roster is planned to ensure consistency of care, appropriate supervision of children is maintained and educators are replaced to ensure appropriate educator: child ratios are maintained in accordance with the requirements of the Education and Care Services National Regulations.

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<b>Document Control Box</b>							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	Regulations 115,123 of the <i>Education and Care Services National Regulations 2012</i> National Quality Standard 2.2. 1 Supervision At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazards						
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	<b>Health and Safety</b>						
<b>Document Management:</b>							
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3.	September 2021						
4.	October 2023	Split guidelines – was Child Safe Environments guidelines					

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### EL20 Child Protection and Protective Behaviours

The Shire of Ravensthorpe believes that it is essential to provide an environment that minimises the risk of children being harmed in any way whilst in the care of educators in our Centres while also protecting our educators from the possibility that allegations of child maltreatment could be falsely made against them, as a result of their work at the Centre. Child abuse thrives in secrecy, therefore to prevent child abuse; the Centre will develop and maintain an open and aware culture where educators and children are aware of appropriate and inappropriate behaviour.

Our educators believe they have a responsibility to all children attending our Centres to defend their right to care and protection. To support this right our Centres will follow all procedures recommended by child protection authorities, when dealing with any allegations of abuse or neglect of children, and will ensure that all educators undergo appropriate professional development in this area. The Nominated supervisor will also ensure any evidence of neglect or abuse which may have occurred inside or outside of our Centre is documented and will follow reporting procedures to ensure the child is protected from harm.

The Shire of Ravensthorpe also believes it has a responsibility to its educators to protect their right to confidentiality unless allegations of abuse against them are substantiated.

The educators understand they have a duty of care to act immediately to protect and preserve the safety and wellbeing of the children who are educated and cared for at the Centre because all educators are fully informed about their responsibilities to implement and adhere to all centre policies and procedures.

Child abuse includes physical, emotional and sexual abuse as well as neglect. Our educators are trained to understand the nature of child abuse, and have an awareness of how and why some children are more at risk than others. Every Educator completes regular training to ensure their knowledge is up to date. Online training through Department for Communities will be completed every 3 years or prior if information is updated. Coordinators need to continue to grow their knowledge base on child protection through research to be able to support the other educators.

Nominated Supervisor will:

- Ensure that educators are knowledgeable about current legislation and reporting requirements related to child protection and maltreatment and that a system for reporting and recording suspicious incidents is in place.
- Access current information about the procedures to be taken in relation to allegations of child abuse or neglect.
- Regularly remind educators about the Centres' policies, procedures and confidentiality requirements in regard to child protection.

#### **Children's education and empowerment**

The ' believes that the best way to ensure each child's protection is to establish an environment that minimises risks and sets out clear safeguards for educators to follow. Educators will:

- include into their curriculum aspects of protective behaviours in order to teach children to understand safe and unsafe play, environments, conversations and people.
- Aim to teach children ways to protect themselves including – knowing people they can talk to if they feel unsafe, understanding safe and unsafe secrets and that nothing is so bad that you can't talk about it with someone.

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## Early Learning Centre – Operational Guidelines



- Teach children about public and private parts of their body and what is appropriate and inappropriate touch.
- Foster children's self esteem and positive self image through their interactions and relationships with children.
- Follow the Centre's behaviour guidance guidelines to positively guide children's behaviour and manage any difficult behaviours in a respectful and collaborative approach.
- Role model appropriate behaviour and language.
- Build relationships with all children based on trust and respect.
- Encourage children to communicate their needs and concerns.

The Nominated Supervisor will ensure clear observation of child occupied areas through the following means:

- Developing environments that, while interesting and challenging for children, will provide safe opportunities for play that will not put them at risk of abuse.
- Regularly reviewing the supervision plans on display across the Centre.
- Building strong relationships with children that will give them the confidence to speak openly with an Educator should they choose to disclose.

### **Information for families**

The Centre will proactively provide information and discuss child protection and protective behaviour issues with families as part of the curriculum.

Educators will make themselves available to discuss any issues with parents/guardians.

### **General principles to be applied in the event that protective concerns arise**

Any person who believes on reasonable grounds that a child is in need of protection may report their concerns to the Western Australian Department for Child Protection. While Western Australian Laws only cover mandatory reporting in child care centres for sexual abuse, the Shire of Ravensthorpe encourages all employees to be a voice for any child when they believe that a child or young person is at risk of harm and in need of protection, and the child's parents are unable or unwilling to protect the child.

### **Reporting concerns**

In the course of work hours, if the Educator forms the view that protective concerns exist; the Educator must discuss these concerns as soon as possible with the Nominated Supervisor, or the Manager of Childcare Services. This discussion is designed to ensure there are clear facts and to help the concerned party make a decision as to whether a report should be made.

Following discussions with the Nominated Supervisor, the Educator will make a decision about whether a report will be made. Whether all parties agree or not, if one person believes a report should be made, then this person has an obligation to make this report.

Once the report has been made, any further conversation needs to be limited to that of the people initially involved in the conversation, except on a 'need to know' basis as the information is highly confidential and it is just as important to protect the person reporting as it is to protect the child. The person reporting however, must notify the Manager of Childcare Services if they were not part of the initial conversation.

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## Early Learning Centre – Operational Guidelines



Any further action will be guided by The Department for Child Protection, and any further instances for concern will be documented and reported to DCP.

Every Educator has a right to feel safe in their role as an Educator at all times. In order to ensure this, The Shire of Ravensthorpe promotes the following:

- All glass is to be free and clear – nothing is to be stuck onto glass to ensure educators can be witnessed at all times. This is to protect educators from allegations that could be made against them if they are working alone with children.
- Educators should contact the Police if they feel their life or health is threatened by another person who is not an employee of the Shire of Ravensthorpe.
- In the case that a staff member feels threatened by another employee they should follow the grievance procedure prior to telephoning the police unless they believe their life is in imminent danger.

<b>Document Control Box</b>							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	The Children and Community Services Act 2004 Regulation 168 <i>Education and Care Services National Regulations 2012</i>						
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	Health and Safety						
<b>Document Management:</b>							
<b>Risk Rating:</b>	Medium	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	2025	<b>Ref:</b>	
<b>Version #</b>	<b>Review Date:</b>	<b>Description</b>					
5.	September 2021						
6.	October 2023	Split document – previously Child Safe Environments					

### **EL21 Medical Conditions and their management (including asthma anaphylaxis, diabetes and Epilepsy)**

The Shire of Ravensthorpe believes that the safe administration of medication in our Centres is an important issue for parents, educators, nominated supervisors, healthcare providers and

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## Early Learning Centre – Operational Guidelines



for the children themselves. Some children and adults will require medications as part of an overall treatment and management of complex or chronic health issues. The aim of this guideline is to guide all staff and families in understanding the procedures and practices related to the management of medical conditions, including but not limited to: asthma, epilepsy, diabetes or, allergies including anaphylaxis.

### PROCEDURE

On notification of a child or adult with a medical condition the nominated supervisor will:

- Conduct a formal meeting at a time suitable for the family or staff member to discuss the unique requirements.
- Request that a medical management plan be created in consultation with their doctor/specialist on how to manage the medical condition whilst at the service with a copy provided to the Centre. From this a risk assessment, action plan and communication plan will be developed.
- Complete a risk assessment of the education and care service including possible excursions and incursions that may affect the child or adult to ensure risk is either minimised or eliminated.
- Complete an action plan and communication plan to identify any actions required and to ensure all educators and visitors to the Centre are aware of the situation as well as who to contact in the case of an event.
- Advise the parent or staff member that in cases where specialised care is required for their medical condition e.g. insulin injections or glucose level monitoring, feeding tubes, epipen or other administration devices etc., that training must be given to the educators who may come into contact with the child or staff member. Training can include, but is not limited to, anaphylaxis training by senior first aid registered trainers, specialist workshop attendance, one on one training with the parent. Details regarding the training of the educators will be kept in the educator's file and will be reviewed annually or where changes to the child or staff member's health occur.
- Discuss with parents the medication guidelines and ensure their understanding of the procedure.
- Communicate with educators, staff members and where applicable families and visitors to the service, relevant details of each child or staff member's medical management plan, risk assessment and action and communication plans are displayed in areas where educators who may come into contact with the child are easily viewed.
- Advise parents that should any changes occur in their child's medical condition that may alter the medical conditions management plan that this must be made in writing as soon as practical to the Centre. A new medical management plan will need to be provided and the risk assessment, action and communication plans will need to be updated.
- These changes will then be communicated to the relevant team members.
- The Nominated supervisor will contact the family or staff member to ensure the medical management plans is updated every 12 months to ensure currency, and communicate any identified changes to relevant educators/staff members.

Parents of children with medical management plans are required to:

- Notify the nominated supervisor on enrolment/employment of any long-term medical conditions such as allergies, asthma, diabetes or epilepsy where medication/specialist care is required, either intermittently or on a continuous basis, and completing in full

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and signing the relevant medical management plan documentation (provided by the Doctor or medical specialist).

- Follow the Centre's policies and procedures that relate to their child's medical conditions, including but not limited to:
  - Ensuring child's medication is clearly labelled with prescribed information (dosage, expiry date etc.), is in its original packaging, and includes the child's name and date of issue.
  - Understand that prescribed medication that does not bear the child's name will not be given.
  - Providing written instruction from child's doctor for administering of medication that is not prescribed. This must include child's name, dosage, time to be given, and duration that medication is required.
  - Ensure all medications are handed to an educator/member of staff for safe storage. It is vital that medication is NOT stored in children's bags.
  - Notify the Centre, in writing, of any changes that may affect their child's medical management plan in a timely manner.
  - Complete a long-term medication form giving written permission for the child's medication to be given including details of when, how and how much as well as the child's name. The form needs to be signed by the parent prior to staff giving medication and again upon collection of the child when the medication has been administered.

Education and care staff will:

- Be informed about any child's medical condition that they may come into contact with during their time at the education and care service, and have the child's medical management plan and action and communication plans in an easily accessible location.
- Attend any specialised training they may require to meet the child's medical management plan, and training is completed in a timely manner.
- Assist with the medical conditions risk assessment located in the child's medical management plan, and update at 12 monthly intervals.
- Advise parents when prescribed medicines need to be replenished or have become out of date, in accordance with the medication guidelines.
- Communicate with parents in a timely manner in regards to their child's medical management plan and advise of any observable changes that may affect it.
- Resolve any difficulty before any medication is administered by contacting the parents. If they cannot be contacted, and information is required urgently, staff will call emergency contact or child's doctor, as indicated in the child's medical management plan.
- In the event of a child displaying symptoms as outlined in their medical conditions management plan provided by the parent, follow the action plan for that child including administering all medications in accordance with medication guidelines and procedure of the education and care service.
- Contacting the parent or person listed on the communication plan in the case of an event or in an emergency the emergency services on 000
- Ensure that Medication is stored in a secure place that is not accessible to children but easily accessible to staff in the case of an emergency, all staff must be aware of where medication is kept.
- Be debriefed after each serious incident and the option for counselling through LGIS Employee assistance program will be offered.

### Allergy and anaphylaxis

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The Shire recognises the importance of all staff that are responsible for the children at risk of an adverse reaction attending training that includes preventative measures to minimise the risk of reaction, the ability to recognise the signs and symptoms of a reaction and emergency treatment, including administration of prescribed medications in the case of a reaction.

All educators, families and visitors to the Centre will be made aware of the presence of a child with anaphylaxis or a serious allergy. Although the team are aware it is not possible to achieve a completely allergen-free environment in the service because it is open to the general community, they realise the need to adapt a range of procedures and risk minimisation strategies to reduce the risk of a child having an allergic reaction, this includes strategies to minimise the presence of all allergens in the service.

Parents/Legal Guardians are required to inform the Centre of any known allergies at the time of enrolment or upon becoming aware of a child's allergy. This needs to be put in writing to the Centre, either on the enrolment form, or via email.

The parent is responsible for ensuring all medication supplied to the Centre is current and not past its expiry date, although educators will check this prior to giving the medication. Educators will ensure that the expiry date of any medication left at the Centre either by parents or purchased for the sole purpose of emergencies is checked monthly by the Workplace Health and Safety Officer and will be disposed of and replaced at the date of expiry and will check this on a monthly basis for medication left at the Centre. Where medication belongs to a specific child, expired medication will be returned to the parent for their disposal and as a reminder to provide new medication.

When handling food, educators will handle the food of children with allergies to specific foods separately, including using separate serving instruments to minimise the risk of a reaction. Educators will put thought into where children with allergies sit during mealtimes to minimise the risk of cross contamination between children's foods. Where children without allergies have foods that contain allergens they will be asked and supported to wash their face and hands after eating. Educators will ensure the eating space is cleaned and any allergens removed as a priority.

Special consideration must be given to special events such as birthday cakes, and where a parent supplies foods for a group of children a definitive list of all ingredients must be supplied with the food.

Adrenaline auto-injection kits must be within easy access of the child at risk at all times.

Centre staff must ensure that the auto-injection kit accompanies the child when they are outside away from the Centre on excursions or on a journey to or from school.

### **In the event of an allergic reaction**

In the event that a child suffers from an anaphylactic reaction the educators will;

- Follow the child's anaphylaxis action plan.
- Call an ambulance if required.
- Commence first aid including giving medication.
- Contact the parent/guardian or emergency contact if the parent or guardian cannot be contacted.
- Advise the Manager of Childcare Services who will provide guidance around further reporting requirements.

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In the event that a child who has not been diagnosed with an allergy but appears to be having an anaphylactic reaction educators will;

- Call an ambulance if required.
- Commence first aid.
- Contact the parent/guardian or emergency contact if the parent or guardian cannot be contacted.
- Advise the Manager of Childcare Services who will provide guidance on further reporting requirements.

### **Diabetes and epilepsy**

The shire recognises that either Diabetes or Epilepsy in children and staff can be a diagnosis that has a significant impact on families and children. It is imperative that educators and staff within the Service understand the responsibilities of the management of these illnesses to reduce the risk of emergency situations and long-term complications. Most children will require additional support from the Service and educators to manage their illness whilst in attendance.

Where necessary for a child with type 1 diabetes, consideration is given as to how and where insulin is stored and the safety of sharps disposal and the family supplies all necessary glucose monitoring and management equipment, and any prescribed medications prior to the child's enrolment

Educators will;

- know which children are diagnosed with diabetes or Epilepsy, and the location of their monitoring equipment, prescribed medication, individual Medical Management and Action Plans
- perform finger-prick blood glucose or urinalysis monitoring as required for children with Diabetes and will act by following the child's Medical Management Plan if these are abnormal
- Support a child during a seizure and act accordingly to protect them as well as the other children in the room/Centre at the time.
- Ensure the parent completes a long term medication form for any required medication
- Complete the medication form whenever medication is required to be given
- Ensure there is in date carbohydrates available in the emergency evacuation bag in case of an emergency evacuation that extends past normal eating times.
- increase supervision of a child diagnosed with diabetes or Epilepsy where experiences at the Centre may cause a higher risk of episode for example - excursions, incursions, parties and family days, as well as during periods of high-energy activities
- maintain a record of the expiry date of the prescribed medication relating to the medical condition so as to ensure it is replaced prior to expiry.
- ensure the location is known by all staff of glucose foods or sweetened drinks to treat hypoglycaemia (low blood glucose), e.g. glucose tablets, glucose jellybeans, etc.

### **DIABETIC EMERGENCY**

A diabetic emergency may result from too much or too little insulin in the blood. There are two types of diabetic emergency

- a) very low blood sugar- HYPO- (hypoglycaemia, usually due to excessive insulin), and
- b) very high blood sugar- HYPER- (hyperglycaemia, due to insufficient insulin).

The more common emergency is hypoglycaemia.

In the event that a child suffers from a diabetic emergency the Service and staff will:

- Provide adult supervision at all times

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- Follow the child's diabetic Action Plan
- If the child does not respond to steps within the diabetic Action Plan, immediately dial 000 for an ambulance
- Continue first aid measures and follow instructions provided by emergency services
- Contact the parent/guardian as soon as practicable
- Contact the emergency contact if the parents or guardian can't be contacted when practicable
- Notify the regulatory authority within 24 hours

### EPILEPTIC EMERGENCY

An epileptic emergency may result when the child is exposed to a known or, in some cases and unknown trigger that may be individual to the child. In this situation the child will seize. A seizure is a sudden and temporary change in the electrical and chemical activity in the brain which leads to a change a person's movement, behaviour, level of awareness, and/or feelings. In the event that a child suffers from a Epileptic emergency the Service and staff will:

- Provide adult supervision at all times
- Follow the child's Epilepsy Action Plan
- If the child does not respond to steps within the Epilepsy Action Plan, immediately dial 000 for an ambulance
- Continue first aid measures and follow instructions provided by emergency services
- Contact the parent/guardian as soon as practicable
- Contact the emergency contact if the parents or guardian can't be contacted when practicable
- Notify the regulatory authority within 24 hours

### Asthma

Asthma is a chronic health condition, which is one of the most common reasons for childhood admission to hospital. Correct asthma management will assist to minimise the impact of asthma. Children under the age of six usually do not have the skills or ability to recognise and manage their own asthma effectively. With this in mind, our centres recognise the need to educate staff and families about asthma and to implement responsible asthma management strategies.

Asthma is clinically defined as a chronic lung disease, which can be controlled but not cured. In clinical practice, asthma is defined by the presence of both excessive variation in lung function, i.e. variation in expiratory airflow that is greater than that seen in healthy children ('variable airflow limitation'), and respiratory symptoms that vary over time and may be present or absent at any point in time (National Asthma Council Australia, 2015, p.4). Symptoms of asthma may vary between children, but may include wheezing, coughing (particularly at night), chest tightness, difficulty in breathing and shortness of breath. It is generally accepted that children under six years of age do not have the skills and ability to recognise and manage their own asthma without adult assistance. Asthma causes three main changes to the airways inside the lungs, and all of these can happen together:

- the thin layer of muscle within the wall of an airway can contract to make it tighter and narrower – reliever medicines work by relaxing these muscles in the airways.
- the inside walls of the airways can become swollen, leaving less space inside – preventer medicines work by reducing the inflammation that causes the swelling.
- mucus can block the inside of the airways – preventer medicines also reduce mucus.

### Educators will:

- ensure they are aware of the Service's Asthma Management Guidelines and asthma first aid procedure (ensuring that they can identify children displaying the symptoms)

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of an asthma attack and locate their personal medication and Asthma management/action plans)

- maintain current approved Emergency Asthma Management qualifications
- ensure a copy of the child’s medical management plan is visible and known to staff, visitors, and students in the Service
- be able to identify and, where possible, minimise asthma triggers as outlined in the child’s asthma medical management plan and risk minimisation plan
- ensure the first aid kit, children’s personal asthma medication and asthma medical management/action plans are taken on excursions or other offsite events, including emergency evacuations and drills
- administer prescribed asthma medication in accordance with the child’s asthma medical management/action plan and the Service’s Administration of Medication Guidelines
- complete the medication record form whenever medication is provided to a child and present to the parent upon arrival to collect the child for a signature.
- ensure any asthma attacks are clearly documented in the Incident, Injury, Trauma or Illness Record and advise parents as a matter of priority, when practicable
- communicate any concerns to parents/guardians if a child’s asthma is limiting his/her ability to participate fully in all activities
- ensure that children with asthma are not discriminated against in any way
- ensure that children with asthma can participate in all activities safely and to their full potential, ensuring an inclusive program.
- The child’s individual medical management plan/action plan and risk assessment will be evaluated, including a discussion of the effectiveness of the procedure used
- staff will discuss the exposure to the allergen/trigger and the strategies that need to be implemented and maintained to prevent further exposure.

If a child or educator suffers from an asthma emergency the Centre and staff will:

- Follow the child’s asthma medical management/action plan
- If the child does not respond to steps within the Asthma medical management/action plan call an ambulance immediately by dialling 000
- Continue first aid measures
- Contact the parent/guardian or in the case of a staff member their next of kin when practicable
- Contact the emergency contact if the parents or guardian can’t be contacted when practicable
- Notify the Manager for Childcare Services for reporting purposes.

<b>Document Control Box</b>	
<b>Custodian:</b>	Manager Childcare Services
<b>Decision Maker:</b>	Chief Executive Officer
<b>Compliance Requirements:</b>	
<b>Legislation:</b>	Regulations 90, 168 of the Education and Care Services National Regulations 2012
<b>Industry:</b>	Education and Care
<b>Organisational:</b>	<b>Health and Safety</b>
<b>Document Management:</b>	

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



<b>Risk Rating:</b>	Medium	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	2025	<b>Ref:</b>	
<b>Version #</b>	<b>Review Date:</b>		<b>Description</b>				
1.	September 2021						
2.	October 2023		Updated to include Diabetes and Epilepsy				

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### EL22 Incident injury and Trauma Management

The Shire of Ravensthorpe believes that although we take every care to protect children from incident injury and trauma, there may be times where, despite our adherence to policies and procedures that minimise these, that such events do occur, the following procedures will guide educators on such situations in order to respond confidently and effectively in managing any incident, injury or trauma that occurs.

Every incident where a child has a visible injury, however minor, or where a mark/bruise is likely to be evident, if not immediately, will have an incident report completed with all pertinent details including signatures from the Nominated Supervisor, or Responsible person where the Nominated Supervisor is not in attendance, the Educator who completes the form, any witness to the incident and the parent. The form will be completed and all signatures gained before close of business the day of the incident. A courtesy call will be made to the primary parent where an injury is on a child's head or face, or where a staff member feels the injury warrants a courtesy phone call to let the parent know of the incident – e.g. where a child has a large bruise, graze or bite mark.

In the unlikely event that a serious incident occurs, further information will be gathered and provided to family at the time, or shortly after the incident and will be reported to the regulatory body.

Serious incidents include but are not limited to;

- Any incident involving a serious injury or trauma to a child while that child is being educated and cared for, which:
  - A reasonable person would consider required urgent medical attention from a registered medical practitioner.
  - The child attended or ought reasonably to have attended a hospital e.g. broken limb.
  - Any incident involving serious illness of a child while that child is being educated and cared for by a service for which the child attended, or ought reasonably to have attended, a hospital e.g. severe asthma attack, seizure or anaphylaxis.
- Any emergency for which emergency services attended.
- A child appears to be missing or cannot be accounted for at the service.
- A child appears to have been taken or removed from the service in a manner that contravenes the National regulations.
- A child is mistakenly locked in or locked out of the service premises or any part of the premises.
- The death of a child while being educated and cared for by the service or following an incident while being educated and cared for by the service.

In the instance where a child is seriously injured at the Centre the Responsible Person at the time will ensure the following;

- Administer first aid that is appropriate for the injury sustained by the child as guided by the educators Senior First Aid Training and Administering First Aid centre guidelines.
- Ensure that further medical attention is recommended to the family in instances where the child's injury is such that medical attention is required but does not require emergency medical treatment (e.g. ambulance). Where the parent makes the decision not to take the children for treatment this needs to be documented on the incident form in the notes section at the end and parent is asked to sign the document.

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- Ensure that emergency services are contacted in instances where the child has been injured, and the injuries are of such a nature as to be beyond the First Aid Training of the centre Staff.
- Complete all relevant documentation required which may include but is not limited to:
  - Incident, Injury, Trauma and Illness Form.
  - Notification of Serious Incident Form must be completed, if medical assistance is recommended/ emergency medical assistance is required – to be completed by the nominated supervisor.
  - Medical Conditions Management Plan, Administration of Medication Record.
- Notify the parents as soon as practicable.
- Notify Manager for Childcare Services as soon as practicable, and they will provide guidance regarding reporting to Regulatory Authority.
- Notify the Regulatory Authority, as soon as practical or within 24hours of the incident
- Make available all documentation and co-operate fully with any investigations that may occur as a result of the injury sustained to the child.

Serious Incident that results in death of any person whilst in the Centre.

The Centre will:

- Have a Senior First Aid Trained Team Member/Nominated Supervisor assess the situation for any danger to other children, educators, family members', visitors, etc.
- Senior First Aid trained educators are to administer First Aid in accordance with First Aid training.
- Contact Ambulance by calling "000".
- Nominated Supervisor or Responsible person will contact the Parent/Guardian or Emergency Contact if the parent/guardian are not available. Where this is a staff member this is done through Human Resources.
- The Nominated Supervisor will contact Manager Childcare Services, who will support the service as needed.
- If the injured party is taken from the Centre via ambulance to hospital, the environment is not to be cleaned, or contaminated until confirmation is received that the child, Educator, family member, visitor, etc. is alive. The area and equipment must then be photographed for a report to Regulatory Authority.
- The police will make further investigations if the injured party dies so the environment cannot be touched until investigations are complete, and the applicable authorities have approved of the area being cleaned and restored for use.
- Educators will need to make comprehensive observations of anything seen or actions taken before or after the accident, and complete any documentation required. These forms must be completed following the incident prior to the staff member finishing their shift for the day.
- The Police in attendance will inform the Centre of any other matters that need to be addressed.
- In the event of a death at the Centre, all team members will receive debriefing and counselling from the Shire of Ravensthorpe Employee Assistance Program (EAP) through LGIS.
- If educator/s are involved in the investigation, and found to be negligent in any way, they will be suspended from duty pending investigation, or until further notice.
- If educator/s are found guilty of any offences relating to the case, performance management will ensue, this may include termination of employment.
- No information is to be released by any staff member, the information is confidential and not to be discussed with anyone other than EAP. This includes discussions with colleagues within the Centre.

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Incidents that are not considered serious but may cause distress/trauma/injury to any person at the Centre may include but are not limited to;

- Allegations that the safety, health and wellbeing of a child was or is being compromised.
- Breaches to the national law.
- An Incident that requires or required the approved provider to close, or reduce the number of children attending the service for a period.
- A circumstance that poses a significant risk to the health safety or wellbeing of a child attending the service.

The Centre will:

- Contact Parent/Guardian or emergency contact if Parent/Guardian are not contactable immediately.
- Contact Manager Childcare Services for guidance.
- Emergency Services – Police 000 if needed.
- Nominated Supervisor will conduct a full investigation and direct educators to make comprehensive observations of anything seen or actions taken before or after the incident and complete any documentation required, these must be completed prior to the staff members shift end.

Police, if in attendance, will inform the Nominated Supervisor of any other matters that need to be addressed. Nominated Supervisor will make available all documentation and co-operate fully with any investigations that may occur as a result of the injury sustained to the child.

Trauma to any person from incidents occurring at the Centre or related to the Centre. Trauma can occur in instances where any person is exposed to or involved in a significant incident in the Centre. This can include but not limited incidents such as:

- Witness to or involvement in Serious Accident.
- Witness to or involvement in an emergency procedure such as fire evacuation, flood, natural disaster.
- Witness to or involvement in Intruder/Armed Robbery/Domestic Violence.
- Witness to or relationship with deceased person in the Centre.

Trauma may occur in a physical sense but can also result in a mental injury such as Post Traumatic Stress Disorder, Depression or Anxiety. Every person's reaction to a traumatic event can be different depending on:

- Level of exposure to the event.
- Age and ability to understand the situation.
- Functioning prior to the event.
- Personal traits and ability to cope with difficult situations.
- Changes in lifestyle due to the event.
- Support network.
- life experience.

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The following procedure will occur if any person is witness to or involved in an incident that potentially may cause trauma symptoms.

Immediately following the Incident, the Centre will:

- Monitor all people. for signs of trauma which may include, but are not limited to:
  - Children - Repetitive play or talk about the event, Tantrums and irritable outbursts of crying, Increased fearfulness, excessive clinging to caregivers and trouble separating, Regressive behaviours
  - Adults - Shock, denial, or disbelief, anger, irritability, mood swings Guilt, shame, self-blame Feeling sad or hopeless, Insomnia or nightmares, Being startled easily, Racing heartbeat, Aches and pains, Anxiety and fear, Withdrawing from others, Feeling disconnected or numb
- Discuss symptoms being displayed with the person, or in the case of a child, the parent and advise them to seek further professional advice.

Provide information of local professionals/help groups that are available to assist with recovery from Trauma events and direct staff to EAP.

Immediately after a serious incident in instances where trauma symptoms are displayed immediately after an incident:

- Nominated Supervisor will seek information on support networks who can counsel and support anyone who is displaying symptoms of trauma.
- Nominated Supervisor will direct educators to make comprehensive observations of any symptoms displayed as per above and complete any documentation required.
- On-going support of children, team members will be provided on a case by case basis, appropriate to and in a manner that best suits their individual needs.

### Major Incidents

In the event of a major injury at the Centre:

- Any major incident 000 should be called by the nominated supervisor or in their absence, the next suitably qualified person as a first response if required.
- A suitably Qualified Educator should commence first aid following recognised guidelines.
- Other educators should focus on the rest of the children, protecting them from any hazards including shock and moving them away from the situation and focusing on their education and care.
- The Nominated Supervisor should then make contact with the parent/guardian, and where in the case that this is not possible an emergency contact.
- Once professional help has arrived the incident needs to be documented thoroughly and a copy given to emergency services to go with the injured person. Where this is a child, the parent is required to sign the documented incident form at their earliest convenience. Where this is an adult, they will need to sign the incident form when they are able.
- A serious incident needs to be reported to the regulatory authority the same day by the nominated supervisor in writing via the NQAITS website.
- Dealing with a serious incident like this may cause lasting psychological effects and it is recommended that the nominated supervisor encourages anyone who is affected by the incident to contact the Shire of Ravensthorpe Employee Assistance Program (EAP).

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## Early Learning Centre – Operational Guidelines



### Minor Incidents

Where a minor incident occurs at the Centre;

- A suitably Qualified Educator will perform first aid and document the incident fully including the person's full name, DOB, age prequel to the incident as well as injury and first aid treatment provided. Once completed they will notify the Nominated Supervisor who will also sign the document.
- Where the injury is to a child, the nominated supervisor or responsible person will make a decision as to whether the parent should be given a courtesy call and notified during the day or whether notification on collection is adequate. It is important to know your families and some families prefer to be notified about every incident while others prefer to wait until collection of the child to be notified. The incident form needs to be signed by a parent upon next attendance at the Centre that day or, where the incident is in relation to an adult, that adult needs to report the incident to the Nominated Supervisor on the day of the incident.

Document Control Box							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	Regulations 85,168 of Education and Care Services National Regulations 2012						
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	<b>Health and Safety</b>						
<b>Document Management:</b>							
<b>Risk Rating:</b>	Medium	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	Oct 2025	<b>Ref:</b>	
<b>Version #</b>	<b>Review Date:</b>	<b>Description</b>					
1.	September 2021						
2.	<b>December 2022</b>	Minor changes around exclusion of illness					
3.	October 2023						

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL23 Illness and Exclusion

The Shire of Ravensthorpe believe that it is our responsibility to ensure the health and wellbeing of every child that attends through;

- Good hygiene procedures.
- Appropriate exclusion of sick children.
- Education of families
- Tracking of immunisation

#### **Good hygiene procedures**

The staff in our services will ensure that environments are kept clean and that toys and equipment are washed in warm soapy water on a daily and weekly basis. Nurseries will have a 'mouthed toy bucket' where toys are put after a child has had the toy in their mouth until it can be washed so that other children are unable to put it into their mouth, risking the transfer of germs. Where toys and equipment fall into disrepair moulds and fungus building up on or in them can cause illness to children so must be discarded.

Floors will be washed daily, and benches, tables and equipment will be wiped down with warm soapy water after each use. Toys and equipment will be sprayed with disinfectant and bleach (5ml : 500ml) at the end of every day.

Educators will wash their hands and encourage children to wash their hands;

- Upon arrival at the Centre.
- Before handling food.
- After changing nappies and toileting children.
- After wiping children's noses.
- After applying sunscreen to a child.
- After cleaning up blood vomit faeces or other excreta.
- After holding or being with a child who is unwell.
- After emptying rubbish bins.
- When coming in from outside.
- After handling animals.
- Before leaving the building.

The Centre will provide adequate spaces with all required equipment such as warm running water, soap and disposable hand towels so that educators and children can wash their hands as needed. There will also be a supply of hand sanitiser for educators should they need to clean their hands and not be able to access the hand washing area for some reason.

#### **Appropriate exclusion of sick children**

The Shire of Ravensthorpe child care services follow the Staying Healthy in Childcare Guidelines and the Communicable Diseases Guidelines and will send children home where the guidelines direct this to be necessary. All illnesses will be tracked on an illness tracker so that the Centre can monitor the number of illnesses in the Centre and will work closely with the health department to ensure all illnesses including reportable illnesses are managed correctly.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



A sign will be placed in the foyer where a child has had a suspected or diagnosed illness so that all families are aware before moving into the Centre and can make an educated decision as to whether they wish to leave their child at the Centre.

It is not the educator's role to diagnose an illness, this needs to be done by a qualified Doctor and they will advise the parent/guardian whether the child can attend the service. However where a child has been cleared to attend the service and the Centre deems them "unwell in themselves" this clearance may be overridden as the service is unable to provide 1:1 care. Many illnesses, while not fitting exclusion criteria, can transmit disease to other children in care, and many non-exclusion diseases can make a child too ill to participate in normal care activities.

Where a parent/guardian believes that their child is not contagious after being called to collect them from the Centre they are welcome to attend a Doctor and get a clearance for their child to return. However the nominated supervisor may still override the decision to return if the child requires 1:1 care due to being unwell (not in case of the spread of illness).

Even if a child has no temperature but there are signs of the child being unwell, e.g. listlessness, sleeping outside of normal hours, complaining of pain, not eating or drinking etc. then the parent/guardian will be contacted to collect the child.

Where a parent notifies the Centre that they have given their child a medication that may mask symptoms (e.g. Panadol, Damazine, cough mixture etc.) the reason will be sought for the medication and a decision as to whether the child can attend will be made by the Nominated Supervisor.

### **Reportable Infectious Illness or Sudden Illness at the Centre**

There are some infectious diseases that require notification to Public Health Department. Confirmation of Diagnosis of these illnesses is achieved through blood tests or stool samples and must not be notified to parents until confirmation has been obtained. The Public Health department will guide Nominated Supervisors through this process.

These infectious illnesses are;

- COVID-19
- Diarrhoea and/or vomiting (if several children in one group are ill).
- Haemophilus influenza type B (Hib).
- Hepatitis A.
- Hepatitis B (recent illness only).
- Measles.
- Meningococcal infection.
- Parvovirus B19 (if 2 or more cases).
- Pertussis (Whooping Cough).
- Roseola (if two or more children in one group are ill).
- Scarlet Fever.
- TB- Tuberculosis.

In the event that the Centre is notified that a child has a reportable infectious illness/infectious Illness the following applies:

- If applicable, notify the public health unit of the child's name and the infectious illness that they have been diagnosed with. The Public health unit will provide valuable information

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



and advice of the procedure to take that is relevant to the diagnosed illness. Public Health will also add the illness to their data base so that they can monitor illness in the community.

- Nominated Supervisor will advise parent/legal guardian of the exclusion period for that illness as stipulated in *Staying Healthy in Childcare* (5th Edition).
- Signage will be posted in the foyer and other visible places in the Centre and an email sent to all parents that provides information regarding:
  - The infectious disease.
  - The symptoms and treatment of the disease.
  - The exclusion period that applies.
- Parents/legal guardians of children who are not immunised will be notified in person, by phone or by email and advised of the illness so that they can make arrangements for the care of their child and so they can monitor the child for signs of illness.
- Nominated Supervisor will record illness on the illness register. This will ensure that a process for monitoring the number of illnesses and types is recorded and available for Public Health if required.

The Centre will track all children's immunisation and require a copy of the medicare immunisation record for each child to be kept on premises.

### **Sudden Illness at the Centre**

There are times when a child may arrive at the Centre happy and healthy, but later in the day suddenly display symptoms of illness at the Centre. Should sudden illness occur, the Centre will:

- Check the child's temperature - once a child has been identified as having a temperature, educators must begin to monitor the child for signs of illness, an illness observation chart and First Aid must be initiated. Please note: *Staying Healthy in Childcare* Edition 5 states that a normal temperature of a child can be up to 38°C and should the child seem well and happy, there is no need to treat the fever however it is important to continue to monitor the child's temperature for any changes that may occur. Infants less than 3 months old who have a 37.4°C temperature should have their parents notified to collect them and seek further medical advice.
- Activate the child's emergency Medical Conditions Management Plan and follow its guidelines, if applicable.
- Administer First Aid in accordance with their First Aid Training.
- Educators must notify the Nominated Supervisor of the child's illness in case parents need to be contacted.
- Educators are required to monitor the child at 10 minute intervals to determine if the child's condition is deteriorating and to better record the child's illness in instances where families will need to seek further medical advice.
- If, after the second recording, the child's temperature remains high, educators must inform Nominated Supervisor, who will contact the parent to collect the child. Monitoring at 10 minute intervals will continue until the child has been collected.
- Should the child's parents and emergency contacts be unable to collect within one hour, and the Educator feels that the child's health is deteriorating; the Educator must contact health direct for support and guidance and only if permission is given from them may paracetamol be given. It is imperative that the person on the other end of the phone gives you their full name for our documentation.
- Should the child's temperature rise dramatically, then educators should call emergency services 000 and the family.
- Where a child is unwell and requires 1:1 care that the Centre is unable to provide, the parent/guardian or emergency contact should be called to collect the child.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### **Vomiting/ Diarrhoea**

Educators need to be aware that a child who vomits or has diarrhoea on one occasion may not be ill, and educators must use their knowledge of the child and the other symptoms to assist them.

- Educators will document the child's symptoms on the illness observation chart, and continue to monitor the child at 10 minute intervals for any changes.
- If the child has a second vomit/diarrhoea or is distressed or complaining of other symptoms, the parent needs to be contacted to arrange collection. Where there has been an outbreak of vomiting/diarrhoea in the service, a child will be sent home at the first signs of the illness rather than waiting for a second episode.
- In general where a child's illness is causing them distress or the symptoms are increasing rapidly, the parent legal guardian will be contacted immediately and asked to collect the child, or make alternative arrangements for the child's collection.
- The Nominated Supervisor will advise parent/legal guardian of the exclusion period for that illness as stipulated in Staying Healthy in Childcare 5th Edition.
- In cases where a child becomes ill at the service and is presenting symptoms that are similar to infectious diseases already diagnosed in the service or known to be present in town, at the Nominated Supervisor's discretion, a family may be required to get a clearance letter from a medical practitioner before their child can resume attendance at the Centre. The Nominated supervisor will contact the parent/legal guardian to collect the child and advise them of this at the time of the contact.
- Should the parent/legal guardian not be contactable, then the emergency contacts will be called.
- In cases where the child's condition deteriorates significantly, then emergency medical treatment will be sought (ambulance 000).
- Nominated Supervisor will direct educators to complete any documentation required. These forms must be completed as soon as practical or within 24hours of the illness.

Should a child be sent home from the Centre due to sudden illness the parent/legal guardian should seek further medical treatment and may be required to provide a clearance letter from a medical practitioner.

Should a family arrive to the service with their child to recommence care after being collected from the service due to sudden illness and appears visibly unwell, the Nominated Supervisor may use their discretion and ask that the family take the child home to further recover even if a medical practitioner has provided clearance.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



<b>Document Control Box</b>							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	Regulation 168 of <i>Education and Care Services National Regulations 2012</i> Public Health Act 2016 and the Public Health Regulations 2017. As per Staying Healthy in Childcare Guidelines, Communicable Diseases Guidelines						
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	Health and Safety						
<b>Document Management:</b>							
<b>Risk Rating:</b>	Medium	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	Oct 2025	<b>Ref:</b>	
<b>Version #</b>	<b>Review Date:</b>	<b>Description</b>					
1.	September 2021						
2.	<b>December 2022</b>	Included COVID in reportable illnesses					
3.	October 2023	Updated wording					

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL24 Sustainability

The Shire of Ravensthorpe believes that environmental, economic and social sustainability is key to the ongoing operation of the child care centres. This operational guideline applies to educators, families, community, management and children

#### **Purpose**

Sustainability within the childcare centres refers to;

- Environmental Sustainability – To ensure staff and children understand that we need to care for the environment so we can pass our practices on to future generations.
- Social Equity – To ensure that children are seen and heard within their local community and to ensure longevity of employment for staff to minimise change for children and cost of ongoing employment processes.
- Economic – To sustain the business financially in order to provide ongoing service to families in the local community

#### **Strategies**

##### Environmental

Educators need to ensure they are up to date with the latest environmental sustainability information and understand how to implement these practices on a daily basis as well as planning intentional teaching for the children to learn and recognise these practices to implement not only at the Centre but also in everyday life.

Teaching children to be self-sufficient in everyday life for example;

- Setting up vegetable and herb gardens in our play areas
- Having learning experiences and intentional teaching moments whilst working within the garden

Promote reducing, reusing and recycling for example;

- teaching children about managing food scraps, general waste and recycled materials
- Using recycled materials in crafts and play where possible
- Having learning opportunities and discussions about waste

Saving water and electricity by;

- Using natural light rather than electrical lighting where possible
- Heating and cooling the Centre sustainably
- completing cleaning tasks in a sustainable way
- Teaching children to not waste water

Promoting an interest in nature by;

- Having natural resources collected from the local area for play resources
- Having recycled and bio-degradable materials for crafts
- Buying natural toys equipment and furniture where appropriate

Teaching children about respect for wildlife by;

- Educating children to have care and respect for the local flora and fauna
- Teaching children about the local plants and animals environments

Using environmentally friendly cleaning products;

- Using earth friendly cleaning products rather than harsh chemicals where possible
- Minimise the use of disposable products

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### Economic

In order to be able to offer an ongoing service to our local community it is necessary for the services to be viable and financially sustainable. Clear budgets need to be adhered to and fee structures need to be both affordable to families and able to support the Centre's ongoing costs.

Have strong relationships with families to encourage longevity of centre attendance by;

- Having open and honest conversations with the families,
- Building strong relationships with children
- Valuing and respecting other families way of life

Minimise incidents and accidents by;

- Adhering to work health and safety policies and procedures
- Ensuring risk assessments are being completed
- Doing daily safety and cleaning checklists
- Actively supervising all children at all times
- Professional development training in safety
- Reviewing safety procedures
- Occupational Health and Safety training for staff

Maintain budgets and ensure expenditure is maintained by;

- Setting appropriate budgets
- Purchasing within budget
- Appropriate rostering to ratio
- Working to attract and maintain families bookings
- Applying for grants where possible

Have a good reputation by;

- Positive word of mouth reviews around the local community
- Parent understanding that we offer a learning environment
- Parent: Educator rapport

Have quality environments for children;

- keeping the physical environments clean and well presented
- Providing environments that will engage and challenge children's learning

Ensure regular payment of fees by;

- Talking openly and honestly with families about their accounts in confidence
- Regular follow ups of missed payments
- Supporting families with CCS and ACCS
- Setting appropriate fees and charges
- Minimising debt
- Having clear policies and procedures for fee payment and debt

### Social Equity

Ensure respect and connection to other Shire members

- Speak respectfully to all staff regardless of their position
- Respond to emails from staff in a timely manner
- Offer opportunities to connect with other Shire departments through social events throughout the year

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



Ensure ongoing learning for staff by;

- Having yearly staff appraisals and identifying professional development needs and interests
- Offering traineeships to new staff
- Offering reimbursements for approved professional development courses

Having a strong work team by;

- Having team building opportunities inside and outside of work
- Having regular staff meetings
- Supporting staff members family needs wherever possible
- Having a confidential counselling program for staff where needed
- Ensuring fair rostering that supports a good work life balance for all staff as well as meeting the needs of the service
- Acknowledging staff member's efforts and commitment to the Centre
- Offering permanency to casual educators where possible.

Providing equal employment opportunities and internal promotions by;

- Shire offering opportunities to apply for positions internally first
- Having an anti-discrimination employment policy and opportunities
- The most suitable person being appointed regardless of age, gender, culture, religion, ability or orientation.

Providing a healthy work-life balance for staff by;

- Allowing staff to work around school hours and family commitments where rosters permit.
- Altering rosters to allow staff to attend outside of work appointments wherever possible.

### **Evaluation Methods**

Our strategies will be evaluated for their effectiveness through;

- Monitoring monthly budgets
- Longevity of staff
- Positive feedback from staff
- Positive feedback from the local community and families
- Receiving a meeting or exceeding rating for Assessment and Rating
- Centre enrolments and attendances improving from the previous year
- Sustainable practices are embedded through the Centre and evident in the curriculum
- Regular staff attendance at meetings and social functions.
- Staff input provided freely about Shire and centre happenings
- Staff being actively involved in their performance appraisal.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



<b>Document Control Box</b>							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>	<i>National Quality Standard Quality Area 3</i>						
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>							
<b>Document Management:</b>							
<b>Risk Rating:</b>	Low	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	2025	<b>Ref:</b>	Rose Pearson
<b>Version #</b>	<b>Decision Reference:</b>		<b>Description</b>				
1.	December 2022		New Guideline				
2.	November 2023		Updated wording				

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



### EL25 Appropriate use of gloves

The Shire of Ravensthorpe is committed to the overall health and safety of the children and families who attend our Centres. These guidelines are aimed to support both the health and safety who attend, the staff who work in our Centres and families and visitors who spend time in our Centres. There needs to be a balance between the need for gloves and the message we send children if we are wearing gloves every time we touch them. We also need to distinguish between the use of disposable gloves and reusable gloves and how this affects our sustainability practices.

#### **Purpose**

To encourage the appropriate use of disposable gloves for effective hand hygiene in the childcare setting where there is a chance someone could come in to contact with blood vomit urine faeces saliva and excessive nasal discharge.

Disposable gloves should never be washed or reused they must be thrown away as soon as you have finished the activity, if you are not likely to come in to contact with any bodily fluids you do not need to wear gloves.

If you do come in to contact with bodily fluids but gloves are unavailable it is important to thoroughly wash your hands with soap and water as soon as you have finished the activity and dry your hands then sanitise.

While it is important to use gloves we need to think about the message we send children if every time we approach them we have gloves on, we need to think about how they feel if every time someone walks up to them they wear gloves and consider each time we need to approach a child whether we need gloves. If we are dealing with bodily fluids then the answer is yes and we need to protect ourselves and the child from cross infection, however if the answer is no we can safely complete the activity and wash our hands afterwards.

#### **Types of gloves**

Disposable gloves – need to be worn where there is a chance of coming into bodily fluids including blood vomit urine faeces saliva and excessive nasal discharge. There is no maintenance for disposable gloves, use them once and throw them away, they must never be reused. Examples of using disposable gloves include changing nappies, managing cuts or abrasions, cleaning spills of bodily fluids such as vomit, blood, saliva urine or faeces. Where a staff member is allergic to something and has the need to handle it they should wear disposable gloves however wherever possible the Educator should encourage the child to complete the task for themselves as appropriate. e.g. applying sunscreen.

Reusable gloves – can be used when cleaning the education and care service, when preparing bleach solutions for use after cleaning a surface or washing dishes. This is a preference for the staff member and optional unless required by the label on a chemical bottle. Once used clean according to the manufacturer's instructions and hang to dry, store dry between uses. Replace when showing signs of wear and tear. Examples of uses includes washing dishes, preparing chemicals, damp dusting shelves and other general cleaning duties.

**Disposable gloves** – Always wash your hands before and after wearing disposable gloves wear gloves on both hands when;

- Changing nappies – as per nappy change procedure
- Cleaning up faeces blood vomit and other bodily fluids including when it is on clothes.

Wear one glove when wiping excessive nasal discharge from a child's face. Where there is a small amount of clear discharge a double tissue wipe can be used in place of gloves followed by hand washing.

# SHIRE OF RAVENSTHORPE

## Early Learning Centre – Operational Guidelines



Note that over use of gloves can cause skin irritations and sensitivity. It is important to remember that the outside of the glove is dirty and the inside of the glove is clean avoid touching the inside of the glove with the outside of the other glove and avoid touching bare skin or clean surfaces whilst wearing contaminated gloves.

When removing disposable gloves pinch the outside of one glove near the wrist and peel the glove off so that it ends up inside out keep hold of the peeled off glove in your gloved hand while you take off the other glove put one or two fingers of your ungloved hand inside the wrist of your other glove peel off the second glove from the inside and over your first glove so you end up with two gloves inside out, one inside the other. Follow this procedure when holding a used nappy during a nappy change procedure pulling each glove over the nappy to secure it and minimize the smell as per the nappy change procedure. Put the gloves in a plastic lined hands free rubbish bin and then wash your hands.

Document Control Box							
<b>Custodian:</b>	Manager Childcare Services						
<b>Decision Maker:</b>	Chief Executive Officer						
<b>Compliance Requirements:</b>							
<b>Legislation:</b>							
<b>Industry:</b>	Education and Care						
<b>Organisational:</b>	Health and Safety						
<b>Document Management:</b>							
<b>Risk Rating:</b>	Low	<b>Review Frequency:</b>	Biennial	<b>Next Due:</b>	2025	<b>Ref:</b>	Jamie Galwey
<b>Version #</b>	<b>Decision Reference:</b>	<b>Description</b>					
1.	November 2023	New Guideline					
2.							