



RICHMOND SHIRE COUNCIL
AGENDA
FOR

ORDINARY MEETING
TUESDAY 09 APRIL 2024
COMMENCING AT 8:00AM

Richmond Shire Council
Ordinary Meeting of Council 09 April 2024

AGENDA AND TIMETABLE FOR ORDINARY MEETING
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Commencement of Meeting
Signing of Attendance Book
Reading of Official Prayer
Leave of Absence
Confirmation of Minutes
Declarations of Interest
Business Arising from Previous Meetings

- | | |
|--------|---|
| Item 1 | Reports for Consideration – Works |
| Item 2 | Reports for Consideration – Office of the Chief Executive Officer |
| Item 3 | Reports for Consideration – Corporate Services |
| Item 4 | Reports for Consideration – Community Services |
| Item 5 | Reports for Consideration – Tourism and Marketing |
| Item 6 | General Business |
| Item 7 | Close of Meeting |

Attachment “A” Unconfirmed Minutes from the General Meeting held Thursday 14 March 2024.

Richmond Shire Council
Ordinary Meeting of Council 09 April 2024

COMMENCEMENT OF MEETING

SIGNING OF ATTENDANCE BOOK

READING OF OFFICIAL PRAYER

LEAVE OF ABSENCE

CONFIRMATION OF MINUTES

- Unconfirmed 14 March 2024 Minutes

DECLARATIONS OF INTEREST

MATTERS ARISING FROM PREVIOUS MEETINGS

UNCONFIRMED MINUTES OF THE ORDINARY MEETING
OF THE RICHMOND SHIRE COUNCIL HELD IN THE BOARD ROOM, RICHMOND
ON THURSDAY 14 MARCH 2024



RICHMOND SHIRE COUNCIL
UNCONFIRMED MINUTES

UNCONFIRMED MINUTES OF THE ORDINARY MEETING
OF THE RICHMOND SHIRE COUNCIL HELD IN THE BOARD ROOM, RICHMOND
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- Item 5 Reports for Consideration – Tourism and Marketing
- Late Reports
- Confidential Reports
- Item 6 General Business
- Item 7 Close of Meeting

UNCONFIRMED MINUTES OF THE ORDINARY MEETING
OF THE RICHMOND SHIRE COUNCIL HELD IN THE BOARD ROOM, RICHMOND
ON THURSDAY 14 MARCH 2024

PRESENT

Present when Mayor Wharton declared the meeting open at 8:37am were:

COUNCILLORS:

Cr Wharton, Cr Johnston, Cr Buick, Cr Fox and Cr Kennedy

STAFF:

Chief Executive Officer – Peter Bennett, Director of Corporate Services – Peta Mitchell, Director of Works – Syed Qadir and Minutes Secretary Tiana Grant

PRAYER

Cr Fox read the prayer

APOLOGIES

RESOLUTION 20240314.1

It was moved Cr Kennedy seconded Cr Buick and carried that the Council accept the apology from Councillor June Kuhl.

Director of Community Services and Development – Angela Henry

CONFIRMATION OF MINUTES

RESOLUTION 20240314.2

It was moved Cr Kennedy seconded Cr Buick and carried that the Minutes of the General Meeting of the Richmond Shire Council held in the Board Room, Richmond on Tuesday, 20 February 2024 be adopted as presented.

DECLARATIONS OF INTEREST

Mayor Wharton called for Declarations of Interest in matters listed on the Agenda:

Nil

BUSINESS ARISING

Nil

Cr Wharton welcomed Councillors to the last meeting of the term.

2. REPORTS FOR CONSIDERATION – OFFICE OF THE CHIEF EXECUTIVE OFFICER

2.1 Grievance Policy

EXECUTIVE SUMMARY

Richmond Shire Council (Council) recognises that employees may not perform to the best of their ability if they feel they are being treated unfairly or they are feeling aggrieved. Council endeavours to provide a fair and just work environment by ensuring employees have access to a policy that sets out a process to resolve workplace grievances. The objective of this policy is to:

- Facilitate prompt resolution of any grievances raised

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- Provide a consistent process across Council for resolving grievances appropriately and confidentially
- Provide a framework for decision making within the parameters of natural justice; and
- To minimise the likelihood of employee dissatisfaction in the workplace.

OFFICER'S RECOMMENDATION

That Council: adopt the Grievance Policy as presented.

RESOLUTION 20240314.3

It was moved Cr Johnston seconded Cr Fox and carried that Council adopt the Grievance Policy as presented.

REFERENCE DOCUMENT

- Policy

2. REPORTS FOR CONSIDERATION – OFFICE OF THE CHIEF EXECUTIVE OFFICER

2.2 Councillors Use of Confidential Information Policy

EXECUTIVE SUMMARY

The objective of this policy is to provide guidance to Councillors to comply with section 171(3) of the *Local Government Act 2009* (the Act) and defines the types of information that are considered confidential.

OFFICER'S RECOMMENDATION

That Council: adopt the Councillors Use of Confidential Information Policy as presented.

RESOLUTION 20240314.4

It was moved Cr Buick seconded Cr Johnston and carried that Council adopt the Councillors Use of Confidential Information Policy as presented.

REFERENCE DOCUMENT

- Policy

2. REPORTS FOR CONSIDERATION – OFFICE OF THE CHIEF EXECUTIVE OFFICER

2.3 April Council Meeting

EXECUTIVE SUMMARY

The scheduled Tuesday, 16 April 2024 Council Meeting is required to be changed due to the Mayor and CEO Peter Bennett needing to attend a LGAQ Mayoral Forum at Parliament House in Brisbane. The Mayor did not want the April Council Meeting to be rushed for travelling as it will be the first Council Meeting with a new Council.

OFFICER'S RECOMMENDATION

That Council: change the April 2024 Council Meeting to Tuesday 9 April 2024.

RESOLUTION 20240314.5

It was moved Cr Fox seconded Cr Buick and carried that Council reschedule the April 2024 Council Meeting to Tuesday 9 April 2024.

REFERENCE DOCUMENT

- Nil

2. REPORTS FOR CONSIDERATION – OFFICE OF THE CHIEF EXECUTIVE OFFICER

2.4 Pre-Budget Meeting

EXECUTIVE SUMMARY

The scheduled Tuesday, 23 April 2024 Council Meeting is required to be changed due to the Mayor being unable to attend.

OFFICER'S RECOMMENDATION

That Council: change the Pre-Budget Council Meeting to Thursday 2 May 2024.

RESOLUTION 20240314.6

It was moved Cr Johnston seconded Cr Fox and carried that Council reschedule the Pre-Budget Meeting to Thursday 2 May 2024.

REFERENCE DOCUMENT

- Nil

3. REPORTS FOR CONSIDERATION – CORPORATE SERVICES

3.1 Monthly Financial Statements

EXECUTIVE SUMMARY

Council's monthly financial report in relation to the 2023/24 adopted budget is presented for consideration, together with Statement of Comprehensive Income, Statement of Financial Position and Statement of Cash Flow as at 29 February 2024.

OFFICER'S RECOMMENDATION

That Council: receive the monthly financial report presenting the progress made as at 29 February 2024 in relation to the 2023/24 budget and including the:

- *Statement of Financial Position*
 - *Statement of Comprehensive Income*
 - *Statement of Cash Flows*
-

Cr Buick asked why there was a difference in costings for the Hulbert's Crossing cameras. DCS Peta Mitchell noted that she would look into it.

RESOLUTION 20240314.7

It was moved Cr Buick seconded Cr Johnston and carried that Council receive the monthly financial report presenting the progress made as at 29 February 2024 in relation to the 2023/24 budget and including the:

- *Statement of Financial Position*
- *Statement of Comprehensive Income*
- *Statement of Cash Flows*

REFERENCE DOCUMENT

- Statement of Financial Position
- Statement of Comprehensive Income

- Statement of Cash Flows

4. REPORTS FOR CONSIDERATION – COMMUNITY SERVICES

4.1 Richmond Aged Care Attendee Waiver Form

EXECUTIVE SUMMARY

The Richmond Aged Care have created an External Attendee Waiver Form as it was a requirement that came out of the Aged Care Audit.

OFFICER'S RECOMMENDATION

That Council: approve the Richmond Aged Care Attendee Waiver Form as presented.

RESOLUTION 20240314.8

It was moved Cr Fox seconded Cr Buick and carried that Council approve the Richmond Aged Care Waiver Form as presented.

REFERENCE DOCUMENT

- Form

4. REPORTS FOR CONSIDERATION – COMMUNITY SERVICES

4.2 Clinical Government Framework Policy

EXECUTIVE SUMMARY

This policy aims to guide **Richmond Shire Council Aged Care Services** in applying clinical governance processes across its operations with the purpose of ensuring that:

- the Organisations goals and identified outcome priorities are achieved while ensuring
- the Organisations clients receive safe and high-quality care

OFFICER'S RECOMMENDATION

That Council: adopt the Clinical Government Framework Policy as presented.

RESOLUTION 20240314.9

It was moved Cr Kennedy seconded Cr Johnston and carried that Council adopt the Clinical Government Framework Policy as presented.

REFERENCE DOCUMENT

- Policy

4. REPORTS FOR CONSIDERATION – COMMUNITY SERVICES

4.3 Consumer Dignity and Choice Policy

EXECUTIVE SUMMARY

All consumers have the right to make decision in relation to participating in activities which may involve a degree of risk. This is providing they are assessed as being mentally and physically able to do so and is in consultation with consumers and their families. Richmond Aged Care has care and service delivery which is centered on a core to support dignity of risk for quality-of-life experiences. Providing suitable choices for all aspects of care and lifestyle, comfort and wellbeing is to meet the individual

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needs of the resident and also while utilizing progress notes entries to benchmark care practices in the home.

OFFICER'S RECOMMENDATION

That Council: adopt the Consumer Dignity and Choice Policy as presented.

RESOLUTION 20240314.10

It was moved Cr Fox seconded Cr Johnston and carried that Council adopt the Consumer Dignity and Choice Policy as presented.

REFERENCE DOCUMENT

- Policy

4. REPORTS FOR CONSIDERATION – COMMUNITY SERVICES
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4.4 Restraint Management and Use Policy

EXECUTIVE SUMMARY

A restrictive practice in relation to a consumer is any practice or intervention that has the effect of restricting the rights or freedom of movement of the consumer and includes:

- Chemical restraint
- Environmental restraint
- Mechanical restraint
- Physical restraint
- Seclusion

OFFICER'S RECOMMENDATION

That Council: adopt the Restraint Minimisation and Use Policy as presented.

RESOLUTION 20240314.11

It was moved Cr Kennedy seconded Cr Fox and carried that Council adopt the Restraint Management and Use Policy as presented.

REFERENCE DOCUMENT

- Policy

4. REPORTS FOR CONSIDERATION – COMMUNITY SERVICES
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4.5 Restrictive Practices – Restraint Minimisation and Use Practice Policy

EXECUTIVE SUMMARY

To provide staff guidance in the minimisation and use of restrictive practices.

OFFICER'S RECOMMENDATION

That Council: adopt the Restrictive Practices – Restraint Minimisation and Use Practice Policy as presented.

RESOLUTION 20240314.12

It was moved Cr Kennedy seconded Cr Johnston and carried that Council adopt the Restrictive Practices – Restraint Minimisation and Use Practice Policy as presented.

REFERENCE DOCUMENT

- Policy

4. REPORTS FOR CONSIDERATION – COMMUNITY SERVICES

4.6 Rest Time Policy

EXECUTIVE SUMMARY

The United Nations Convention on the Rights of the Child states that all children and young people are guaranteed the right “to rest and leisure, to engage in play and recreational activities appropriate to the age of the child and to participate freely in cultural life and the arts”. (My Time, Our Place: Framework for School Age Care in Australia, (V2.0) p. 5). Our Out of School Hours Care (OSHC) Service will cater for the needs of individual children who may require a rest, or even a sleep, after a busy school day.

OFFICER’S RECOMMENDATION

That Council: adopt the Rest Time Policy as presented.

RESOLUTION 20240314.13

It was moved Cr Buick seconded Cr Kennedy and carried that Council adopt the Rest Time Policy as presented.

REFERENCE DOCUMENT

- Policy

4. REPORTS FOR CONSIDERATION – COMMUNITY SERVICES

4.7 Environmentally Responsible Policy

EXECUTIVE SUMMARY

Our Out of School Hours Care (OSHC) Service encourages the awareness of environmental responsibility and implement practices that contribute to a sustainable future. Children are supported to become environmentally responsible and show respect for the environment. We practice and promote sustainability through reducing waste, minimising consumption, and protecting and conserving wildlife and natural habitats.

OFFICER’S RECOMMENDATION

That Council: adopt the Environmentally Responsible Policy as presented.

RESOLUTION 20240314.14

It was moved Cr Kennedy seconded Cr Buick and carried that Council adopt the Environmentally Responsible Policy as presented.

REFERENCE DOCUMENT

- Policy

4. REPORTS FOR CONSIDERATION – COMMUNITY SERVICES

4.8 Physical Environment Policy

EXECUTIVE SUMMARY

The physical environment can contribute to children’s wellbeing, happiness, and creativity as well as promoting the development of independence. It can contribute to and make visible the quality of children’s learning and involvement in experiences. The choices made in an Outside School Hours Care (OSHC) service about resources, materials, spaces, layout, air, and light in combination with access to a range of experiences in the indoor and outdoor areas, have a direct impact on the quality of learning opportunities available to children.

OFFICER’S RECOMMENDATION

That Council: adopt the Physical Environment Policy as presented.

RESOLUTION 20240314.15

It was moved Cr Fox seconded Cr Johnston and carried that Council adopt the Physical Environment Policy as presented.

REFERENCE DOCUMENT

- Policy

4. REPORTS FOR CONSIDERATION – COMMUNITY SERVICES

4.9 Staffing Arrangements Policy

EXECUTIVE SUMMARY

Our Outside School Hours Care (OSHC) Service aims to provide educators, staff and nominated supervisors who have the qualifications and experience to develop warm, nurturing, and respectful relationships with children. We are committed to ensuring that children’s health, safety, and wellbeing is protected at all times through providing appropriate and effective supervision according to legislated ratios and best practice. Our educators, in collaboration with our educational leader, design and implement developmentally appropriate programs that support children’s participation and engagement, interests and learning.

OFFICER’S RECOMMENDATION

That Council: adopt the Staffing Arrangements Policy as presented.

RESOLUTION 20240314.16

It was moved Cr Buick seconded Cr Fox and carried that Council adopt the Staffing Arrangements Policy as presented.

REFERENCE DOCUMENT

- Policy

CLOSED SESSION

2. REPORTS FOR CONSIDERATION – Office of the Chief Executive Officer

2.5 Tender 2324_02 Maxwellton Common Lease

RESOLUTION 20240314.17

It was moved Cr Fox, seconded Cr Buick and carried that Council enter a closed session according to the Local Government Regulation 2012 275, (1) (e) contracts proposed to be made by it;

RESOLUTION 20240314.18

It was moved Cr Buick, seconded Cr Fox and carried that Council exit a closed session according to the Local Government Regulation 2012 275, (1) (e) contracts proposed to be made by it;

EXECUTIVE SUMMARY

Richmond Shire Council decided to lease the Maxwellton Common to one applicant to the end of October 2024 to maintain grass growth before it is able to be farmed.

The Tender was advertised, and applications closed Tuesday 12 March at 9:00am.

OFFICER'S RECOMMENDATION

That Council: approve an applicant to lease the Maxwellton Common until 31 October 2024.

RESOLUTION 20240314.19

It was moved Cr Fox, seconded Cr Kennedy and carried that Council accept the Tender from Scott McClymont.

REFERENCE DOCUMENT

- Tender Summary
- Four applications

GENERAL BUSINESS

Cr Fox asked for a timeframe of when the line marking in front of the School would be completed as the Richmond State School P&C asked. DOW Sued Qadir noted that Council have purchased a line marking machine as it will be more cost effective over a period of time. The machine should be in Richmond within a 5–6-week timeframe and works will then be completed.

Cr Fox asked if Council have considered the comments made regarding the prickly acacia and leucaena trees in the Richmond township and if Council is going to spray and remove them. It was unanimously agreed that works needed to be completed.

Cr Fox also asked if the Rain Tree at the Richmond Early Education Centre could be added to the job list for when the Tree Loppers are back in Richmond.

Cr Kennedy requested to note a comment made to him regarding the Telstra service in the Richmond Shire. This is a nationwide issue as Telstra are in the process of removing 3G.

Cr Kennedy asked when the Croydon Road would be slashed. DOW Syed Qadir advised that their workers are currently on the Julia Creek Road, Winton Road next and then they will make their way up to the Croydon Road.

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Cr Johnston asked Council to look into the sandbags that are in the drains at the front of 80 Crawford Street and requested they be removed before they deteriorate. DOW Syed Qadir advised that he would look into it and get them removed.

Cr Johnston asked that going into the election, if the newly elected Council would consider a relationship with the Richmond State School again and attend parade, and the children could come to Council Meetings and potentially have them go out with the DOW Syed Qadir on a job site. Council noted that this used to happen and should happen again.

Cr Buick asked if Council could clean the Cambridge Crossing again to keep on top of the sand build up.

Cr Buick also asked if Council could clean the sand off a creek near Kalda on the Croydon Road.

CEO Peter Bennett asked Council what days the Refuse Tip should be open over the Easter Weekend. Council unanimously agreed to have the Refuse Tip open on Saturday 30 March and Monday 01 April 2024 and have it closed for Friday 29 March and Sunday 31 March 2024.

CLOSE OF MEETING

RESOLUTION 20240314.20

It was moved Cr Fox, seconded Cr Buick, and carried that the information reports be received and noted.

Meeting closure

RESOLUTION 20240314.21

It was moved Cr Kennedy, seconded Cr Fox and carried that the meeting close at 9:14am.

Next Ordinary Meeting

9 April 2024.

I hereby confirm that this is a true and correct record of the minutes of the Richmond Shire Council Ordinary Meeting Thursday 14 March 2024.

Mayor

Item 2. Reports for Consideration – Office of the Chief Executive Officer

Item 2.1 Richmond Cemetery Management Policy

EXECUTIVE SUMMARY

To provide the community with a dignified and responsive cemetery and memorialisation service and to ensure that the Shire's cemeteries are managed in accordance with statutory requirements. It is also to ensure that the conduct of those working in the Shire's cemeteries is in accordance with appropriate Workplace Policies.

OFFICER'S RECOMMENDATION

That Council: adopt the Richmond Cemetery Management Policy as presented.

Budget & Resource Implications

N/A

Background

The Richmond Cemetery Management Policy has had minor changes made to it to coordinate with Operational Procedures.

Consultation (Internal/External)

Internal: Director of Community Services and Development – Angela Henry

Attachments

Attachment B – Policy

Report prepared by **Tiana Grant (Executive Assistant)**



RICHMOND SHIRE COUNCIL RICHMOND CEMETERY MANAGEMENT POLICY

POLICY NUMBER: 006
INFOXPRT REF: 56266
TIME PERIOD OF REVIEW: 4 Years
DATE OF NEXT REVIEW: March 2024

1. OBJECTIVE

To provide the community with a dignified and responsive cemetery and memorialisation service and to ensure that the Shire's cemeteries are managed in accordance with statutory requirements. It is also to ensure that the conduct of those working in the Shire's cemeteries is in accordance with appropriate Workplace Policies.

2. SCOPE

This policy applies to:

- Council employees
- Councillors
- Community Members
- Contractors
- Funeral Industry

3. BACKGROUND

Given the increasing community expectations to improve service, maintain cemeteries, keep accurate records, and ensure that appropriate WHS practices apply to all parties carrying out cemetery work; it became evident that a policy was required to provide guidance on:

- What services and service levels Council will provide in respect to cemeteries;
- Requirements with respect to decorations and adornments in the lawn, old and pioneer cemeteries, memorial gardens, niche walls and general sections of the cemeteries; and
- WHS requirements for all parties required to carry out work in the cemeteries.

4. INTRODUCTION

The cemeteries are managed by Richmond Shire Council with all bookings for burials, funerals, and placement of ashes to be made direct to Council. The ordering and placement of plaques is also managed by Council.

Richmond Shire Council has two (2) operating cemeteries and one (1) closed cemetery.

The Cemeteries are:

- Lawn Cemetery
- Old Cemetery
- Pioneer Cemetery (closed)

The Pioneer Cemetery is located on the old Flinders Highway on the western side of Richmond. The first recorded burial was of William Comby on November 22, 1886, the Pioneer Cemetery was in operation for 44 years with William Moulder being the last burial on

October 15, 1930. Many of the headstones are no longer in place, however a plaque listing burial is in place.

The first recorded burial at the Old Cemetery was of Charles O'Niell on January 21, 1921. This cemetery is still open with the most recent burial being in 2011.

The Lawn Cemetery was opened in 1985 with the burial of William John Harrington.

All the Shire cemeteries have recognised heritage values and are therefore historically important to the Richmond Shire. Each cemetery's heritage value stems from its own particular social and community history. These values are taken into consideration with the ongoing management of cemeteries.

Council acknowledges that the cemeteries are special places that require sensitive and sympathetic management. Council staff will at all times be mindful of this and work towards a sympathetic and consultative management of the cemeteries. There are circumstances where this may not be possible and so the following notice is provided:

Council, in its role as cemetery manager, reserves the right to determine what is appropriate, hazardous, and acceptable. Every attempt will be made to liaise with families prior to any action being taken, however, Council staff may take action to rectify situations without prior consultations with the families as required.

5. HOURS OF OPERATIONS AND FUNERAL BOOKING TIMES

The hours of operation in which burials will be undertaken for the shire cemeteries are 9am to 3pm (Monday – Friday). Burials which require a booking time after 3.00pm will incur an additional cost to cover overtime costs that staff are required to work to service these burials.

Council will set burial times in consultation with the family to ensure adequate time is provided for graves to be prepared and filled during normal working hours. In most instances 48 hours notice must be given for all burials.

An additional fee will be charged should funerals take longer, and which result in Council staff working outside normal working hours. This fee will be based on the additional cost incurred by Council for the payment of staff.

After hours burials will be considered and will depend on staff availability and conditions. Council will make every attempt to accommodate requests for burial times. Weekend or public holiday burials are generally not provided. However, in exceptional circumstances and if staff are available, a booking may be accepted. There may be times when requests cannot be accommodated due to staff availability. Additional fees will apply, to cover additional costs such as the payment of overtime wages for staff.

6. ADDITIONAL SERVICES AVAILABLE

Plaques and ashes will be placed in niches or graves and the family will be notified when placement is completed.

Should a family wish to be present at the following times:

- When ashes are placed in a grave;
- When ashes and plaque are placed in a niche wall; and/or
- When plaques are attached to graves in the Lawn Cemetery.

Council will make every attempt to accommodate this service. However, staff availability, weather, burials and other unforeseen circumstances may mean there are times such requests cannot be accommodated.

A fee will be charged for this service in accordance with Council's Fees and Charges.

7. PLANNING AND LAYOUT OF CEMETERIES

Council will determine the layout of cemeteries and prepare maps for each cemetery.

8. CEMETERY REGISTER

A register of burial allotments detailing each section and allotment with its appropriate plot identification shall be kept and maintained up to date by the Council.

The register is kept in electronic format. The location of each burial place is indicated on a map that shows the sections, rows and grave numbers. The register will include a current record of all burial rights.

9. RELIGIOUS/DENOMINATIONAL SECTIONS WITHIN CEMETERIES

Existing religious/denominational areas within cemeteries are available for general use and there are no restrictions or special requirements for the use of plots within these areas.

All new burial areas in shire cemeteries will be non-denominational and available for use by all. The cemeteries will not offer specific or restricted areas for religious groups.

10. LAWN CEMETERY SECTIONS

Flowers

Flowers may be placed in vases purchased with the plaque.

Fresh flowers, wreaths and artificial flowers will be removed from grave sites by Council staff if in their opinion they have deteriorated to such an extent as to detract from the appearance of the cemetery.

Planting of trees. Shrubs or flowers is only permitted upon prior approval by Council. Please contact Council for a preferred species list.

Vases

Glass or ceramic containers are not to be used as vases. Non-breakable containers may be used.

Trinkets/Ornaments

Trinkets/Ornaments must be secured and non-breakable so that they do not cause a hazard to Council staff and other patrons. Should items be deemed too excessive, inappropriate, or hazardous, these items will be removed. If possible, Council will contact the family prior to removal; however, there may be circumstances when items need to be removed immediately. Decorations must be secured against strong winds.

11. NICHE WALLS

Flowers

Flowers may be placed in the niche vases provided by Council. Council staff will remove flowers when they have deteriorated.

Vases

Only niche vases provided by Council may be used on niche walls and these vases must be installed by Council.

Trinkets/Ornaments

Trinkets/Ornaments are not permitted on or adjacent to niche walls

Ashes

One (1) ashes urn only is to be immured.

12. MEMORIAL GARDENS

Flowers

Fresh flowers may be placed at a memorial plaque and Council staff will remove the flowers when they have deteriorated.

Vases

Vases may not be placed in Memorial Gardens

Trinkets/Ornaments

Trinkets/ornaments are not permitted in Memorial Gardens

Plants

Additional Plants may not be planted in the Memorial Gardens by the public.

13. ASHES – PLACEMENT IN GRAVES

Multiple ashes are permitted to be placed in existing or new graves. When purchasing a new grave for the placement of ashes only, full fees must be paid prior to the ashes or headstone/monument being placed.

A maximum of six (6) ashes may be interred in a new grave, and a maximum of four (4) ashes interred in an existing grave. The plaques for lawn graves must comply with standard sizes and designs set by Council and must be ordered and placed by Council.

It is a requirement that details of the interment are memorialised on a plaque, headstone or monument.

14. ASHES – PLACEMENT IN MEMORIAL GARDENS

A maximum of one (1) ashes urn is permitted to be placed in the Memorial Garden directly behind the plaque. Mixed ashes are allowed in the one (1) urn for placement; however, urns will not be removed to provide further mixed ashes.

15. PLACEMENT OF HEADSTONES AND MONUMENTS IN GENERAL SECTIONS

Application for consent to carry out monumental works, which includes the placement of monuments and repairs to monuments, must be made to Council.

The installation of headstones and monuments can only be undertaken by persons who hold appropriate level of public liability insurance and have satisfactory Workplace Health and Safety Procedures in place.

Guidelines for the construction and placement of monuments and headstones are as follows:

- Less than one metre in height unless certified by a structural engineer;
- Located wholly within the assigned burial plot.

16. HEADSTONES/MONUMENTS – MAINTENANCE AND REPAIR

Headstones and monuments in the Old and Pioneer Cemeteries are the responsibility of the holder of the burial license. Should these items be damaged, vandalised or fall into disrepair it is the responsibility of the burial license holder to make repairs.

If headstones or monuments are dangerous Council may conduct works to make the area safe. This work may involve the placement of a headstone on the ground to prevent it from falling and will not ordinarily include repairs or reinstatement of the headstone.

The placement of headstones or monuments may only be made by monumental masons with an approved Certificate of Currency and approval from Council.

Council does not carry any liability for damage caused by vandals, extreme weather conditions or wildlife.

17. PLAQUES – LAWN, NICHE AND MEMORIAL GARDEN

All memorial plaques affixed to niche walls, memorial gardens and lawn graves must comply with standard sizes and designs set by Council. Additional charges apply for ceramic photos, additional motifs and extra lines on plaques. Council is responsible for the ordering and placement of plaques and photos.

Plaques and vases placed on niche walls, memorial gardens and lawn graves that do not comply with Council standards may be removed by Council without notice.

The cost of placing plaques on niches, memorial gardens and lawn cemetery graves are included in the fees for the interment or immurement of the deceased. It is important that the plaques are placed in a timely manner, generally within 12 months. If a plaque application has not been received within 12 months, Council will write to the family. If no response is received Council will place a plaque with the name of the deceased and the date of death. This will complete Council's obligation in acquitting the plaque fee.

18. PLAQUE STANDARDS

- **Lawn Plaques**
Bronze plaques 380 x 215mm (in single lawn or booklet style)
Choice of colour and motif
Additional charge for extra line/motif
- **Niche Plaques**
Bronze plaques 145x 120mm and 150 x 205mm
Choice of motif
Additional charge for extra lines/motif
- **Memorial Garden Plaques**
Bronze plaques of oval shape 145mm x 125mm
Dark Green in colour with a Rose motif. No other colours or motifs are permitted
Ceramic photos must be contained within a frame what is approved by Council.

19. COMMEMORATIVE SEATS IN CEMETERIES

Consideration will be given to applications for seats to be placed in the public cemeteries.

The placement of the seat will be at the expense of the applicant and the seat will be to Council's specifications and the location of the seat will be in accordance with Council requirements. Approval will also be required for the wording to be placed on a plaque.

20. IMPLEMENTATION

This Policy will commence from the Policy reviewed date and will be made available to all corporate staff on Council's intranet site/network, and to all outdoor staff via their supervisor/coordinator. Council reserves the right to vary, replace or terminate this Policy from time to time. This Policy will typically be reviewed when a review has been deemed appropriate by organisational processes (e.g., audit recommendations), or when legislative requirements change.

21. APPROVAL

Date of Adoption: 20 November 2012
Policy Reviewed: General Council Meeting 09 April 2024
Resolution Number:

Policy Authorised: Peter Bennett
Chief Executive Officer

Item 2.2 Garbage Collection Policy

EXECUTIVE SUMMARY

To provide quality waste collection services to the community of Richmond.

OFFICER'S RECOMMENDATION

That Council: adopt the Garbage Collection Policy as presented.

Budget & Resource Implications

N/A

Background

The Garbage Collection Policy is due for renewal and has not had any changes made.

Consultation (Internal/External)

Nil

Attachments

Attachment C – Policy

Report prepared by **Tiana Grant (Executive Assistant)**



RICHMOND SHIRE COUNCIL GARBAGE COLLECTION POLICY

POLICY NUMBER:	008
INFOPERT REF:	81551
TIME PERIOD OF REVIEW:	2 Year
DATE OF NEXT REVIEW:	March 2025

1. OBJECTIVE

To provide quality waste collection services to the community of Richmond.

2. SCOPE

Council charges for the supply of all wheelie bins to new and existing households and therefore the bin becomes the property of the purchaser;

Residential allotments shall not put out for collection any more than two bins per collection day;

Commercial and industrial allotments shall not put out for collection any more bins than the number specified on their rates notice;

Council will collect residential and commercial bins twice per week (Monday and Thursday)

3. REPLACEMENT BINS

Council does not accept any responsibility for the replacement of damaged or stolen bins unless Council noticeably damaged the bin at time of collection, in that instance Council will replace the bin. Replacement bins may be purchased from Council as per Council's fees and charges.

Bins that are damaged and are causing a nuisance, with cracks in the sides of the body or around the top of the bin that let rubbish fall out or flies to enter the bin, or the strut braces that hold the lid on are broken, shall be replaced at the owner's expense.

4. CONDITIONS FOR COLLECTION

Council may refuse collection if the following conditions are not complied with:

- Place the bin on the road next to the kerb, handle towards the house;
- Do not block pedestrian pathways or vehicle access;
- The lid must be effectively closed;
- Material not in the wheelie bin will not be collected;
- Do not overload the bin – maximum weight is 70kg;
- Bag all loose rubbish (e.g., dust or kitchen scraps)
- Ensure the collection truck has access to the bin, with no obstacles in the truck's way.

All households/premises are responsible for the cleanliness of their bin/s.

If bins are not accessible at the time of collection, they will not be collected.

Bins will not be collected if they are deemed too heavy to lift.

Items that are not acceptable:

- Construction & demolition waste
- Paint
- Car motors or parts
- Hot ashes
- Liquid waste, chemicals or oil

- Large tree branches
- Smoke alarms
- Energy efficient light bulbs
- Bricks, rock, gravel, tiles, masonry or other heavy items
- Asbestos
- White goods
- Tyres
- Dead animals
- Tv's, furniture, mattresses etc
- Ammunition
- Items longer than 50cm

5. PROCEDURE FOR NON-COLLECTION

Council will stick a notice on the bin advising the household of non-compliance with this policy. Where possible the bin will still be collected in the first and second instance.

After two warnings have been issued a letter will be written to the household advising that failure to comply with the guidelines will result in Council refusing collection until compliance is achieved.

7. WASTE FACILITY

Residents may utilise Council's waste facility free of charge at any time.

Commercial waste will be charged in accordance with Council's fees and charges.

8. LEGISLATION

- *Local Government Act 2009*

9. IMPLEMENTATION

This Policy will commence from the Policy reviewed date and will be made available to all corporate staff on Council's intranet site/network, and to all outdoor staff via their supervisor/coordinator. Council reserves the right to vary, replace or terminate this Policy from time to time. This Policy will typically be reviewed when a review has been deemed appropriate by organisational processes (e.g., audit recommendations), or when legislative requirements change.

10. APPROVAL

Date of Adoption: 17 November 2015
 Policy Reviewed: General Council Meeting 09 April 2024.
 Resolution Number:

Policy Authorised: Peter Bennett
 Chief Executive Officer

Item 2.3 Uniform Policy

EXECUTIVE SUMMARY

To provide a corporate uniform including personal protective equipment that clearly identifies staff as Richmond Shire Council employees.

OFFICER'S RECOMMENDATION

That Council: adopt the Uniform Policy as presented.

Budget & Resource Implications

N/A

Background

One minor change was made in the Main Roads section in the Policy. Council has in place that is a requirement that long pants must be worn on TMR job sites; however, this was not in the Policy.

Consultation (Internal/External)

Internal: Workplace Health & Safety Officer – Stephen Single

Attachments

Attachment D – Policy

Report prepared by **Tiana Grant (Executive Assistant)**



RICHMOND SHIRE COUNCIL UNIFORM POLICY

POLICY NUMBER:	010
INFOXPRT REF:	76293
TIME PERIOD OF REVIEW:	1 Year
DATE OF NEXT REVIEW:	June 2024

1. OBJECTIVE

To provide a corporate uniform including personal protective equipment that clearly identifies staff as Richmond Shire Council employees.

2. SCOPE

This policy will apply to all employees (including casuals) of the Richmond Shire Council.

A full uniform allowance will be supplied after a successful three (3) month probation period. Uniforms may be supplied in advance provided that the form from Stores is completed by the staff member undertaking to reimburse Council, by way of payroll deduction, for the cost of the uniforms in the event that their position is terminated for any reason.

For the outside workforce Council will supply three Richmond Shire Council shirts with the logo which will then come out of their annual allowance. If the Employee leaves before the probation period, Council will invoice the individual.

Employees who leave the employment of Council should hand in all PPE and all uniforms supplied.

It is a requirement that all employees (including casuals) uniforms are presentable at all times, ironed and not stained.

3. OUTDOOR WORKFORCE

Protective Clothing

Personal Protective Equipment (PPE) includes clothing and/or equipment designed to be worn by a person and to protect the person from risks of injury or illness. Hazards of a general nature are those hazards that could normally be expected to occur at a workplace in the building and construction industry and may or may not be related to the performance of any particular task or activity.

In order that Council meets its WH&S Obligations in this regard the following Protective Clothing Policy applies to employees in, or associated with the Works & Services Department:

Skin Protection

Council shall make an initial issue to non-probationary employees:

- five (5) high visibility, UV protective, long sleeve orange work shirts per annum with council logo;
- one (1) high visibility hoodie jumper with council logo, replaceable as no more than 1 per year;
- one (1) high visibility cold weather coat every three years with council logo;
- one (1) pair of sunglasses;
- five (5) pair of long work trousers to the value of \$228.00 – (may substitute for 5 pair of jeans to the same value as the long trousers) per annum with council logo **or**
- five (5) pair of work shorts per annum to the value of \$198.00 - with council logo
- one (1) broad brim orange hat per annum with council logo
- one (1) water bottle

- Sunscreen - Orders to be placed with the Store person.

***Please note that rugby shorts, board shorts or tracksuit pants are not suitable work wear and as such are not to be worn on Council work sites. If you wish to wear jeans, they must not be cut off shorter than below the knee.**

Employees must consider their exposure to UV radiation when performing work tasks and are strongly advised to wear broad brimmed hats. Any hat deemed as not providing adequate UV protection by Council will not be permitted on Council work sites.

When working on Main Roads Projects (TMR), Council employees will be required to wear long sleeve shirts and bucket hats. Long pants/Jeans are required during TMR hot bitumen/asphalt works.

All employees who do not have an orange shirt must wear a high visibility Safety Vest when exposed to traffic or construction work areas.

Council supplies shirts as Protective Clothing, not a free wardrobe. Council work shirts are **NOT** to be worn on non-workdays, nor are they to be worn when performing outside work in other workplaces.

How to order trousers

Council's Stores carry trousers, if the correct trousers are not on hand, then the Stores will raise the order on their behalf. If jeans are substituted for the long pants, they will need to have the council logo embroidered onto the pants.

Replacement

Council will replace shirts upon production of old shirt to the Store person. The cold weather coat must be retained for a minimum of three years before replacement will be considered. Lost shirts or coats must be replaced at the employee's own expense. It is at Council discretion for replacement on uniforms due to excessive wear in certain positions.

Extra clothing

Employees may order additional uniforms at their own expense. Orders to be placed with the Store person.

Foot Protection

All outdoor employees are required to supply and wear safety boots that comply with AS 2210.2, Type 1, at all times. Boots that are worn or damaged and can no longer comply with the above Standard are to be replaced by the employee.

After completing the three (3) month probation period, employees will be eligible for reimbursement of their boots up to the value of \$220.00 (inc GST).

Council shall supply Safety Gum Boots (steel cap) to employees as required.

4. ADMINISTRATION/LIBRARY – CORPORATE WARDROBE

Council has chosen to adopt the industry wide Corporate Uniform developed for Local Government and registered by Local Buy with the Australian Taxation Office.

This allows administration and library staff to claim uniform expenses as a tax deduction, both for purchase and laundry. Employees should refer to the applicable taxation legislation for current details and/or amounts for deduction.

The wardrobe

Council will enter into arrangements with Local Buy to act on Council's behalf for registration of corporate apparel with the Textile Clothing and Footwear Development Authority.

Corporate Wardrobe catalogues and order forms are available from the Director of Corporate Services.

The wardrobe should consist of office attire including navy or black trousers (including ½ pants) or skirts with plain or printed blouses and a blazer or cardigan for winter.

Footwear will be of a smart/casual nature, and preferably enclosed for safety purposes.

Thong type shoes are not acceptable footwear.

Employees will be eligible to order uniforms after a three (3) month probationary period. Employees on a maximum term contract will be able to order uniforms if the contract is 12 months or more.

During the probationary period, new staff members are expected to dress in a smart/casual manner, appropriate to the office environment.

Friday's are for casual wear which is the "You'll Dig Richmond" T-Shirt supplied and jeans, corporate pants or skirts. The cost of the "You'll Dig Richmond" T-Shirt will be deducted from the allowance.

The wardrobe subsidy

For the financial year, Council will pay the first \$635.16 (inclusive of GST) per annum for corporate uniform purchases for full time employees, pro rata for part time employment, with the balance being paid by the employee. Council's contribution may be revised each financial year and increased by CCI (2023 CCI – 6.9%).

5. CLEANING STAFF

Are eligible for supply of:

- Five (5) shirts;
- Any personal protective equipment required to complete their duties
- Enclosed shoes are required for safety purposes and reimbursement of the cost will be provided in accordance with Council's boot allowance in the Certified Collective Workplace Agreement.

6. OUTSIDE SCHOOL HOURS CARE

Council will contribute to a fun and vibrant uniform for OSHC staff by way of reimbursement of up to \$400.00 per annum.

One (1) winter jacket every five (5) years embroidered with Richmond Shire Council logo.

Enclosed shoes are required for safety purposes and reimbursement of the cost will be provided in accordance with Council's boot allowance in the Certified Collective Workplace Agreement.

7. RICHMOND AGED CARE SERVICE

Council will supply five (5) polo shirts with RAC logo and five (5) black shorts/pants with Richmond Shire Council logo to all RAC staff (including casuals).

One (1) winter jacket every five (5) years embroidered with Richmond Shire Council logo.

Enclosed shoes are required for safety purposes and reimbursement of the cost will be provided in accordance with Council's boot allowance in the Certified Collective Workplace Agreement. The shoes will be required to encase the entire foot, including the upper section of the foot; the shoe is to have a stout sole and firm uppers; and, the shoe is to have sturdy low heels with slip resistant soles

Shoes specific for wet areas will also be supplied by the Richmond Aged Care Service as required.

Safety equipment will also be provided to the Richmond Aged Care Service employees as determined by the RAC Co-ordinator.

8. ORDERING/REIMBURSEMENT

Council will pay all invoices for uniforms with orders in excess of the yearly allocation per employee billed through Council's Debtors System to the respective employee, at the conclusion of each financial year.

Orders for all uniforms will be co-ordinated by the Store person for outdoor staff and all other orders by the Director of Corporate Services.

Reimbursement will be co-ordinated through creditors and will be subject to the production of an original tax invoice from a registered business.

9. LEGISLATION

- *Workplace Health & Safety Act 2011*
- *Workplace Health & Safety Regulations 2011*

To be read in conjunction with:

Richmond Shire Council's Signed Certified Agreement 2018 (EBA).

10. IMPLEMENTATION

This Policy will commence from the Policy reviewed date and will be made available to all corporate staff on Council's intranet site/network, and to all outdoor staff via their supervisor/coordinator. Council reserves the right to vary, replace or terminate this Policy from time to time. This Policy will typically be reviewed when a review has been deemed appropriate by organisational processes (e.g., audit recommendations), or when legislative requirements change.

11. APPROVAL

Date of Adoption: 27 June 2016
Policy Reviewed: General Council Meeting 20 June 2023
Resolution Number: 20230620.7

Policy Authorised: Peter Bennett
Chief Executive Officer

Item 2.4 Motor Vehicle Use Policy

EXECUTIVE SUMMARY

This policy is to outline the conditions under which a vehicle is used by identified employees of Richmond Shire Council (Council) and the obligations of employees who have been provided with a vehicle.

OFFICER'S RECOMMENDATION

That Council: adopt the Motor Vehicle Policy as presented.

Budget & Resource Implications

N/A

Background

The Motor Vehicle Policy is due for renewal and no changes have been made.

Consultation (Internal/External)

Nil

Attachments

Attachment E – Policy

Report prepared by **Tiana Grant (Executive Assistant)**



RICHMOND SHIRE COUNCIL MOTOR VEHICLE USE POLICY

POLICY NUMBER:	011
INFOPERT REF:	76292
TIME PERIOD OF REVIEW:	2 Year
DATE OF NEXT REVIEW:	March 2026

1. OBJECTIVE

This policy is to outline the conditions under which a vehicle is used by identified employees of Richmond Shire Council (Council) and the obligations of employees who have been provided with a vehicle.

2. SCOPE

This Policy applies to all employees, contractors and volunteers, who perform work for or on behalf of Council. It applies to any other person who may be authorised to utilise a Council vehicle.

This policy does not apply to the entitlements of employees, such as the Chief Executive Officer (CEO), whose terms and conditions are governed by their Contract of Employment.

3. PRINCIPLES

The principles governing this policy include:

- That any private or commuter use of a Council owned vehicle is a material benefit to the recipient employee;
- That all vehicle use is provided is equitable and is applied consistently across the organisation;
- That the policy balances the benefit to the employee with the cost and benefit to ratepayers;
- Council vehicles are visible assets in the community and as such are part of the corporate image of Council;
- Any person who is authorised to utilise a Council vehicle must hold the appropriate licence to operate the vehicle;
- Smoking, or operating Council vehicles under the influence of drugs or alcohol is strictly prohibited.
- That the policy for allowing motor vehicle use is transparent and will stand up to public scrutiny;

4. POLICY

Council provides a diverse range of Council owned motor vehicles to allow employees to undertake their work effectively and efficiently.

4.1 Depot Garaged Vehicles

Depot garaged vehicles are marked council vehicles which are garaged at a Council depot or facility outside of normal working hours. No commuter or private use of the vehicle is permitted. The vehicle may or may not be allocated to a responsible officer.

4.2 Commuter Use

Commuter use of a marked Council vehicle is deemed as approval by the CEO for an employee to drive a Council owned vehicle directly to and from work and is generally assigned on the basis of operational requirements. The incumbents of the following positions have commuter use of a Council vehicle:

- Civil Works Foreman
- RMPC Foreman
- Rural Lands Officer
- Town Services Supervisor
- Plumber
- Water / Sewerage Officer
- Local Laws Officer

Vehicles allocated to employees for commuter use and as such shall only be driven by these employees. No spouse or family members are to drive these vehicles. Failure to comply could result in the vehicle being removed for commuter use from the employee and / or may lead to disciplinary action.

4.3 Private Use

Private use of a marked Council vehicle is deemed as approval by the CEO for an employee to drive a Council owned vehicle around town. The incumbents of the following positions have private use of a Council vehicle:

- Workshop Foreman
- Director of Community Development and Services
- Director of Corporate Services

Private use of a Council vehicle is deemed as approval by the Council for an employee to drive a Council owned vehicle with unlimited private use within the bounds of their employment contract. The incumbents of the following positions have private use of a Council vehicle:

- Chief Executive Officer
- Director of Works

5. USE OF VEHICLES

5.1 Maintaining Council's Vehicles

An employee who is provided with a vehicle must:

- Take good care of the vehicle including keeping it clean and in good order;
- Ensure that it is properly and responsibly maintained and serviced, in accordance with warranty requirements;
- Ensure that the provisions of any insurance policy relating to the vehicle are observed;
- Not fit any accessories, or other items such as stickers or advertising material to the vehicle without prior written approval from the CEO;
- Ensure that the vehicle is securely locked when left unattended and that any alarm system fitted to the vehicle is turned on;
- Ensure that the vehicle is available for use by other employees when required;
- Drive and use the vehicle only for the purpose for which it is intended;
- Ensure that the vehicle is properly garaged when not in use;
- When required by law, immediately report any accidents involving the vehicle to the police;
- Ensure that Council is informed immediately of any damage or faults to the vehicle;

- Not allow the vehicle to be driven by anyone other than an authorised Council employee. Written permission must be obtained from the CEO for any other person to use the vehicle;
- Ensure that a copy of their current licence details have been provided to Council and are on their personnel file.
- Keys to all vehicles and machinery are to be placed on the key board in the workshop everyday
- If working on a job site, keys to all vehicles and machinery to be handed to the on-site supervisor everyday

5.2 Safety

Employees have the following safety obligations:

- To ensure that the first aid kit provided with the vehicle is kept fully stocked and that the items in the kit which have a 'use by' date are replaced;
- To not drive the vehicle if the employee is taking any medication that may adversely affect the employee's ability to drive or where he employee is intoxicated through alcohol consumption or illegal drug use; and
- To obey all road rules.

In the event that an employee is involved in any accident as a result of medications use, intoxication, unlawful drug taking, negligence or recklessness, the employee is responsible for paying any excess on insurance and any other amount not covered by insurance.

5.3 Responsibility for Expenses

If Council provides an employee with a motor vehicle, the employee is entitled to use it for work-related purposes. Reasonable personal use is also permissible in accordance with the restrictions specified in this Policy.

Council will pay all taxes, insurance premiums, running costs, and maintenance and repair expenses associated with the running of the vehicle.

An employee who is provided with a vehicle, or the driver of a vehicle at the time, is responsible for paying all parking and traffic infringement penalties relating to the use of the vehicle.

5.4 Periods of Leave

Whilst on leave, the vehicle must not be used by the employee. If directed to do so by the CEO the employee must return the vehicle to Council's premises prior to the commencement of the leave.

Temporary allocation of a vehicle may be granted to an employee that is relieving during periods of absence or leave in a role that requires use of a Council vehicle.

5.5 Licence

Employees must maintain a current drivers' licence. An employee must notify the CEO immediately if their licence is suspended or cancelled. It is a requirement of an employee's position to hold a valid driver's licence, or drive a motor vehicle, the suspension or cancellation of the employees licence may result in termination of employment.

5.6 Return and Inspection of Vehicle

In the event that an employee's employment ends, the vehicle must be returned to Council. The CEO may direct at any time for a vehicle to be inspected or returned to Council.

Council considers the provision of a motor vehicle as a significant privilege. Accordingly, Council reserves the right to withdraw use of the motor vehicle for any employee who is in breach of this policy.

5.7 Ownership of Vehicle

At all times, the vehicle remains the property of Council.

6. APPROVAL

Date of Adoption: 24 March 2015

Policy Reviewed: General Council Meeting 09 May 2024

Resolution Number:

Policy Authorised: Peter Bennett
Chief Executive Officer

Item 2.5 Enterprise Risk Management Policy

EXECUTIVE SUMMARY

The purpose of this Policy is to state the commitment of Richmond Shire Council (“Council”) to implement a systematic risk management framework to identify and address risks which may impact the performance, objectives and legal compliance of the organisation and its workforce, and to assign responsibility for the framework’s implementation.

OFFICER’S RECOMMENDATION

That Council: adopt the Enterprise Risk Management Policy as presented.

Budget & Resource Implications

N/A

Background

The Enterprise Risk Management Policy is due for renewal and no changes have been made.

Consultation (Internal/External)

Nil

Attachments

Attachment F – Policy

Report prepared by **Tiana Grant (Executive Assistant)**



RICHMOND SHIRE COUNCIL ENTERPRISE RISK MANAGEMENT POLICY

POLICY NUMBER:	026
INFOXPRT REF:	66521
TIME PERIOD OF REVIEW:	2 Years
DATE OF NEXT REVIEW:	March 2026

1. OBJECTIVE

The purpose of this Policy is to state the commitment of Richmond Shire Council (“Council”) to implement a systematic risk management framework to identify and address risks which may impact the performance, objectives and legal compliance of the organisation and its workforce, and to assign responsibility for the framework’s implementation.

2. SCOPE

This Policy applies to all councillors, employees, trainees and apprentices of Council, and to all activities of Council. It does not form part of any employee’s contract of employment. This Policy also applies to other persons performing work at the direction of, in connection with, or on behalf of Council (e.g. contractors, subcontractors, agents, consultants).

3. PURPOSE OF ENTERPRISE RISK MANAGEMENT

Risk is any action or event that has the potential to impact on the achievement of Council’s objectives. Council recognises that as a public entity it is responsible to the Richmond Shire community to ensure it achieves its objectives. Council recognises it is exposed to a broad range of risks which, if not managed, could adversely impact on the organisation’s sustainability and its achievement of strategic objectives. Council is therefore committed to creating a framework and organisational culture that handles risk proactively and systematically at all levels of staff and activities, with due regard for Council’s capacity to handle the risk.

Enterprise risk management is the management of the full spectrum of strategic, financial and operational risks to an organisation. Enterprise risk management involves a structured approach of aligning strategy, processes, people, technology and knowledge with the purpose of evaluating and managing risk, taking into account legislative requirements and political, social and economic environments. Council’s risk will be managed through the systematic application of policies, procedures, processes and practices to – in a balanced manner – identify, analyse, evaluate, treat, monitor and communicate risk, and with recognition that risk is inherent in all activities and sometimes risk is inevitable.

Council recognises enterprise risk management as a critical part of sound management and corporate governance practice. Enterprise risk management can assist Council to:

- ensure that its staff, actions and activities comply with the local government principles of the *Local Government Act 2009* and the ethics principles of the *Public Sector Ethics Act 1994*;
- have a clear structure for accountability of risk management;
- achieve its objectives by eliminating or minimising the impact of risks it can realistically control;
- have a structured and consistent decision-making process, and have more informed decision-making throughout Council;
- ensure Council is ‘proactive’ rather than ‘reactive’, and therefore is able to plan for change efficiently and effectively, capitalise on opportunities, reduce wastage and duplication, and allocate resources more effectively;
- behave as a responsible corporate public entity, protecting employees, contractors, customers, ratepayers and the general public from unnecessary loss or damage, and hence strengthen the public’s confidence in Council;

- ensure that Council's activities and staff comply with legislative requirements;
- foster a change in culture towards a focus on activities directly related to ensuring the achievement of corporate goals;
- maintain and improve the reliability and quality of service provided by Council;
- safeguard Council's sustainability;
- strengthen the public's confidence in the management of Council, and protect Council's reputation and image as a professional, responsible and ethical organisation;
- pursue strategic growth opportunities with more certainty; and
- create an environment where all Council employees will take responsibility for managing risk.

Council is committed to providing resources, training and development to assist with the development and implementation of a risk management framework.

4. ROLES AND RESPONSIBILITIES

The Council will:

- adopt this Policy (or advise of amendments to be made) at a General Meeting;
- review the effectiveness of the enterprise risk management framework; and ensure that enterprise risk management is incorporated into their activities and decision-making process; and
- have ultimate responsibility for Council's enterprise risk management and for determining the appropriate level of risk that it is willing to accept in the conduct of Council business activities.

The Chief Executive Officer will:

- be responsible for the successful and effective implementation of Council's enterprise risk management framework.

The Executive Team will:

- develop and formally approve Council's Enterprise Risk Management Framework and Guidelines, which includes Council's chosen risk management methodology;
- identify and address strategic risks through analysis, development and review of the Corporate Plan, and updating of the Corporate Risk Register and Action Plans;
- identify and address operational risks through analysis, development and review of the Operational Plan, Annual Budget and other planning instruments (e.g. audit plans/reports, asset management plans), and updating of the Operational Risk Register and Action Plans;
- conduct formal risk assessments at least annually as part of the business planning and budgeting process;
- conduct an annual review (minimum) of the Enterprise Risk Management Framework and Guidelines, Enterprise Risk Management Policy and Risk Registers to review their effectiveness and to ensure their continued application and relevance;
- ensure that resources and operational capabilities are identified and responsibility for managing risk is allocated, and that staff are encouraged and empowered in their responsibilities;
- develop and distribute risk management action plans (with appropriate prioritisation of risks and their treatments) and ensure that the items of the risk management action plan are communicated to and implemented by staff (distribution may be done with the use of Service Requests);
- liaise with the Audit Committee to align the Internal Audit Plan with Council's risk profile;
- select templates to assist with the risk management methodology (e.g. risk identification and evaluation criteria), and communicate these to staff;
- update and maintain Council's Enterprise Risk Register as appropriate. Reviews and updates will typically occur in conjunction with the development/review of the Corporate

- Plan and Operational Plan, and may involve the Executive Team liaising with management, staff and external parties as appropriate;
- ensure that the internal audit outcomes are incorporated into Council's enterprise risk management framework as appropriate (e.g. update Risk Registers);
- ensure that enterprise risk management objectives, accountabilities and monitoring is incorporated into systems/documents as appropriate (e.g. position descriptions, performance reviews);
- ensure that all staff are aware of enterprise risk management and how it applies to them (e.g. through the induction process, team meetings, training, staff newsletters); and
- on a bi-annual basis, report to the councillors on the progress made in implementing a sound system of risk management and internal compliance and control across Council's operations.

Management and employees will:

- be the 'Risk Owner' in their area of responsibility, and therefore will make decisions and take action with appropriate identification, evaluation, treatment and monitoring of risks in accordance with this Policy;
- complete their items of risk management action plans in a timely manner; and
- discuss any enterprise risk management concerns with their supervisor.

5. KEY ACTIVITIES OF ENTERPRISE RISK MANAGEMENT

Council's enterprise risk management processes are based around the following key risk activities:

- Risk Identification – identify all reasonably foreseeable risks associated with its activities, using the agreed risk methodology detailed in Council's Enterprise Risk Management Framework and Guidelines;
- Risk Evaluation – evaluate the identified risks using the agreed criteria;
- Risk Treatment/Mitigation – develop mitigation plans (generally, Action Plans) for risk areas where the residual risk is greater than tolerable risk levels;
- Risk Monitoring and Reporting – report risk management activities and risk specific information in accordance with the risk protocols.

These activities will be applied with recognition that risks and their treatments will need to be prioritised based on the level of risk assessed, the effectiveness of the current treatments, and Council's capacity to improve the risk treatment.

6. ENTERPRISE RISK MANAGEMENT FRAMEWORK

Council will implement a risk management framework that:

- is consistent with the Australian and New Zealand Standard *Risk Management - Procedures and Guidelines (Standards Australia AS/NZS ISO 31000:2009)*;
- incorporates a consistent, systematic process to identify, analyse, mitigate and monitor the key strategic, operational, financial, environmental and compliance risks impacting on Council;
- aligns risk management with business objectives identified in Council's Corporate Plan and Operational Plan;
- integrates and aligns existing risk systems to ensure no duplication or overlap;
- ensures integration of information systems used for reporting on risk to enable aggregation and reporting at a corporate level;
- allows the necessary controls and policies to be implemented to deliver an appropriate approach to governance and best practice;
- establishes accountability of staff for risk management; and
- embeds a culture of enterprise risk management throughout the organisation.

Council's enterprise risk management framework will be established through the application of this Policy and Council's Enterprise Risk Management Framework and Guidelines.

The development and maintenance of Enterprise Risk Registers will be an important system of the enterprise risk management framework (e.g. Corporate Risk Register, Operational Risk Register).

Another important system will be the annual internal and external audits. Council's enterprise risk management framework will be amended as appropriate to incorporate action items from the annual internal and external audits (refer to Council's Internal Audits Policy). The audits are a formal mechanism for identifying risks.

Information regarding enterprise risk management will be provided to staff in staff newsletters, by supervisors to their staff when allocating risk treatment activities, at team meetings, and through awareness sessions.

7. DOCUMENTATION

All documentation relating to the internal audit process will be registered in Council's electronic records management system, InfoXpert.

8. DEFINITIONS

Councillor – an elected official under the *Local Government Act 2009*.

Employee – for the purposes of this Policy, “employee” will refer to those persons covered by the Scope of this Policy.

Enterprise Risk Management – enterprise risk management encompasses all the major risk categories for the organisation (e.g. financial, regulatory, business continuity, political/reputation), and includes the coordination, integration, consolidation and consistency of reporting by the various Council functions with identified risks.

Ethics Principles – the ethics principles of the *Public Sector Ethics Act 1994* are:

- integrity and impartiality;
- promoting the public good;
- commitment to the system of government; and
- accountability and transparency.

Local Government Principles – the local government principles of the *Local Government Act 2009* are:

- transparent and effective processes, and decision-making in the public interest; and
- sustainable development and management of assets and infrastructure, and delivery of effective services; and
- democratic representation, social inclusion and meaningful community engagement; and
- good governance of, and by, local government; and
- ethical and legal behaviour of councillors and local government employees.

Management – for the purpose of this Policy, “management” refers to all supervisory staff.

Operational Risks – risks encountered by management and employees during the daily course of their work.

Risk – for the purpose of this Policy, “risk” is any action or event that has the potential to impact on the achievement of Council's objectives. Risk is measured in terms of consequence and likelihood. Risk arises as much from the possibility that opportunities will not be realised as it does from the possibility that threats will materialise or that errors will be made.

Risk Management – for the purposes of these Guidelines, “risk management” will refer to the culture, processes and structures developed to effectively manage potential opportunities and adverse effects for any activity, function or process undertaken by Council. Managing risk is

achieved through the systematic application of policies, procedures and practices to identify, analyse, evaluate, treat, monitor and communicate risk.

Risk Register – a list of identified and assessed risks directly related to either a particular department or to the whole of Council. Risk Registers can be held at either Corporate, Operational, Project or Event level.

9. RELATED DOCUMENTS

- Enterprise Risk Management Framework and Guidelines
- Internal Audit Policy

10. LEGISLATION

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Risk Management - Procedures and Guidelines (Standards Australia AS/NZS ISO 31000:2009)*

11. IMPLEMENTATION

This Policy will commence from the Policy reviewed date and will be made available to all corporate staff on Council's intranet site/network, and to all outdoor staff via their supervisor/coordinator. Council reserves the right to vary, replace or terminate this Policy from time to time. This Policy will typically be reviewed when a review has been deemed appropriate by organisational processes (e.g., audit recommendations), or when legislative requirements change.

12. APPROVAL

Date of Adoption: 25 June 2014
Policy Reviewed: General Council Meeting 09 April 2024
Resolution Number:

Policy Authorised: Peter Bennett
Chief Executive Officer

Item 2.6 Richmond Racecourse Camping Policy

EXECUTIVE SUMMARY

Provide camping facilities at the Richmond Racecourse in the event that Lakeview Caravan Park is unable to take further bookings.

OFFICER'S RECOMMENDATION

That Council: adopt the Richmond Racecourse Camping Policy as presented.

Budget & Resource Implications

N/A

Background

The Richmond Racecourse Camping Policy is due for renewal and no changes have been made.

Consultation (Internal/External)

Nil

Attachments

Attachment G – Policy

Report prepared by **Tiana Grant (Executive Assistant)**



**RICHMOND SHIRE COUNCIL
RICHMOND RACECOURSE CAMPING POLICY
(OVERFLOW FROM LAKEVIEW CARAVAN PARK)**

POLICY NUMBER: 041
INFOPERT REF: 62311
TIME PERIOD OF REVIEW: 3 Year
DATE OF NEXT REVIEW: March 2027

1. OBJECTIVE

Provide camping facilities at the Richmond Racecourse in the event that Lakeview Caravan Park is unable to take further bookings.

2. PROCEDURE

When the Richmond Lakeview Caravan Park is fully booked or is unable to take any more bookings for Caravans, they can send visitors to the Richmond Racecourse at the same price per night.

There are bathroom facilities, water and electricity available.

The staff at the Lakeview Caravan Park will take fees, issue a receipt and provide a map for visitors.

Staff at the Lakeview Caravan Park will then advise the Caretaker/Council of the Racecourse that the receipts for camping have been issued.

If visitors are at the Racecourse camping without a receipt from the Caravan Park, they will be asked to move on.

The RV Park is also available to visitors; however, they need to be fully self-contained i.e. must have their own power and amenities. Bookings for RV Park are taken at Kronosaurus Korner.

3. IMPLEMENTATION

This Policy will commence from the Policy reviewed date and will be made available to all corporate staff on Council's intranet site/network, and to all outdoor staff via their supervisor/coordinator. Council reserves the right to vary, replace or terminate this Policy from time to time. This Policy will typically be reviewed when a review has been deemed appropriate by organisational processes (e.g., audit recommendations), or when legislative requirements change.

4. APPROVAL

Date of Adoption: 8 December 2015
Policy Reviewed: General Council Meeting 09 April 2024
Resolution Number:

Policy Authorised: Peter Bennett
Chief Executive Officer

Item 2.7 Working Safely in Hot Conditions Policy

EXECUTIVE SUMMARY

This toolbox talk provides employees of Council guidance on how to manage the risks associated with working in hot conditions and information on what to do if a worker begins to suffer from a heat-related illness.

Working in heat can be hazardous and can cause harm to workers. The human body needs to maintain a body temperature of approximately 37 degrees Celsius.

OFFICER'S RECOMMENDATION

That Council: adopt the Working Safely in Hot Conditions Policy as presented.

Budget & Resource Implications

N/A

Background

The Working Safely in Hot Conditions Policy has had major changes made to it to reflect how Council are dealing with working safely in hot conditions operationally.

Changes have been made to **5. How can we manage risks**, which has completely changed how risks are managed operationally. **Workers** has also had the dot points added into the document. **2. What can cause heat related illness** has been added in.

Consultation (Internal/External)

Internal: WHS Officer – Stephen Single

Attachments

Attachment H – Policy

Report prepared by **Tiana Grant (Executive Assistant)**



RICHMOND SHIRE COUNCIL WORKING SAFELY IN HOT CONDITIONS POLICY

POLICY NUMBER:	045
INFOXPRT REF:	22520
TIME PERIOD OF REVIEW:	1 Year
DATE OF NEXT REVIEW:	March 2025

1. OBJECTIVE

This Policy provides employees of Council guidance on how to manage the risks associated with working in hot conditions and information on what to do if a worker begins to suffer from a heat-related illness.

Working in heat can be hazardous and can cause harm to workers. The human body needs to maintain a body temperature of approximately 37 degrees Celsius.

2. WHAT CAN CAUSE HEAT RELATED ILLNESS

A heat related illness can occur in many different locations and is not limited to hot environmental conditions. It often occurs during hot weather but can also occur indoors and at any time when the air temperature is high.

The main factors that cause heat related illness include:

- High temperature levels;
- High humidity levels;
- Low levels of air movement;
- Heat sources in the area;
- Physical activity carried out; and
- The type of clothing worn.

Other personal factors such as your age, weight, metabolism, level of physical fitness, medical conditions (such as hypertension) and whether or not you have consumed alcohol, can affect your likelihood of a heat related illness.

3. COMMON EFFECTS OF WORKING IN THE HEAT

If the body has to work too hard to keep cool or starts to overheat a worker begins to suffer from heat-related illness. This is a general term to describe a range of progressive heat related conditions including fainting, heat rash, heat cramps, heat exhaustion, and heat stroke.

Some other common effects of working in heat include:

- Heat rash. Skin can become irritated and cause discomfort when working in heat.
- Heat cramps. Muscles can cramp as a result of heavy sweating without replacing salt and electrolytes.
- Fainting. Can occur when workers stand or rise from a sitting position.
- Dehydration. Increased sweating can lead to dehydration if workers aren't drinking enough water.
- Heat exhaustion. Occurs when the body is working too hard to stay cool.
- Heat stroke. Occurs when the body can no longer cool itself. This can be fatal.
- Burns. Can occur if a worker comes into contact with hot surfaces or tools.

- Slips. A worker will sweat more in hot conditions which can increase the risk of slips - for example, a worker might slip when using sharp tools if their hands are damp.
- Reduced concentration. When working in heat it is more difficult to concentrate and a worker may become confused. This means workers may be more likely to make mistakes, such as forgetting to guard machinery.
- Increased chemical uptake into the body. Heat can cause the body to absorb chemicals differently and can increase the side effects of some medications.

4. WHO HAS LEGAL DUTIES UNDER WHS LAWS TO MANAGE RISK OF WORKING IN HEAT

Officers, such as Directors, Managers and Supervisors

Must exercise due diligence to ensure Council complies with the WHS Act and Regulations. This includes taking reasonable steps to ensure Council has and uses appropriate resources and processes to eliminate or minimise risks to health and safety.

Workers

Must take reasonable care for their own health and safety. Workers must comply with reasonable instruction and co-operate with any reasonable policy or procedure relating to health and safety that has been notified to them, if a hazard is identified the worker will notify their supervisor immediately.

Other persons at the workplace

Must take reasonable care for their own health and safety and take reasonable care not to adversely affect other people's health and safety.

5. HOW CAN WE MANAGE RISKS

- Utilise appropriate safety equipment such as sunglasses, hats, sunscreen and electrolyte drinks (supplied by council).
- Adopt Suitable Work Schedules. A simple way to avoid heat related illness is to re-schedule work so that heavier or more physical tasks are carried out during the cooler times of the day.
- Frequent Rest Breaks. Having frequent breaks in a cool area is an excellent way to avoid heat related illness. During these breaks the body's temperature can return to normal and fluid levels can be replenished (e.g. inside an air-conditioned vehicle).
- Increase Air Flow. Increasing the flow of cool air around the body helps to reduce body heat. As cool air flows past the body, an exchange of heat occurs between the skin's surface and the surrounding air. The circulation of air around the body also helps to increase the evaporation of sweat from the skin's surface.
- Drink Water Frequently. Sweating is the main way our body cools itself. Drinking water frequently helps to replace water that is lost when we sweat. Drinking water also helps to ensure a balance is maintained between water and salt levels in the body.
- Wear Protective Clothing. Different types of clothing can be used to prevent heat related illness. In most situations, clothing which is loose fitting will help maintain a normal body temperature. Fabrics which "breathe" well, such as cotton, will also help avoid heat related illness. Dry clothes will also help sweat to evaporate, so the skin is kept dry and the chance of heat rash is reduced.
- Monitoring Yourself and Your Environment. The most important defence mechanism for preventing heat related illness is your ability to monitor yourself and the environment you are in. It is essential that you take careful note of any fatigue, discomfort or other symptoms of a heat related illness that may occur and counteract these, if possible.

The work

- Are you near heat sources or in the direct sun increasing exposure to heat?
- Are you undertaking physically demanding work and for how long? Physical effort increases the risk of heat-related illness, even in moderate conditions.
- When is the work being done? Undertaking physically demanding work outside is most hazardous during the hottest parts of the day and year. Concentration can also be affected by heat.

Workers

Supervisors are responsible for determining if a **cease work limit** is reached. Factors that will be considered in determining this limit include:

- High temperature levels;
- High humidity levels;
- Low levels of air movement;
- Heat sources in the area; and
- Physical activity carried out

Once the cease work limit has been decided, the supervisor will contact their immediate manager/director to advise of the cease work limit and what corrective action to undertake, which could involve:

- Contact the Chief Executive Officer
- Reallocation of duties to workforce if possible
- Formal records
 - a) Date & time
 - b) Location
 - c) Temperature
- De-brief and close out

6. IMPLIMENTATION

This Policy will commence from the Policy reviewed date and will be made available to all corporate staff on Council's intranet site/network, and to all outdoor staff via their supervisor/coordinator. Council reserves the right to vary, replace or terminate this Policy from time to time. This Policy will typically be reviewed when a review has been deemed appropriate by organisational processes (e.g., audit recommendations), or when legislative requirements change.

7. APPROVAL

Date Of Adoption: 15 February 2012
Policy Reviewed: General Council Meeting 09 April 2024
Resolution Number:

Policy Authorised: Peter Bennett
Chief Executive Officer

Item 2.8 Traffic Management of Works within the Road Reserve Policy

EXECUTIVE SUMMARY

The purpose of this Policy is to state the responsibilities of Richmond Shire Council (“Council”) employees and management in ensuring that standardised procedures for traffic management are used at all works within the road reserve to provide for the safety of road users and workers and to minimise the disruption and inconvenience to road users.

OFFICER’S RECOMMENDATION

That Council: adopt the Traffic Management of Works within the Road Reserve Policy as presented.

Budget & Resource Implications

N/A

Background

The Traffic Management of Works within the Road Reserve Policy is due for renewal with no changes made.

Consultation (Internal/External)

Nil

Attachments

Attachment I – Policy

Report prepared by **Tiana Grant (Executive Assistant)**



**RICHMOND SHIRE COUNCIL
TRAFFIC MANAGEMENT OF WORKS WITHIN THE
ROAD RESERVE POLICY**

POLICY NUMBER: 064
INFOPERT REF: 74626
TIME PERIOD OF REVIEW: 2 Year
DATE OF NEXT REVIEW: March 2026

1. OBJECTIVE

The purpose of this Policy is to state the responsibilities of Richmond Shire Council (“Council”) employees and management in ensuring that standardised procedures for traffic management are used at all works within the road reserve to provide for the safety of road users and workers and to minimise the disruption and inconvenience to road users.

2. SCOPE

This Policy applies to all employees, trainees and apprentices of Richmond Shire Council, and all other persons performing work at the direction of, in connection with, or on behalf of Council (e.g. contractors, subcontractors, agents, consultants). It does not form part of any employee’s contract of employment.

3. COMMITMENT – COUNCIL

Council is committed to providing a safe and healthy work environment in which all employees are treated fairly, with dignity and respect. Council is required by the *Work Health and Safety Act 2011* to eliminate or minimise, as far as reasonably practicable, the risks to health and safety in the workplace.

4. COMMITMENT – WORKERS

Workers are required by the *Work Health and Safety Act 2011* to take reasonable care for their own health and safety, as well as that of others at the Council workplace. They must also comply with any reasonable instruction given by the Council. Compliance with this Policy will assist employees in meeting their legal responsibilities.

5. POLICY

The Council will:

- a. Comply with the requirements of the latest amendment to the Workplace Health and Safety Queensland (WHSQ) Traffic management for construction or maintenance work (referenced herein as the “Code of Practice”) for all work within the road reserve undertaken by the Council and its agents.
- b. Authorise other parties not subject to an instrument of authorisation with TMR to work within the local government road reserve. It is a condition of this approval that traffic management at works within the road reserve be carried out in accordance with the “Code of Practice”.
- c. Recognise that it has a duty of care under the Work Health and Safety Act 2011 to provide a safe place of work for its employees and to ensure that persons who have access to the workplace are not exposed to hazards.
- d. Prepare or have prepared a traffic management plan for all works within the road reserve under its control.
- e. Keep a record of the traffic management plan and in particular the sign and device arrangement and any changes to such during the works for a period of seven (7) years from the date of completion of the works.
- f. Works within the road reserve traffic management tasks shall only be undertaken by persons who are suitably qualified.

6. IMPLEMENTATION

This Policy will commence from the Policy reviewed date and will be made available to all corporate staff on Council's intranet site/network, and to all outdoor staff via their supervisor/coordinator. Council reserves the right to vary, replace or terminate this Policy from time to time. This Policy will typically be reviewed when a review has been deemed appropriate by organisational processes (e.g., audit recommendations), or when legislative requirements change.

7. APPROVAL

Date of Adoption: 14 December 2015
Policy Reviewed: General Council Meeting 09 April 2024
Resolution Number:

Policy Authorised: Peter Bennett
Chief Executive Officer

Item 2.9 Stable Hire Policy

EXECUTIVE SUMMARY

To establish criteria for the use of the Stables located at the Richmond Shire Council Racecourse.

Council operates and maintains horse stabling at Richmond Racecourse and agrees to rent stables, feed rooms and allow usage of other facilities for a period of 12 months at a time.

OFFICER'S RECOMMENDATION

That Council: adopt the Stable Hire Policy as presented.

Budget & Resource Implications

N/A

Background

The Stable Hire Policy is due to be renewed with no changes made.

Consultation (Internal/External)

Nil

Attachments

Attachment J – Policy

Report prepared by **Tiana Grant (Executive Assistant)**



RICHMOND SHIRE COUNCIL STABLE HIRE POLICY

POLICY NUMBER:	083
INFOXPRT REF:	113411
TIME PERIOD OF REVIEW:	1 Year
DATE OF NEXT REVIEW:	March 2025

1. OBJECTIVE

To establish criteria for the use of the Stables located at the Richmond Shire Council Racecourse.

Council operates and maintains horse stabling at Richmond Racecourse and agrees to rent stables, feed rooms and allow usage of other facilities for a period of 12 months at a time.

2. CONDITIONS

All persons wishing to hire stables off the Richmond Shire Council must satisfy each of the following conditions:

- a) Hire charges are fixed by Council and are payable yearly in advance, accounts will be issued in September. Pro-rata monthly hire will be allowed for new applicants. An updated application will need to be completed yearly before the payment is received.
- b) Council will provide three (3) feed sheds that will be available for an annual charge.
- c) Seven (7) days' notice in writing must be given to Council if the stable/stables are surrendered for any reason. A credit note or refund will be issued for the remaining months at a pro rata rate.
- d) Failure to pay hire fees (stable and / or feed shed) will be in line with Council's Debt Collection Policy and may result in the impoundment of livestock which Council can auction to recoup outstanding debts.
- e) Council may terminate this agreement at any time upon giving seven (7) days' notice.
- f) A maximum of 4 stables are allowed per trainer. If wishing to hire more than 4 stables a letter of application for consideration must be made to Council. **All horses must be registered racehorses.** Proof of registration must be provided to Council on request.
- g) All horses that are not being raced on race day may be required to be moved prior to the race meeting and stables must be cleaned. This is to allow for visiting horses to be stabled on race day. All horses not moved may be removed and impounded by Council.
- h) Stables are to be maintained in a clean condition at all times. Manure must be removed from stable area and placed in a designated area for removal monthly, no manure is to be placed around trees.
- i) Cleaning of the facility is the responsibility of the Hirer including removal of hay, sawdust, manure and the replacement of bedding.
- j) Verbal or physical abuse of Council staff or other Hirers will not be tolerated. Eviction of persons and horses from the grounds will occur if this should happen.
- k) Sharps & needles are to be disposed of in the containers provided.
- l) Council shall be responsible for water and electricity at the premises. Both these utilities are a major cost item for council and the usage of these will be monitored carefully. Any excess usage will be charged to the Hirer.
- m) The Hirer must obtain and keep updated insurance for public liability, fire and theft at their own cost and provide evidence of the insurance to Council. A current trainer's licence which includes public liability insurance will suffice. This will need to be provided to Council on an annual basis.
- n) Damage (apart from normal wear and tear) to the rented stables/feed rooms is the responsibility of the Hirer and any repair costs will therefore be recovered from the Hirer.

- o) No alterations, modifications or improvements to the stables/feed rooms are to be undertaken without the prior written approval of Council.
- p) The Hirer must respect the rights of other Hirers of the facility at all times.
- q) The Hirer shall abide by any lawful direction given by Council or its authorised representative.
- r) Council will keep facilities in a safe and sound working condition. Please notify Council of any damage, malfunction or required maintenance, including damage to the fixtures, fittings, drains, hoses, plant and or equipment within 24 hours of detecting the issue.
- s) Sand roll yards are only to be used as sand roll yards and not day yards.
- t) All hoses and lights must be turned off when leaving the stables, both morning and night, penalties will apply for excess usage.
- u) Stallions are permitted to be stabled at this facility; they must be in a steel stable at all times.
- v) No vehicle or floats are to be inside the stable area.
- w) Registered dogs are allowed in the stable area but must be on leash at all times.
- x) No electric fences or taped off areas allowed inside stable area, they are allowed to have them outside the stable area only when there is no event at the Racecourse.
- y) All children in the horse area must be supervised by an adult at all times.
- z) The Hirer is responsible for cleaning out stables prior to any major event or when their tenancy is terminated.
- aa) Richmond Turf Club must receive prior application for the use of starting gates for training purposes.
- bb) All track work riders must be properly licenced and wear the appropriate PPE.

3. POLICY

Council offers the following stables for hire for a period of 12 months rental:

Double Stables	A1 – A6
Large Stables	B1 – B8

Feed sheds are available for hire on an annual basis.

4. RELATED DOCUMENTS

- Stable Hire Agreement
- Debt Collection Policy

IMPLEMENTATION

This Policy will commence from the Policy reviewed date and will be made available to all corporate staff on Council's intranet site/network, and to all outdoor staff via their supervisor/coordinator. Council reserves the right to vary, replace or terminate this Policy from time to time. This Policy will typically be reviewed when a review has been deemed appropriate by organisational processes (e.g., audit recommendations), or when legislative requirements change.

APPROVAL

Date of Adoption: 15 March 2022
 Policy Reviewed: General Council Meeting 09 April 2024
 Resolution Number:

Policy Authorised: Peter Bennett
 Chief Executive Officer

Item 4. Reports for Consideration – Community Services

Item 4.1 Multicultural Policy

EXECUTIVE SUMMARY

Australia is an increasingly multicultural society and as we recognise more cultural and ethnic diversity, it is imperative we lead children in recognising, respecting and accepting similarities and differences in cultures. The cultural beliefs, linguistic and religious diversity represented within our Out of School Hours Care Service (OSHC) and wider community helps to form the foundation of the program being implemented to ensure we are promoting an inclusive environment for all children.

There were never in the world two opinions alike, any more than two hairs or two grains. Their most universal quality is diversity.

OFFICER'S RECOMMENDATION

That Council: adopt the Multicultural Policy as presented.

Budget & Resource Implications

N/A

Background

Updates have been made to this Policy to align with Legislation.

Consultation (Internal/External)

N/A

Attachments

Attachment K – Policy

Report prepared by **Teena Chappell (Outside School Hours Care Co-Ordinator)**

MULTICULTURAL POLICY

Australia is an increasingly multicultural society and as we recognise more cultural and ethnic diversity, it is imperative we lead children in recognising, respecting **and accepting** similarities and differences in cultures. The cultural beliefs, linguistic and religious diversity represented within our Out of School Hours Care Service (OSHC) and wider community helps to form the foundation of the program being implemented to ensure we are promoting an inclusive environment for all children.

There were never in the world two opinions alike, any more than two hairs or two grains. Their most universal quality is diversity.

Michel De Montaigne, 1533–1592

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 1: EDUCATIONAL PROGRAM AND PRACTICE		
1.1.1	Approved learning framework	Curriculum decision-making contributes to each child's learning and development outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators.
1.1.2	Child-centred	Each child's current knowledge, strengths, ideas, culture, abilities and interests are the foundation of the program.
1.1.3	Program learning opportunities	All aspects of the program, including routines, are organised in ways that maximise opportunities for each child's learning.
1.2.2	Responsive teaching and scaffolding	Educators respond to children's ideas and play and extend children's learning through open-ended questions, interactions and feedback.
1.2.3	Child directed learning	Each child's agency is promoted, enabling them to make choices and decisions that influence events and their world.
QUALITY AREA 3: PHYSICAL ENVIRONMENT		
3.2	Use	The service environment is inclusive, promotes competence and supports exploration and play based learning.
3.2.1	Inclusive environment	Outdoor and indoor spaces are organised and adapted to support every child's participation and to engage every child in quality experiences in both built and natural environments.
QUALITY AREA 5: RELATIONSHIPS WITH CHILDREN		
5.1	Relationships between educators and children	Respectful and equitable relationships are maintained with each child.

5.1.1	Positive educator to child interactions	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.
5.1.2	Dignity and rights of the child	The dignity and rights of every child are maintained.
QUALITY AREA 6: COLLABORATIVE PARTNERSHIP WITH FAMILIES		
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.
6.1.2	Parents views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child’s learning and wellbeing
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children’s inclusion, learning and wellbeing.
6.2.2	Access and participation	Effective partnerships support children's access, inclusion and participation in the program.
6.2.3	Community engagement	The service builds relationships and engages with its community

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
155	Interactions with children
156	Relationships in groups
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed

RELATED POLICIES

Additional Needs Policy Anti-Bias and Inclusion Policy Celebrations Policy Educational Programming Policy English as an Additional Language or Dialect (EAL/D) Policy	Family Communication Policy Interaction with Children, Family and Staff Policy Orientation of Families Policy Physical Environment Policy Respect for Children Policy
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PURPOSE

To develop affirmative attitudes, concepts, and beliefs towards the acceptance of diversity and **knowledge of other** cultures. Respect for diversity is a key element of quality care. Recognising, understanding and respecting cultural practices and beliefs are essential for the development of identity and self-esteem. Our cultural diversity in Australia is one of our greatest strengths and part of our national identity. **Facilitating a sense of identity is a key outcome from *My Time, Our Place* Framework for School Age Care in Australia (V2.0)**

SCOPE

This policy applies to children, families, staff, educators, approved provider, nominated supervisor, **students, volunteers and visitors** of the OSHC Service.

IMPLEMENTATION

Our OSHC Service values and celebrates multicultural diversity by building respectful partnerships with families and local communities. We promote and embrace cultural and linguistic differences and provide an inclusive and equitable environment for children to develop their sense of belonging and enhance their learning and well-being.

THE APPROVED PROVIDER/ MANAGEMENT/ NOMINATED SUPERVISOR WILL ENSURE:

- **educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy and associated procedure**
- **all new employees are provided with a copy of this policy as part of their induction process**
- **families are aware of this *Multicultural Policy***
- equitable access to the Service is provided to children and families from all cultural and linguistic backgrounds
- **to build culturally safe and secure environments where all children and young people are respected regardless of background, ethnicity, languages spoken, religion, family makeup or gender (MTOF, V2.0. p. 15)**
- the OSHC Service communicates, engages and consults with our culturally diverse communities
- specific programming and cultural awareness activities and experiences, identifying similarities and differences and learning about a variety of cultural celebrations
- **inclusive teaching practices recognise and respect the cultural, linguistic and religious backgrounds of all children and families**

- all staff and educators display cultural responsiveness by learning about multiple perspectives and diversity such as Aboriginal and Torres Strait Islander peoples, ethnic, cultural, linguistic, family and individual's diversity
- to engage Aboriginal and Torres Strait Island people about how to embed Aboriginal and Torres Strait Islander perspectives into the philosophy of our Service and the planning and implementation of the curriculum
- the OSHC Service builds and maintains cultural resources to appropriately reflect cultures within the service and community
- children, staff, and families' cultural backgrounds are reflected in developing routines and programs consistent with best practice and that foster positive outcomes for all stakeholders
- positive community relations are promoted and methods of communication with families are translated into home languages as required
- the capacity of staff to meet the specific learning and wellbeing needs of children and young people from culturally diverse backgrounds is met through professional learning opportunities for educators
- cultural responsiveness is demonstrated by learning about multiple perspectives and diversity such as Aboriginal and Torres Strait Islander peoples, ethnic, cultural, linguistic, family and individual's diversity
- the unique cultural and social perspectives of each family is acknowledged and celebrated
- all staff follow the principles of the Early Childhood Australia Code of Ethics.

WHEN WORKING WITH CHILDREN AND FAMILIES, EDUCATORS WILL:

- create and maintain an inclusive and culturally safe environment that enhances children's development, self-worth and dignity
- act in the best interests of all children at all times
- take responsibility to be culturally responsive and be respectful of everyone's backgrounds, beliefs, values, customs, knowledges, lifestyles and social behaviour
- respect and value the diversity of families, and communities and the aspirations they hold for their children (MTO, V2.0)
- engage parents and families in planning cultural days, events or celebrations
- embed Aboriginal and Torres Strait Islander knowledge and perspectives into their planning and implementation of the curriculum
- seek to protect the integrity of Aboriginal and Torres Strait Islander cultural expressions and language
- encourage children and young people to respect and value others, including those who are different from themselves.

- ensure children **and young people** do not exclude others on the basis of differences such as race, sex, or ability
- work to ensure that the self-identity of each child is valued and respected
- encourage children to explore and accept diversity
- challenge bias and stereotypes
- address bias or comments about difference and treat as an opportunity to increase children's understandings
- model inclusive practices
- use unbiased language: avoid racist, sexist, discriminatory, and/or stereotyped remarks or comments
- ensure own interactions are caring and responsive to all children in the OSHC service
- demonstrate respect for all children and families
- ensure displays, posters, children's books, and other materials are monitored to ensure they are culturally inclusive
- use picture books **and other resources** for intercultural understanding [see link below for resources]
- be sensitive and respectful to specific cultural behaviour or dress, which may be different to their own
- ensure each child's current knowledge, ideas, culture, abilities, and interests are consistently, actively and appropriately incorporated into all aspects of the program
- develop deep understanding in the culture and language of the OSHC Service families and in that of the broader community, without compromising their cultural identities.

RESOURCES

[Aboriginal Early Childhood Cultural Protocols](#)

NSW Department of Education Learning and Teaching [Using picture books for intercultural understanding. Learning across the curriculum](#)

Reconciliation Australia- [Reconciliation Action Plans](#) (RAP)

Victorian Aboriginal Education Association Inc. Early Years Unit

[Walking Together](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Multicultural Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

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REVIEW

POLICY REVIEWED BY	Tina Chappell	Coordinator	March 24
POLICY REVIEWED	MARCH 2024	NEXT REVIEW DATE	MARCH 2025
VERSION NUMBER	V11.03.24		
MODIFICATIONS	<ul style="list-style-type: none"> annual policy review inclusion of statements for diversity, cultural responsiveness from MTOP V2.0, 2022 deleted/reworded statements to ensure consistency of policy sources checked for currency and broken links repaired as required 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
MARCH 2023	<ul style="list-style-type: none"> policy maintenance hyperlinks checked and repaired as required minor formatting edits within text continuous improvement/reflection section added Childcare Centre Desktop Related resources section added link to Western Australian Education and Care Services National Regulations added in ‘Sources’ 	MARCH 2024	
MARCH 2022	<ul style="list-style-type: none"> policy reviewed as part of annual review cycle links to resources checked sources checked 	MARCH 2023	

MARCH 2021	<ul style="list-style-type: none"> • minor edits as highlighted • additional resource added- picture books • sources checked for currency 	MARCH 2022
MARCH 2020	<ul style="list-style-type: none"> • Additional information added to points and implementation • Sources/references corrected 	MARCH 2021
MARCH 2019	<ul style="list-style-type: none"> • Additional information added to points. • Sources checked for currency. • Sources/references corrected, updated, and alphabetised. 	MARCH 2020
MARCH 2018	<ul style="list-style-type: none"> • Additional statements added to 'Implementation' section of the policy 	MARCH 2019

Item 4.2 Children's Belongings Policy

EXECUTIVE SUMMARY

We acknowledge that children may bring certain personal belongings with them to the Outside School Hours Care (OSHC) Service each day, and as such, it is important to clarify responsibilities, and ensure items brought to the Service are safe and appropriate. This policy therefore outlines the types of belongings that children may bring with them on a regular basis and the level of associated responsibility.

OFFICER'S RECOMMENDATION

That Council: adopt the Children's Belongings Policy as presented.

Budget & Resource Implications

N/A

Background

Updates have been made to this Policy to align with Legislation.

Consultation (Internal/External)

N/A

Attachments

Attachment L – Policy

Report prepared by **Teena Chappell (Outside School Hours Care Co-Ordinator)**

CHILDREN'S BELONGINGS POLICY

We acknowledge that children may bring certain personal belongings with them to the Outside School Hours Care (OSHC) Service each day, and as such, it is important to clarify responsibilities, **and ensure items brought to the Service are safe and appropriate.** This policy therefore outlines the types of belongings that children may bring with them on a regular basis and the level of associated responsibility.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
QUALITY AREA 5: RELATIONSHIPS WITH CHILDREN		
5.1	Relationships between educators and children	Respectful and equitable relationships are maintained with each child.
5.1.1	Positive educator to child interactions	Responsive and meaningful interactions build trusting relationships, which engage and support each child to feel secure, confident and included.
5.1.2	Dignity and rights of the child	The dignity and rights of every child are maintained.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
155	Interactions with children
156	Interactions in groups
168	Education and care services must have policies and procedures

RELATED POLICIES

Dealing with Complaints Policy Enrolment Policy	Family Communication Policy Orientation of Families Policy Respect for Children Policy
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PURPOSE

To ensure families and educators are aware of their responsibility regarding children's belongings **s** including keeping them safe.

SCOPE

This policy applies to children, families, staff, educators, approved provider, nominated supervisor, students, volunteers and visitors of the OSHC Service.

IMPLEMENTATION

It can be distressing for children to misplace their toys from home or other personal belongings whilst attending OSHC. At times toys from home can also cause conflict between children. Children often want to share or show other children or staff special items from home, but these treasures may be inadvertently broken or lost. To save the upset and heartache, parents are requested to encourage children to leave their toys at home, unless they are essential to a child's emotional wellbeing and/or sense of belonging (security items).

We have numerous stimulating, challenging and educational toys and resources catering to a range of children's interests that are available to play with each day/session.

THE APPROVED PROVIDER, NOMINATED SUPERVISOR, EDUCATORS AND STAFF WILL:

- allow children to bring personal belongings to share with others and understand that children may frequently have items in their bag that they have taken to school for news. Items may include special items from gifts, holiday souvenirs, or items relating to a current interest- provided parents /guardians approve these items to be brought to the Service and are considered safe for all children to hold or view
- facilitate opportunities for children to share their toys/news items with others to encourage:
 - children's social development
 - the development of language skills- assisting children to verbalise thoughts, fears, and feelings
 - the cultural and social understandings of all children involved in group time activities and
 - opportunity for development of special interests for the group
- remind families that if they allow children to bring items to the OSHC Service it is completely at the family's own risk as the OSHC Service does not take responsibility for any damaged, lost or stolen items
- re-iterate our policy, that if personal belongings are particularly valuable, fragile, or hold irreplaceable emotional value, it is recommended that the child bring in the item, show it to friends and educators, and then have the educator put them in a safe place. This allows for the child to share the excitement and experience without the risk of loss or damage.

- provide appropriate storage for lost property that will be available to children and families
- manage any grievances or concerns related to lost, damaged, or stolen property of the children in accordance with the *Dealing with Complaints Policy* and procedure
- request that if children wish to bring in DVD/Blu-ray, music, or electronic game, these should be discussed with management and be 'G-rated'. Although media rated 'PG' (Parental Guidance) is generally appropriate for children, it cannot be assumed that all parents want their children exposed to this rating.
- ensure that personal belongings are returned to the correct family
- encourage children who bring special belongings into care to place them in a special designated box to reduce the prospect of them becoming lost or broken. For added security this box will be placed in a position that requires the assistance of an educator to access.
- allow children to wear dress-up clothes to the OSHC Service for specific 'mufti-days' or special occasions, however, they will need to be appropriately attired for safe play and meet sun safe requirements
- seek family assistance in preventing their children bringing accessories or violent toys from home such as guns, knives, swords, or other weaponry. Such items can encourage violent play and may present a danger to the child and others within our OSHC environment. Any such toys will be removed from the child immediately and placed in the reception area/front entry for parental collection at the end of the day.
- actively encourage children to care for their belongings by:
 - reminding children when belongings need to be placed in storage. (For example, lunch box into bag.)
 - providing suitable storage to keep belongings safe-bag storage areas
 - negotiating a secure and safe position with families for any item or personal belonging that is either special, expensive, or at risk of being damaged but is nevertheless being left at the OSHC Service.
- inform families through relevant newsletters and publications such as the Family handbook of appropriate personal belongings required at the OSHC Service each day
- encourage families to check their child's bag to ensure no inappropriate personal belongings are accidentally brought from home or left in their child's bag including:
 - medication
 - lotions or creams
 - plastic bags
 - items with button cell batteries or batteries in general

- o sharp items such as scissors or inappropriate items/items intended for use outside the service or items used when camping or
- o any other item that may be considered dangerous to other children in the OSHC Service

FAMILIES WILL:

- be responsible for providing the child with appropriate belongings and property required for active participation in all service activities and experiences. This property may include (but is not limited to):
 - o enclosed footwear and weather appropriate clothing (if not in school uniform)
 - o wide brim hat
 - o suitable school bag (backpack)
 - o appropriate food and lunch box for snacks (if required)
- ensure all personal property and belongings are clearly named or labelled
- check children's bags before arriving at the OSHC Service to ensure their child's bag does not contain unsafe items for an early childcare service

COMFORT TOYS

School age children rarely require a security/comfort item. However, if this is required (particularly by kindergarten children) we recommend children bring something such as a favourite book, small soft toy etc.

We encourage families to communicate specific needs of their child directly with educators and staff.

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Children's Belongings Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

SOURCES

Australian Children's Education & Care Quality Authority. (2014).

Australian Children's Education & Care Quality Authority. (2023). [Guide to the National Quality Framework.](#)

Early Childhood Australia Code of Ethics. (2016).

[Education and Care Services National Regulations.](#) (2011).

Privacy Act 1988.

Revised National Quality Standard. (2018).

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Tina Chappell	Coordinator	March 24
POLICY REVIEWED	MARCH 2024	NEXT REVIEW DATE	MARCH 2025
VERSION NUMBER	V5.03.24		
MODIFICATIONS	<ul style="list-style-type: none"> • annual policy review • reviewed content of appropriate toys, accessories permitted to be brought to OSHC Service • sources updated as required 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
MARCH 2023	<ul style="list-style-type: none"> • policy maintenance • minor formatting edits within text • continuous improvement/reflection section added • link to Western Australian Education and Care Services National Regulations added in 'Sources' 	MARCH 2024	
MARCH 2022	<ul style="list-style-type: none"> • minor edits 	MARCH 2023	
MARCH 2021	<ul style="list-style-type: none"> • addition of related regulations • minor edits 	MARCH 2022	
MARCH 2020	Additional information added to roles of educators and staff Small edits to sentences to improve flow Sources checked for currency	MARCH 2021	
MARCH 2019	New policy drafted for OSHC	MARCH 2020	

Item 4.3 Cyber Safety Policy

EXECUTIVE SUMMARY

Cyber safety is the safe and responsible use of Information and Communication Technologies (ICT). It involves being respectful of other people online, using good 'netiquette' (internet etiquette), and above all, is about keeping information safe and secure to protect the privacy of individuals. Our Out of School Hours Care Service (OSHC) is committed to create and maintain a safe online environment with support and collaboration with staff, families and community. As a child safe organisation, our Service embeds the Child Safe Standards and continuously address risks to ensure children are safe in physical and online environments.

OFFICER'S RECOMMENDATION

That Council: adopt the Cyber Safety Policy as presented.

Budget & Resource Implications

N/A

Background

Updates have been made to this Policy to align with Legislation.

Consultation (Internal/External)

N/A

Attachments

Attachment M – Policy

Report prepared by **Teena Chappell (Outside School Hours Care Co-Ordinator)**

CYBER SAFETY POLICY

Cyber safety is the safe and responsible use of Information and Communication Technologies (ICT). It involves being respectful of other people online, using good 'netiquette' (internet etiquette), and above all, is about keeping information safe and secure to protect the privacy of individuals. Our Out of School Hours Care Service (OSHC) is committed to create and maintain a safe online environment with support and collaboration with staff, families and community. **As a child safe organisation, our Service embeds the Child Safe Standards and continuously address risks to ensure children are safe in physical and online environments.**

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY		
2.2	Safety	Each child is protected
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1.2	Management System	Systems are in place to manage risk and enable the effective management and operation of a quality service.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
84	Awareness of child protection law
168	Education and care services must have policies and procedures
181	Confidentiality of records kept by approved provider
195	Application of Commonwealth Privacy Act 1988
196	Modifications relating to National Education and Care Services Privacy Commissioner and Staff

RELATED LEGISLATION

Child Care Subsidy Secretary’s Rules 2017	Family Law Act 1975
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A New Tax System (Family Assistance) Act 1999
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook

RELATED POLICIES

CCS Data Policy CCS Personnel Policy CCS Governance Policy Child Safe Environment Policy Code of Conduct Policy Dealing with Complaints Policy Enrolment Policy Family Communication Policy	Fraud Prevention Policy Personnel Policy Privacy and Confidentiality Policy Programming Policy Photography Policy Record Keeping and Retention Policy Technology Usage Policy
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PURPOSE

To create and maintain a cyber safe culture that works in conjunction with our OSHC Service philosophy, and privacy and legislative requirements to ensure the safety of enrolled children, educators and families.

SCOPE

This policy applies to children, families, staff, educators, approved provider, nominated supervisor, students, volunteers and visitors of the OSHC Service.

TERMINOLOGY	
ICT	Information and Communication Technologies
Cyber safety	Safe and Responsible use of the internet and equipment/device, including mobile phones.
Netiquette	The correct or acceptable way of using the internet

IMPLEMENTATION

Cyber Safety encompasses the protection of users of technologies that access the Internet, and is relevant to devices including computers, iPads and tablet computers, mobile and smart phones and any other wireless technology (including personal wearable devices- smart watches). With increasingly sophisticated and affordable communication technologies, there is a candid need for children and young people to be informed of both the benefits and risks of using such technologies. More importantly, safeguards should be in place to protect young children from accidentally stumbling upon or being exposed to unsuitable material or content.

Our OSHC Service has demanding cyber safety practices and education programs in place, which are inclusive of appropriate use agreements for educators and families. Our educational software program provides families with up-to-date information about their child's development in way of daily reports, observations, photos, portfolios and email communications.

The cyber safety agreement includes information about the software program, the Services' obligations and responsibilities, and the nature of possible risks associated with internet use, including privacy and bullying breaches. Upon signing the Service's agreement, families and educators will have access to the educational software program.

EDUCATIONAL SOFTWARE PROGRAM

Our OSHC Service uses Kindy Hub which is a password protected private program for children, educators and families to share observations, photos, videos, daily reports, and portfolios. Families are able to view their child/children's learning and development and contribute general comments relating to their child or comment on an observation or daily report.

Access to a child's information and development is only granted to a child's primary guardians. No personal information is shared with any third party.

CCS SOFTWARE

Our OSHC Service uses Kindy Manager which is a third-party software system to access the Child Care Subsidy System (CCSS). The software is used to manage the payment and administration of the Child Care Subsidy (CCS).

Review of CCS software: The approved provider will ensure the CCS software has policies and procedures regarding safe storage of sensitive data before using the software, the approved provider will review the privacy policy of the CCS software on a yearly basis or as required. The approved provider will review any potential threats to software security on a **monthly/ yearly** basis. The director/ nominated supervisor will advise the approved provider as soon as possible regarding any potential threat to security information and access to data sensitive information. Any breaches of data security will be notified to the Office of the Australian Information Commissioner (OAIC) by using the online [Notifiable Data Breach Form](#).

All Personnel using the software will have their own log in username and password. The approved provider will ensure all Personnel using the software will have their own log in username and password. Authorised users are encouraged to change their passwords every 6 months.

Each Personnel who is responsible for submitting attendances and enrolment notices to CCS will be registered with PRODA as a Person with Management or Control of the Provider or as a Person with Responsibility for the Day-to-Day Operation of the Service.

The approved provider will review staff log ins on a monthly/ yearly basis and ensure this procedure is followed by all staff who access CCS software to submit data to CCS. See: *Cyber Safety Procedure*

REVIEW OF CCS SOFTWARE PROCEDURE:

Review	How often	By Whom
All staff use an individual log-in to access CCS software	Upon employment, Yearly, As required	Approved Provider and Director/ Nominated Supervisor
Privacy policy of CCS software	Initial access to CCS software Yearly As required	Approved Provider
Any breaches of sensitive data relating to Enrolments	Upon notification	Approved Provider

CONFIDENTIALITY AND PRIVACY:

- the principles of confidentiality and privacy extend to accessing or viewing and disclosing information about personnel, children and/or their families, which is stored on the OSHC Service’s network or any device
- privacy laws are such that educators or other employees should seek advice from Service management regarding matters such as the collection and/or display/publication of images (such as personal images of children or adults), as well as text (such as children’s personal writing)
- a permission to publish form must be signed by parents/**guardians** to ensure children’s privacy, safety and copyright associated with the online publication of children’s personal details or work
- **Department of Education NSW (enter your jurisdiction)** guidelines are followed regarding issues of privacy, safety, and copyright associated with the online publication of children’s personal details or work

- all material submitted for publication on the Service Internet/Intranet site should be appropriate to the Service's learning environment
- material can be posted only by those given the authority to do so by the Service management
- the OSHC Service management should be consulted regarding links to appropriate websites being placed on the Service's Internet/Intranet (or browser homepages) to provide quick access to sites.

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ MANAGEMENT WILL ENSURE:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy and associated procedure
- all staff, families and visitors are aware of the OSHC Service's *Code of Conduct and Confidentiality and Privacy Policies*
- the OSHC Service works with an ICT (Information and Communication Technology) security specialist to ensure the latest security systems are in place to ensure best practice. These can block access to unsuitable web sites, newsgroups and chat rooms. However, none of these tools are fool proof - they cannot be a substitute for active parental involvement in a child's use of the Internet.
- backups of important and confidential data are made regularly (monthly is recommended)
- backups are stored securely either offline, or online (using a cloud-based service)
- software and devices are updated regularly to avoid any breach of confidential information
- families are referred to the *Dealing with Complaints Policy* and procedure when raising concerns regarding digital technologies and personal data
- all staff are aware that a breach of this policy may initiate appropriate action including the termination of employment
- notification is made to the Office of the Australian Information Commissioner (OAIC) by using the online [Notifiable Data Breach Form](#) in the event of a possible data breach. This could include:
 - a device containing personal information about children and/or families is lost or stolen (parent names and phone numbers; dates of birth, allergies, parent phone numbers).
 - a data base with personal information about children and/or families is hacked
 - personal information about a child is mistakenly given to the wrong person (for example: child developmental report, confidential information)
 - this applies to any possible breach within the Service or if the device is left behind whilst on an excursion.

EDUCATORS WILL:

- ensure to use appropriate netiquette and stay safe online by adhering to OSHC Service policies and procedures
- keep passwords confidential and not share with anyone
- log out of sites to ensure security of information
- never request a family member's password or personal details via email, text, or Messenger
- report anyone who is acting suspiciously or requesting information that does not seem legitimate or makes you feel uncomfortable (See 'Resources' section for where to report)
- obtain permission for children to use computers is obtained by parent/guardians as part of the enrolment procedure
- ensure that children are never left unattended whilst a computer or mobile device is connected to the internet
- personal mobile phones are not used to take photographs, video or audio recordings of children at the OSHC Service or whilst participating on excursions (vacation care outings)
- only use educational software programs and apps that have been thoroughly examined for appropriate content prior to allowing their use by children
- provide parents and families with information about the apps or software programs accessed by children at the OSHC Service
- participate in professional development regarding online safety
- provide online safety for children by adhering to policies and procedures that align to the National Child Safety Principles- Child Safe Standards
- ensure that appropriate websites are sourced for use with children **prior** to searching in the presence of children
- use a search engine such as 'Kiddle' rather than Google to search for images or information with children (See 'Resources' section)
- ensure privacy filters and parental control settings are turned on and used when children are accessing digital technologies online

FAMILIES WILL:

- **be aware that** when sharing anything using technologies such as computers, mobile devices, email, or any device that connects to the internet, you and everyone else invited to your account understands about *netiquette* and staying safe online and ensures privacy laws are adhered to
- **be aware that** when it comes to your own children, it is your choice what you share outside of the OSHC Service. Remember though that young children cannot make their own decisions about what

gets published online so you have a responsibility to ensure that whatever is shared, is in your children's best interests

- be mindful of what you publish on social media about your child as this may form part of their lasting digital footprint
- **consider** installing *Family Friendly Filters* to limit access to certain types of content on devices such as mobile phones and computers
- **consider installing** parental controls on streaming services to ensure children are not able to access inappropriate material
- consider developing a *Family Tech Agreement* to establish rules about use of devices at home
- **be aware that** sometimes other children in the Service may feature in the same photos, videos, and/or observations as **their** children. In these cases, **families are** never to duplicate or upload them to the internet/social networking sites or share them with anyone other than family members.
- access further information about eSafety to help protect **their** children and be cyber safe.

CYBER BULLYING

Schools in all jurisdictions have policies related to bullying, including online, or cyber bullying. Our OSHC Service has a duty of care to children under various legislative frameworks to ensure the environment is safe, inclusive, respectful and free from risk of harm.

We reject all forms of bullying behaviour.

Cyber bullying will respond appropriately to cyberbullying by reporting this behaviour immediately to management and seek further advice from the police. Our OSHC Service implements strategies suggested through *Bullying. No Way!*

BREACH OF POLICY

Staff members or educators who fail to adhere to this policy may be in breach of their terms of employment and may face disciplinary action. Visitors or volunteers who fail to comply to this policy may face termination of their engagement.

RESOURCES

Australian Government eSafety commission <https://www.esafety.gov.au/educators>

Bullying. No Way! www.bullyingnoway.gov.au

eSmart Alannah & madeline foundation www.esmart.org.au

Kiddle is a child-friendly search engine for children that filters information and websites with deceptive or explicit content: <https://www.kiddle.co/>

SCAMWATCH (Australian Competition & Consumer Commission: This website has been set up to receive information on scams that can then be provided to the public. To report an online scam or suspected scam, use the form found here:

<https://www.scamwatch.gov.au/report-a-scam>

More information on online fraud and scams can be found on the Australian Federal Police website:

<https://www.afp.gov.au/what-we-do/crime-types/cyber-crime>

Notifiable Data Breaches scheme (NDB) can be made through the Australian Government Office of the Australian Information Commissioner

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Cyber Safety Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

CCS Compliance Checklist and Audit Cyber Safety Procedure Data Breach Response Procedure	Data Breach Response Template Data Security Procedure and Checklist Privacy Audit
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SOURCES

Australian Children’s Education & Care Quality Authority. (2014).
 Australian Children’s Education & Care Quality Authority. (2023). *Guide to the National Quality Framework*.
 Australian Government eSafety Commission (2020) www.esafety.gov.au
 Australian Government Department of Education. *Child Care Provider Handbook (2023)*
<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>
 Australian Government Office of the Australian Information Commissioner (2019)
<https://www.oaic.gov.au/privacy/notifiable-data-breaches/about-the-notifiable-data-breaches-scheme/>
 Early Childhood Australia Code of Ethics. (2016).
 Education and Care Services National Law Act 2010. (Amended 2023).
[Education and Care Services National Regulations. \(Amended 2023\).](#)
Privacy Act 1988.
 Revised National Quality Standard. (2018).
[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Tina Chappell	Coordinator	March 24
POLICY REVIEWED	MARCH 2024	NEXT REVIEW DATE	MARCH 2025
VERSION NUMBER	V13.03.24		

<p>MODIFICATIONS</p>	<ul style="list-style-type: none"> • annual policy review • added reference to the National Child Safe Principles • minor edits within policy for grammatical structure (Families will:) • breach of policy section added • additional section added for Childcare Centre Desktop resources • sources checked for currency and repaired as required 	
<p>POLICY REVIEWED</p>	<p>PREVIOUS MODIFICATIONS</p>	<p>NEXT REVIEW DATE</p>
<p>MARCH 2023</p>	<ul style="list-style-type: none"> • Update of Department name from Department of Education, Skills, and Employment to Department of Education • policy maintenance (March 2023) • minor formatting edits within text- moved data breach information to Approved Provider/NS role • hyperlinks checked and repaired as required • link to Western Australian Education and Care Services National Regulations added in 'Sources' • Continuous Improvement/Reflection section added 	<p>MARCH 2024</p>
<p>MARCH 2022</p>	<ul style="list-style-type: none"> • Edits to ensure adherence to CCS data protection • Addition of Dealing with Complaints Policy • Parental controls- privacy filters added • Sources checked 	<p>MARCH 2023</p>
<p>AUGUST 2021</p>	<ul style="list-style-type: none"> • Sources checked and links updated • Additional reference added for CCS Provider Handbook • Updated Related legislation 	<p>MARCH 2022</p>
<p>MARCH 2021</p>	<ul style="list-style-type: none"> • Policy reviewed to align with review schedule for 2021 • sources checked for currency 	<p>MARCH 2022</p>
<p>OCTOBER 2020</p>	<ul style="list-style-type: none"> • Additional information added regarding CCS Software security • policy reviewed 	<p>MARCH 2021</p>
<p>MARCH 2020</p>	<p>Additional content added Additional information added to Family section Resources added</p>	<p>MARCH 2021</p>
<p>OCTOBER 2019</p>	<ul style="list-style-type: none"> • Addition of data breach information • Re-worded introduction • Resources section added • Additional information added to points • Points added (Highlighted) • Sources checked for currency • Sources alphabetised 	<p>MARCH 2020</p>

MARCH 2018	Amendments made to comply with changes to the Australian Privacy Act DELETED: Our computer software program and Internet access facilities, brings prodigious benefits to the teaching and learning programs and constructs our partnership with families.	MARCH 2019
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Item 4.4 Dealing with Infectious Diseases Policy

EXECUTIVE SUMMARY

The National Quality Standard requires education and care services implement specific strategies to minimise the spread of infectious illness and maintain a healthy environment for all children, staff, educators and families. The spread of infections in the education and care environment is facilitated by microbial contamination of the environment, as well as the greater exposure to young children who are still developing hygienic behaviours and habits. Our Out of School Hours Care (OSHC) Service will minimise children's and staff's exposure to infectious diseases by adhering to all recommended guidelines from relevant authorities regarding the prevention of infectious diseases, promoting practices that reduce the transmission of infection, ensuring the exclusion of sick children and educators, supporting child immunisation, and implementing effective hygiene practices.

OFFICER'S RECOMMENDATION

That Council: adopt the Dealing with Infectious Diseases Policy as presented.

Budget & Resource Implications

N/A

Background

Updates have been made to this Policy to align with Legislation.

Consultation (Internal/External)

N/A

Attachments

Attachment N – Policy

Report prepared by Teena Chappell (Outside School Hours Care Co-Ordinator)

DEALING WITH INFECTIOUS DISEASES POLICY

The National Quality Standard requires education and care services implement specific strategies to minimise the spread of infectious illness and maintain a healthy environment for all children, staff, educators and families. The spread of infections in the education and care environment is facilitated by microbial contamination of the environment, as well as the greater exposure to young children who are still developing hygienic behaviours and habits. Our Out of School Hours Care (OSHC) Service will minimise children’s and staff’s exposure to infectious diseases by adhering to all recommended guidelines from relevant authorities regarding the prevention of infectious diseases, promoting practices that reduce the transmission of infection, ensuring the exclusion of sick children and educators, supporting child immunisation, and implementing effective hygiene practices.

Our OSHC Service will provide up-to-date information and advice to parents, families and educators sourced from the Australian Government Department of Health, Australian Health Protection Principal Committee (AHPPC) and state Ministry of Health about infectious diseases as required. Recommendations from the Health Department will be strictly adhered to at all times.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY		
2.1	Health	Each child’s health and physical activity is supported and promoted.
2.1.1	Wellbeing and comfort	Each child’s wellbeing and comfort is provided for, including appropriate opportunities to meet each child’s needs for sleep, rest and relaxation.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected.

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
Sec. 172	Offence to fail to display prescribed information
Sec.174(2)(a)	Serious incident- any emergency for which emergency services attended
12	Meaning of serious incident
77	Health, hygiene and safe food practices
83	Staff members and family day care educators not to be affected by alcohol or drugs

85	Incident, injury, trauma and illness policies and procedures
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases
89	First aid kits
90	Medical conditions policy
92	Medication record
93	Administration of medication
162	Health information to be kept in enrolment record
168	Education and care service must have policies and procedures
170	Policies and procedures to be followed
172(2)(g)	a notice stating that there has been an occurrence of an infectious disease at the premises
173	Prescribed information to be displayed
175(2)(c)	Prescribed information to be notified to the Regulatory Authority- (2) any circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service

RELATED POLICIES

Administration of Medication Policy Child Safe Environment Policy Code of Conduct Policy Dental Health Policy Enrolment Policy Family Communication Policy Governance Policy Hand Washing Policy Health and Safety Policy	Immunisation Policy Incident, Injury, Trauma and Illness Policy Medical Conditions Policy Physical Environment Policy Pregnancy in Early Childhood Policy Privacy and Confidentiality Policy Rest Time Policy Work Health and Safety Policy
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PURPOSE

Children encounter many other children and adults within the OSHC Service environment which can result in the contraction of infectious illnesses. Our Service has a duty of care to ensure that children families, educators, and visitors of the Service are provided with a high level of protection during the hours of the Service’s operation. We aim to minimise cross contamination and the spread of infectious illnesses by implementing best practice and high standards of personal hygiene within our Service.

This policy communicates clear directions and guidance about protocols and actions to be followed to avoid adversely affecting the safety and health of children, other staff members and visitors to the service. A simple, safe and effective way of protecting individuals and others within the community against harmful diseases is immunisation.

SCOPE

This policy applies to children, families, staff, educators, approved provider, nominated supervisor, students, volunteers and visitors of the OSHC Service.

IMPLEMENTATION

Under the Education and Care Services National Regulations, the approved provider must ensure policies and procedures are in place in relation to dealing with infectious diseases. (ACECQA, August 2021). Our Service is committed to minimise the spread of infectious diseases and viruses by implementing recommendations as stated in the *Staying healthy: Preventing infectious diseases in early childhood education and care services* (Fifth Edition) developed by the Australian Government National Health and Medical Research Council and advice provided from the Australian Health Protection Principal Committee (AHPPC).

We are guided by decisions regarding exclusion periods and notification of infectious diseases by the *Australian Government- Department of Health* and local Public Health Units in our jurisdiction as per the Public Health Act. Recommendations for managing positive cases of COVID-19 in early education and care is provided by [Queensland Health](#)

The need for exclusion and the length of time a person is excluded from the Service depends on:

- how easily the infection can spread
- how long the person is likely to be infectious and
- the severity of the infectious disease or illness.

This policy must be read in conjunction with our other Quality Area 2 policies:

- Immunisation Policy
- Incident, Illness, Accident and Trauma Policy and
- Medical Conditions Policy and
- Handwashing Policy

PREVENTING INFECTIOUS DISEASES

Children often enter school and education and care services when their immune systems are still developing. They have not been exposed to many common germs and therefore are susceptible to bacteria that may cause infections. Given the close physical contact children have with other children in OSHC it is very easy for infectious diseases and illnesses to spread through normal daily activities as germs can be picked up directly from an infected person or from the environment. It is important to understand that an infected person may not show any signs or symptoms of illness.

Our OSHC Service implements rigorous hygienic practices to limit the spread of illness and infectious diseases including:

- effective hand washing hygiene
- cough and sneeze etiquette
- use of gloves
- exclusion of children, educators or staff when they are unwell or displaying symptoms of an infectious disease or virus
- effective environmental cleaning including toys and resources
- requesting parents and visitors to wash their hands with soap and water or hand sanitizer upon arrival and departure at the OSHC Service
- encouraging use of the outdoors environment
- ensuring adequate ventilation
- encouraging children, educators or staff to seek medical attention and get tested if they show symptoms of an infectious disease or virus, including COVID-19.

IMMUNISATION REQUIREMENTS

Immunisation is a reliable way to prevent many childhood infectious diseases. When enrolling a child in an Out of School Hours Care Service, parents will be asked to provide an Immunisation History Statement. Should a child not be fully immunised according to the National Immunisation Program Schedule, they will not be prevented from enrolling.

- Only parents of children (less than 20 years of age) who are fully immunised or are on a recognised catch-up schedule can receive Child Care Subsidy (CCS)
- Educators and other staff at our OSHC Service are highly recommended to keep up to date with all immunisations including yearly influenza vaccinations. These include vaccinations recommended by the National Health and Medical Research Council (NHMRC). Our OSHC Service recommends educators and children keep up to date with vaccinations for COVID -19.

- Staff are required to provide an *Immunisation History Statement* from the Australian Immunisation Register (AIR) and/or records from their general practitioner to management for their staff record.
- Vaccination is important as not only can staff members catch a potentially serious infection such as measles or whooping cough, but they could also then inadvertently pass it onto children in their care who are too young to have had their vaccinations or to women who may be pregnant.
- Exclusion periods and notification of infectious diseases are guided by the *Australian Government-Department of Health* and local public health units in our jurisdiction as per the Public Health Act. These apply to children and staff at the Service. In the event of an outbreak of a vaccine preventable disease at our OSHC Service, staff who are not vaccinated will be notified and should be excluded from the workplace. [See: *Immunisation Policy* for further information]

EXCLUDING CHILDREN FROM THE OSHC SERVICE

When a child or young person has been diagnosed with an illness or infectious disease, the OSHC Service will refer to information about recommended exclusion periods from the [Public Health Unit](#) (PHU) and *Staying healthy: Preventing infectious diseases in early childhood education and care services*.

Minimum periods for exclusion from childcare services

- When an infectious disease has been diagnosed, the Service will display appropriate documentation and alerts for families including information on the illness/disease, symptoms, infectious period and the exclusion period. (This information can be obtained from *Staying healthy: Preventing infectious diseases in early childhood education and care and Public Health Unit, or Department of Health*).
- If a vaccine preventable disease occurs in the Service, children who have not been fully immunised will be excluded from care; staff who are not vaccinated will be notified and should be excluded from the workplace
- Management will check all children's Immunisation records and alert parents as required
- **A medical clearance from the child's General Practitioner stating that the child is cleared to return to the childcare setting will also be required before the child returns to care**
- Children who have had diarrhoea will be requested to stay away from the Service for **48 hours** after symptoms have ceased to reduce infection transmission as symptoms can develop again after 24 hours in many instances
- Children who have COVID-19 symptoms (fever, cough, sore throat, shortness of breath) **may be** requested to self-test using a rapid antigen test (RAT).

REPORTING OUTBREAKS TO THE PUBLIC HEALTH UNIT AND REGULATORY AUTHORITY (Reg. 175

(2) (c)

Outbreaks of communicable diseases and contagious viruses represent a threat to public health. To help prevent outbreaks, the Department of Health monitors the number of people who contract certain infectious diseases and their characteristics, the recent travel or attendance of infected people in a public place or on public transport, and works with health specialists and doctors to help prevent the transmission of diseases to other people.

The Public Health Act 2010 lawfully requires and authorises doctors, hospitals, laboratories, school principals and childcare centre directors to confidentially notify the Public Health Unit of patients with certain conditions, and to provide the required information on the notification forms. Specialist trained public health staff review this information and if necessary, contact the patient's doctor, and sometimes the patient, to provide advice about disease control and to complete the collection of information.

All information is held confidentially in order to protect the patient's privacy. **Under the Commonwealth Privacy Acts, patient information is only released/disclosed where it is lawfully required or authorised.**

Management is required to notify the local Public Health Unit (PHU) by phone (call 1300 066 055) as soon as possible after they are made aware that a child enrolled at the Service is suffering from one of the following vaccine preventable diseases.

- Diphtheria
- Mumps
- Poliomyelitis
- Haemophilus influenzae Type b (Hib)
- Meningococcal disease
- Rubella ('German measles')
- Measles
- Pertussis ('whooping cough')
- Tetanus

Notification is also required for:

- an outbreak of 2 or more people with gastrointestinal or respiratory illness **in a two-day period**

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

Services in NSW- A notification must be lodged through the [NOA-ITS](#) if there is an outbreak of COVID-19 in the service (5 cases or more within a 7-day period).

THE APPROVED PROVIDER /NOMINATED SUPERVISOR WILL ENSURE:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy and associated procedure
- all new employees are provided with a copy of this policy as part of their induction process
- families are aware of this *Dealing with Infectious Diseases Policy* upon enrolment
- children are protected from harm by ensuring relevant policies and procedures are followed regarding health and safety within the OSHC Service
- an Immunisation History Statement for each child is requested on enrolment regarding the child's immunisation status (AIR) and any medical conditions
- a staff immunisation record that documents each staff member's previous infection or immunisations (including dates) is developed and maintained
- the OSHC Service implements recommendations from [Staying healthy: Preventing infectious diseases in early childhood education and care services](#). to maintain a healthy environment
- that all information regarding the prevention of infectious diseases is sourced from a recognised health authority [Australian Government Department of Health](#)
- exclusion periods for people with infectious diseases recommended by Government Authorities are implemented for all staff, children, parents, families and visitors
- the Public Health Unit is notified as soon as possible after they are made aware that a child enrolled has a vaccinated preventable disease
- the Public Health Unit is notified in the event of an outbreak of viral gastroenteritis. Management must document the number of cases, dates of onset, duration of symptoms. An outbreak is when two or more children or staff have a sudden onset of diarrhoea or vomiting in a 2-day period. (NSW Government- Health 2019)
- after confirmation that a child is suffering from an infectious disease, and as soon as practical, the family of each child enrolled in the Service must be notified whilst maintaining the privacy of the ill/infectious child. Communication may be:
 - verbal
 - through a letter from the educator or approved provider
 - via electronic message- text message or email

- o notice clearly displayed at the OSHC Service
- families are advised that they are requested to alert the Service if their child is diagnosed with an infectious illness, including COVID-19
- daily attendance records for staff, children and visitors are up to date at all times
- safe health and hygiene practices are implemented at all times
- educators and staff routinely role model hand washing, hand drying, cough and sneeze etiquette
- effective environmental cleaning policies and procedures are adhered to all times
- children are supported in their understanding of health and hygiene practices throughout the daily program and routine (hand washing, hand drying, cough and sneeze etiquette)
- families are provided with relevant sourced materials and information on infectious diseases, health, and hygiene including:
 - o the current National Immunisation Schedule
 - o exclusion guidelines in the event of a vaccine preventable illness at the Service for children that are not immunised or have not yet received all their immunisations
 - o advice and information regarding any infectious diseases in general and information regarding any specific infectious illnesses that are suspected/present in the Service.
- all educators are mindful and maintain confidentiality of individual children’s medical circumstances
- that opportunities for educators to source pertinent up to date information from trusted sources on the prevention of infectious diseases and maintaining health and hygiene are provided
- that opportunities for staff, children, and families to have access to health professionals by organising visits/guest speakers to attend the service to confirm best practice are provided
- families are advised to keep children at home if they are unwell. If a child has been sick, they must be well for 24hrs before returning to the OSHC Service. If the illness is related to gastroenteritis the child is not to return to the Service for up to 48 hours (see: exclusion periods)
- to complete the register of *Incident, Injury, Trauma or Illness* and/or document incidents of infectious diseases no later than 24 hours of an illness or infectious disease occurring in the Service
- educators or staff who have diarrhoea or an infectious disease do not handle food for others and are not to return to work until they have been symptom free for 48 hours
- any risk to a child or adult with complex medical needs is minimised in the event of an outbreak of an infectious disease or virus. This may require a risk assessment and decision-making regarding the suitability of attendance of the child or staff member during this time.

EDUCATORS WILL ENSURE:

- that any child suspected of having an infectious illness is responded to and their health and emotional needs supported at all times
- any child suspected of having an infectious illness is isolated from other children and supervised whilst waiting for collection by parents or guardian
- that appropriate health and safety procedures are implemented when treating ill children- wear disposable gloves, face mask or other PPE if needed
- families are aware of the need to collect their unwell child/ children as soon as practicable from the OSHC Service
- all resources or items touched by a child with a suspected illness are thoroughly cleaned and disinfected- (cushions, toys)
- their own immunisation status is maintained, and the approved provider/nominated supervisor is advised of any updates to their immunisation status
- opportunities are provided for children to participate in hygiene practices, including routine opportunities, and intentional practice such as hand washing, sneezing and cough etiquette
- consideration is given to the combination of children to decrease the risk of attaining an infectious illness when planning the routines/program of the day
- they adhere to the OSHC Service's health and hygiene policy including:
 - hand washing
 - daily cleaning of the service
 - wearing gloves (particularly when in direct contact with bodily fluids)
 - appropriate and hygienic handling and preparation of food
 - wear face masks if mandated by PHU
 - COVIDSafe Plan
- they maintain up-to-date knowledge with respect to Health and Safety through on-going professional development opportunities

PREVENTION STRATEGIES FOR MINIMISING THE SPREAD OF DISEASE WITHIN OUR SERVICE**STAFF AND EDUCATORS WILL ENSURE:**

- full adherence to the NHMRC childcare cleaning guidelines
- **surfaces are cleaned** first with detergent and water before using disinfectants. (Disinfectants cannot kill germs unless areas are clean)
- mops used for toilet accidents are to be soaked in disinfectant in a bucket in the laundry sink and then air-dried

- that a daily clean is carried out on other surfaces that may transmit germs such as high touch objects including doorknobs, tables, remotes, light switches, low shelving, etc. This will be increased, if an outbreak has been recorded in the Service or to minimise the risk of transmission of a virus such as COVID-19
- that if a child has a toileting accident, the items are placed in a plastic bag with the child's name on it. The plastic bag will be stored in a sealed container labelled 'soiled/wet clothing' for parents to take home.
- cloths and mops are colour coded so that a separate cloth or mop is used to clean floors, bathroom, art and craft, and meal surfaces
- all washable toys/equipment out on display for the children are to be washed on a weekly basis to decrease the risk of cross contamination and recorded with the date and a signature as evidence.
- toys and equipment (that are difficult to wash) will be washed with detergent (or soap and water) and air-dried in sunlight
- washable toys and equipment will be washed in detergent and hot water or the dishwasher and aired to dry (toys will not be washed in the dishwasher at the same time as dishes). All toys and equipment that have been cleaned will be recorded on the toy cleaning register.
- all cleaning procedures will be recorded on the Service's Cleaning Checklist
- floor surfaces will be cleaned on a daily basis after each meal and at the end of each day
- toilets/bathrooms will be cleaned in the middle of the day, the end of the day and whenever needed throughout the day using detergent and water followed by disinfectant and paper towel
- when cleaning up spills of faeces, vomit or urine off floors, bathrooms etc. educators will use disinfectant on the surface after cleaning it with detergent and warm water
- pregnant staff members should not assist in toileting or cleaning up toileting accidents to prevent unexpected cross contamination and risk of contracting Cytomegalovirus (CMV). The occupational risks of CMV infection must be discussed with management of the OSHC Service. (see *Pregnancy in Early Childhood Policy*)

FAMILIES WILL:

- adhere to the OSHC Service's policies regarding Dealing with Infectious Diseases, Immunisation and Sick Children Incident, Injury, Trauma and Illness and adhere to exclusion requirements
- adhere to the OSHC Service's restrictions of entry into the Service in the event of an outbreak of an infectious disease or virus
- adhere to the OSHC Service's policy regarding *Hand Washing*

- exclude their child from care if they display symptoms of an infectious illness or disease or in the event of a vaccine preventable disease occurs in the OSHC Service and their child is not immunised fully
- alert the OSHC Service if their child is diagnosed with an infectious illness, including COVID-19
- advise the OSHC Service of their child’s immunisation status, by providing approved written documentation for the Service to copy and place in the child’s file
- advise the OSHC Service when their child’s immunisation/medical condition is updated to ensure that immunisation and medical records are up to date
- adhere to the OSHC Service’s risk minimisation strategies if their child has complex medical needs in the event of an outbreak of an infectious disease or virus.

RESOURCES

[Gastro Pack NSW Health](#)

[Minimum periods for exclusion from childcare services](#)

[NSW Health Stopping the spread of childhood infections factsheet.](#)

[Time Out Keeping your child and other kids healthy!](#) (Queensland Government)

Time Out Brochure [Why do I need to keep my child at home?](#)

CONTINUOUS IMPROVEMENT/REFLECTION

Our *Dealing with Infectious Diseases Policy* will be reviewed on an annual basis in consultation with children, families, staff, educators and management.

CHILDCARE CENTRE DESKTOP - RELATED RESOURCES

Hand Washing Procedure	Immunisation Register
Illness Management Procedure	Incident injury trauma and illness Record
Illness or Infectious Disease Register	Reporting Infectious Diseases Procedure

SOURCES

[Australian Children’s Education & Care Quality Authority. \(2023\). *Guide to the National Quality Framework*.](#)

[ACECQA. \(2021\). Policy and procedure guidelines. \(2021\). *Dealing with Infectious Diseases*.](#)

Australian Government Department of Health *Health Topics* <https://www.health.gov.au/health-topics>

Australian Government. Department of Health (2019). *National Immunisation Strategy for Australia 2019-2024*

https://www.health.gov.au/sites/default/files/national-immunisation-strategy-for-australia-2019-2024_0.pdf

[Australian Government Department of Health Australian Health Protection Principal Committee \(AHPPC\)](#)

Department of Human Resources: National Immunisation Program Schedule: <https://beta.health.gov.au/initiatives-and-programs/national-immunisation-program>

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

Medicare Australia (Department of Human Services): <https://www.humanservices.gov.au/individuals/medicare>

National Health and Medical Research Council (NHMRC): <https://www.nhmrc.gov.au/>

National Health and Medical Research Council. (2012). *Staying healthy: Preventing infectious diseases in early childhood education and care services*.

NSW Government. Department of Education. Managing COVID cases. <https://education.nsw.gov.au/early-childhood-education/coronavirus/managing-covid-cases>

NSW Government Department of Health. Vaccination requirements for child care. https://www.health.nsw.gov.au/immunisation/Pages/childcare_qa.aspx

NSW Public Health Unit: <https://www.health.nsw.gov.au/Infectious/Pages/phus.aspx>

Public Health Act 2010

Public Health Amendment Act 2017

Public Health Regulation 2012

Public Health and Wellbeing Regulations 2019 Victoria

Queensland Government. Department of Education. Information for early childhood service providers, Managing COVID-19 safely. <https://alt-qed.qed.qld.gov.au/covid19/early-childhood-service-operations/information-for-early-childhood-service-providers>

Queensland Health [Information for parents about infectious diseases and exclusion periods in Queensland early childhood education centres and schools](#)

Revised National Quality Standard. (2018).

Safe Work Australia

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Tina Chappell	Coordinator	March 24
POLICY REVIEWED	MARCH 2024	NEXT REVIEW DATE	MARCH 2024
VERSION NUMBER	V13.03.24		
MODIFICATIONS	<ul style="list-style-type: none"> • annual policy maintenance • deleted reference to 'Sick Children Policy' (now merged with Incident, Injury, Trauma and Illness Policy) • deleted managing COVID-19 positive case section • merged 'nominated supervisor/ responsible person educator' section • order of some statements moved within paragraphs for consistency and repetition • minor formatting edits within text • hyperlinks checked and repaired as required 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	

MARCH 2023	<ul style="list-style-type: none"> • Change of name of policy from <i>Control of Infectious Diseases</i> to <i>Dealing With Infectious Diseases</i> • Edits to COVID-19 practices and references • removal of reference to the COVID-19 Management Policy • policy maintenance • hyperlinks checked and repaired as required • minor formatting edits within text • continuous improvement/reflection section added • Childcare Centre Desktop Related resources section added • link to Western Australian Education and Care Services National Regulations added in 'Sources' 	MARCH 2024
MARCH 2022	<ul style="list-style-type: none"> • deleted information about a confirmed COVID-19 case replaced by <i>Managing a positive case of COVID-19 in an OSHC Service</i> • services must check with their state regulatory authority for current guidelines for managing a positive case of COVID-19 as definitions of close contacts and management of cases may change • minor edits • sources checked for currency 	MARCH 2023
OCTOBER 2021	<ul style="list-style-type: none"> • Additional law/regulations added- ACECQA Guidelines to Policy and Procedures document- Dealing with Infectious Diseases (August 2021) • additional related policies added • Additional information added re: mandated COVID-19 vaccinations 	MARCH 2022
MARCH 2021	<ul style="list-style-type: none"> • review of policy changed to March each year in readiness for cold/flu season • 'Information to be displayed at the Service' deleted (this is contained in Immunisation Policy') • sources checked for currency and links updated where needed • additional resources added for Queensland services 	MARCH 2022
SEPTEMBER 2020	<ul style="list-style-type: none"> • addition of use of detergent and water to clean surfaces before disinfecting as per Staying Healthy: Preventing infectious diseases in ECEC guidelines • additional information related to procedures for a positive case of COVID-19 at the service 	MARCH 2021

MAY 2020	<ul style="list-style-type: none"> • Additional information from Australian Health Protection Principal Committee and Safe Work Australia re: physical distancing, immunisation for staff, risk minimisation for vulnerable children/adults, additional cleaning • Requirement of a doctor’s certificate for suspected cases of infectious disease made editable for individual services to decide upon • Pregnancy in Early Childhood reference and risks of CMV and pregnancy • Inclusion of recommended exclusion periods Poster link – Staying Healthy: Preventing infectious diseases in ECEC 	JUNE 2021
MARCH 2020	<ul style="list-style-type: none"> • Implementation information added regarding infectious illnesses • Added mandatory reporting to public health unit information • Rearranged some content into new headings- Prevention Strategies • deleted repeated items • New sources added 	JUNE 2021
JUNE 2019	<ul style="list-style-type: none"> • Some grammar, punctuation and spelling edited. • Additional information added to points. • Sources checked for currency. • Sources/references corrected, updated, and alphabetised. • Added a Related Policy. • Related policies alphabetised. 	JUNE 2020
JUNE 2018	<ul style="list-style-type: none"> • Updated the opening statement, included the ‘Related Policy’ section and made minor adjustments to selected text 	JUNE 2019
OCTOBER 2017	<ul style="list-style-type: none"> • New policy created 	OCTOBER 2018

Item 4.5 Immunisation Policy

EXECUTIVE SUMMARY

When groups of children are together, illness and disease can spread rapidly. Preventable diseases such as measles and whooping cough can have serious health consequences for children, and especially young children. Staff members who work in school aged care services are also at increased risk of contracting certain infectious illnesses due to the close proximity of working with children. Immunisation is therefore an important health measure and an effective way of protecting children and adults from harmful diseases by reducing the spread of disease.

OFFICER'S RECOMMENDATION

That Council: adopt the Immunisation Policy as presented.

Budget & Resource Implications

N/A

Background

Updates have been made to this Policy to align with Legislation.

Consultation (Internal/External)

N/A

Attachments

Attachment O – Policy

Report prepared by **Teena Chappell (Outside School Hours Care Co-Ordinator)**

IMMUNISATION POLICY

When groups of children are together, illness and disease can spread rapidly. Preventable diseases such as measles and whooping cough can have serious health consequences for children, and especially young children. Staff members who work in school aged care services are also at increased risk of contracting certain infectious illnesses due to the close proximity of working with children. Immunisation is therefore an important health measure and an effective way of protecting children and adults from harmful diseases by reducing the spread of disease.

(Australian Government Department of Education, Skills and Employment, 2020)

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN’S HEALTH AND SAFETY		
2.1	Health	Each child’s health and physical activity is supported and promoted.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
174(2)(a)	Notification to the Regulatory Authority- (a) any serious incident at the approved education and care service
12	Meaning of serious incident
77	Health, hygiene and safe food practices
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases
90	Medical conditions policy
162	Health information to be kept in enrolment record

168	Education and care service must have policies and procedures
172(2)(g)	a notice stating that there has been an occurrence of an infectious disease at the premises

RELATED POLICIES

Dealing with Infectious Disease Policy Enrolment Policy Family Communication Policy Incident, Injury, Trauma and Illness Policy	Pregnancy in Early Childhood Policy Record Keeping and Retention Policy Work Health and Safety Policy
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PURPOSE

The purpose of this policy is to provide information to manage and prevent the spread of infectious illnesses and diseases. Our OSHC Service has a duty of care to ensure that all children, families, and educators are protected from infectious diseases whilst at the Service. Along with maintaining a clean and hygienic environment, this also includes notifying families and educators when an excludable illness or disease is present in the OSHC Service, maintaining a record of children’s and educators’ immunisation status, complying with relevant health department exclusion guidelines, and increasing educators’ awareness of cross-infection.

SCOPE

This policy applies to children, families, staff, educators, approved provider, nominated supervisor, **students, volunteers and visitors** of the OSHC Service.

IMPLEMENTATION

Immunisation is a reliable way to prevent many childhood diseases. Immunisation works by giving the person a vaccine (weakened or killed disease-causing bacteria or virus), against a particular disease. This makes the person’s immune system respond in a similar way to how it would respond if they actually had the disease, but with less severe, or possibly no symptoms. The vaccine therefore leads to the creation of antibodies that provide future protection if the person comes into contact with the disease.

Immunisation also protects other people who are not immunised, such as children who are too young to be immunised, or people whose immune systems did not respond to the vaccine. This is because the more people who are immunised against a disease, the lower the chance that a person will ever come into contact with someone who has the disease. The chance of an infection spreading in a community

therefore decreases if a large proportion of people are immunised, because the immune people will not become infected and can protect the vulnerable people; this is known as 'herd immunity'.

Enrolment in an Out of School Hours Care service requires parents to provide an *Immunisation History Statement* as recorded on the Australian Immunisation Register (AIR) to prove that their child is up to date with their scheduled vaccinations. This documentation also is required to be updated as per the childhood immunisation schedule.

When enrolling a child in an Out of School Hours Care service, parents will be asked to provide an Immunisation History Statement. Should a child not be fully immunised according to the National Immunisation Program Schedule, they will not be prevented from enrolling.

Children without proof of recommended immunisation for their age will be excluded from attending the service during an outbreak of a vaccine preventable disease. For a child to be eligible for Child Care Subsidy and other family payments, immunisation must be in accordance with the National Immunisation Program (NIP) Schedule.

THE APPROVED PROVIDER / NOMINATED SUPERVISOR WILL:

- ensure that obligations under the *Education and Care Services National Law and National Regulations* are met
- ensure educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy and associated procedure
- ensure all new employees are provided with a copy of this policy as part of their induction process
- ensure information about immunisation, infectious diseases and exclusion periods is available to families at time of enrolment/orientation and is included in the Family Handbook
- request families to provide an AIR Immunisation History Statement or an AIR Immunisation History Form (for a child on an approved catch-up-schedule) prior to enrolment
- record in the immunisation register, children as 'unimmunised' if an AIR is not provided
- advise parents and families about the [National Immunisation Program \(NIP\)](#)
- review children's immunisation regularly, updating the child's records kept at the OSHC service
- develop a staff immunisation record that documents each staff member's previous infection or immunisation
- require all new and current staff to complete the staff immunisation record
- update staff immunisation records as staff become vaccinated

- provide staff and families with information about vaccine-preventable diseases
- take all reasonable steps to encourage non-immune staff to be vaccinated
- document advice given to educators and other staff, and any refusal to comply with vaccination requests
- notify the Public Health Unit of any outbreak of vaccine preventable diseases (1300 066 055)
- notify families when an outbreak of a vaccine-preventable disease occurs through various channels of communication:
 - verbally
 - through a letter from the educator or approved provider
 - posting a note or sign at the entry of the residence
 - via electronic message- text message or email
- notify the regulatory authority of any incidence of a notifiable infectious illness or disease [ACECQA contact regulatory authority](#)
- exclude any child who is not immunised from the OSHC Service if and when an outbreak of a vaccine-preventable disease occurs to protect that child and to prevent further spread of infection. In the instance of the child being immunised but the immunisation record has not been sighted by the Service, the child is to be considered as not being immunised.
- advise any staff members who fall pregnant to discuss [Cytomegalovirus during pregnancy](#) (CMV) with their doctor and inform management so that an individual risk assessment can be assessed and managed. There is NO vaccination to prevent against infection with CMV. Occupational risks of CMV in childcare should be managed and control measures implemented. CMV [see: Pregnancy in Early Childhood Policy]

FAMILIES WILL:

- adhere to the OSHC Service's policies regarding [Dealing with Infectious Diseases, Immunisation, Incident, Injury, Trauma and Sickness Policies](#) and exclusion requirements
- provide the OSHC Service with a copy of one or more of the following documents upon enrolment
 - an Australian Immunisation Register (AIR) Immunisation History Statement which shows that the child is up to date with their scheduled vaccinations; or
 - an AIR Immunisation History Form on which the immunisation provider has certified that the child is on a recognised catch-up schedule; or
 - an AIR Immunisation Medical Exemption Form which has been certified by a GP
- provide the OSHC service with an updated copy of their child's current immunisation record when the next scheduled immunisation has been completed

- complete their child’s immunisation schedule
- support their child’s exclusion from the Service if there is an outbreak of a vaccine preventable disease at the OSHC Service or if they come into contact with a person with a vaccine preventable disease, even if there is no outbreak at the Service or Primary School.

INFORMATION TO BE DISPLAYED IN SERVICE

INFORMATION	WEBSITE/INFORMATION	PHONE NUMBER
The National Immunisation Program (NIP) Service	https://beta.health.gov.au/initiatives-and-programs/national-immunisation-program	1800 020 103
Notification of an occurrence of an infectious disease/vaccine preventable disease	Notify local Public Health Unit Provide information to families about the infectious disease- Children unimmunised against vaccine preventable diseases must be excluded from care	1300 066 055
Australian Government Department of Health	In the event of a community spread virus- (COVID-19) publications from Government agencies will be displayed https://www.health.gov.au/resources/collections/coronavirus-covid-19-campaign-resources	1800 020 080

AUSTRALIAN GOVERNMENT DEPARTMENT OF HEALTH- IMMUNISATION SAVES LIVES

Currently there are different immunisation requirements for early childhood education and care services across states and territories. OSHC Services who operate as part of an approved ECEC service may need to ensure information on immunisation requirements as available to all families and updated as required.

Queensland (QLD)
<p>The National Immunisation Program (NIP) Schedule TO BE DISPLAYED IN THE SERVICE can be accessed and downloaded from: https://www.health.gov.au/resources/publications/national-immunisation-program-schedule-portfolio</p> <ul style="list-style-type: none"> • Queensland immunisation schedule: https://www.health.qld.gov.au/clinical-practice/guidelines-procedures/diseases-infection/immunisation/schedule • Local QLD Public Health information can be found at: https://www.qld.gov.au/health/conditions/immunisation/ • Immunise Australia National Hotline: 1800 671 811 • Australian Government, Department of Human Services: https://www.humanservices.gov.au/individuals/online-help/medicare/getting-your-immunisation-history-statement-using-your-medicare-online-account

RESOURCES

AIR General Enquiries line 1800 653 809

Australian Government Services Australia Australian Immunisation Register

<https://www.servicesaustralia.gov.au/individuals/services/medicare/australian-immunisation-register>

[NSW Government Immunisation Enrolment Toolkit](#)

Sharing Knowledge About Immunisation. (2020). <http://talkingaboutimmunisation.org.au/>

[Time Out Keeping your child and other kids healthy!](#) (Queensland Government)

Time Out Brochure [Why do I need to keep my child at home?](#)

[Victoria State Government Immunisation enrolment toolkit for early childhood services](#)

CONTINUOUS IMPROVEMENT/REFLECTION

The *Immunisation Policy* will be reviewed on an annual basis in conjunction with children, families, staff, educators and management.

SOURCES

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https://www.health.gov.au/sites/default/files/national-immunisation-strategy-for-australia-2019-2024_0.pdf

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Australian Government. Services Australia. [Australian Immunisation Register](#)

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Australian Government. [Services Australia: *How to get immunisation statements*](#)

Australian Government Department Of Health National Immunise Program: <https://www.health.gov.au/initiatives-and-programs/national-immunisation-program>

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations. \(Amended 2023\).](#)

Federal Register of Legislation *Privacy Act 1988*.

National Centre for Immunisation Research and Surveillance (NCIRS). No Jab No Play, No Jab No Pay:

<https://www.ncirs.org.au/public/no-jab-no-play-no-jab-no-pay>

National Health and Medical Research Council. (2013). *Staying Healthy: Preventing infectious diseases in early childhood education and care services* (5th Ed.). Australia: Commonwealth of Australia. NSW Government. (n.d.).

NSW Public Health Act- NSW Government (2023) [Questions and answers about vaccination requirements for child care](#)

[Pregnancy Birth and Baby. *Cytomegalovirus \(CMV\) during pregnancy.*](#)

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Tina Chappell	Coordinator	March 24
POLICY REVIEWED	MARCH 2024	NEXT REVIEW DATE	MARCH 2025
VERSION NUMBER	V10.03.24		
MODIFICATIONS	<ul style="list-style-type: none"> annual policy maintenance minor edits within policy updated information re: CMV for staff/educators who are pregnant 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
MARCH 2023	<ul style="list-style-type: none"> annual policy maintenance additional regulations added name change of Control of Infectious Disease Policy to <i>Dealing with Infectious Disease Policy</i> Vaccination requirements for COVID 19 removed hyperlinks checked and repaired as required Continuous improvement section added link to Western Australian Education and Care Services National Regulations added in 'Sources' 	MARCH 2024	
MARCH 2022	<ul style="list-style-type: none"> Review of policy as per annual review cycle No major edits 	MARCH 2023	
OCTOBER 2021	<ul style="list-style-type: none"> Additional information added to reflect mandatory COVID-19 vaccination requirements for NSW/VIC deleted information related to ECEC services only updated sources (broken links updated) 	MARCH 2022	
MARCH 2021	<ul style="list-style-type: none"> updates to reflect 'no jab no play' in each state/territory links to each state/territory immunisation schedules checked and edited as required further resources added 	MARCH 2022	
MARCH 2020	<ul style="list-style-type: none"> Additions to introduction statement Additional information added to content Resources section added Jurisdiction specifications checked for currency 	MARCH 2021	
MARCH 2019	<ul style="list-style-type: none"> Contextualised for OSHC Introduction, purpose, & implementation mostly re-written New immunisation requirements changed to past tense Additional information added to points Sources checked for currency 	MARCH 2020	

<p>MARCH 2018</p>	<p>Updated to further comply with changes to immunisation requirements DELETED: As of January 2016, new immunisation requirements came into force affecting child care benefits and family assistance payments (the Commonwealth) and the enrolment of children in child care and children’s services (in NSW). The Commonwealth has made changes under the ‘No Jab, No Pay’ measure to increase childhood vaccination rates causing families to no longer be eligible for child care benefits and family assistance payments with exceptions for children recorded with medical contraindications or natural immunity for certain diseases and those on a recognised catch-up schedule.</p>	<p>MARCH 2019</p>
<p>OCTOBER 2017</p>	<p>Updated to comply with new vaccination regulations in NSW. Effective January 1, 2018</p>	<p>MARCH 2018</p>

Item 4.6 Incident, Injury, Trauma & Illness Policy

EXECUTIVE SUMMARY

The health and safety of all staff, children, families and visitors to our Out of School Hours Care (OSHC) Service is of the utmost importance. We aim to reduce the likelihood of incidents, illness, accidents and trauma through implementing comprehensive risk management, effective hygiene practices and the ongoing professional development of all staff to respond quickly and effectively to any incident or accident.

OFFICER'S RECOMMENDATION

That Council: adopt the Incident, Injury, Trauma & Illness Policy as presented.

Budget & Resource Implications

N/A

Background

Updates have been made to this Policy to align with Legislation.

Consultation (Internal/External)

N/A

Attachments

Attachment P – Policy

Report prepared by **Teena Chappell (Outside School Hours Care Co-Ordinator)**

INCIDENT, INJURY, TRAUMA & ILLNESS POLICY

The health and safety of all staff, children, families and visitors to our Out of School Hours Care (OSHC) Service is of the utmost importance. We aim to reduce the likelihood of incidents, illness, accidents and trauma through implementing comprehensive risk management, effective hygiene practices and the ongoing professional development of all staff to respond quickly and effectively to any incident or accident.

We acknowledge that in education and care services, illness and disease can spread easily from one child to another, even when implementing the recommended hygiene and infection control practices. Our OSHC Service aims to minimise illnesses by adhering to all recommended guidelines from relevant government authorities regarding the prevention of infectious diseases and adhere to exclusion periods recommended by public health units.

When groups of children play together and are in new surroundings accidents and illnesses may occur. Our OSHC Service is committed to effectively manage our physical environment to allow children to experience challenging situations whilst preventing serious injuries.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.
2.2	Safety	Each child is protected.
2.2.1	Supervision	At all times, reasonable precautions and adequate supervision ensure children are protected from harm and hazard.
2.2.2	Incident and emergency management	Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practiced and implemented.
2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.

EDUCATION AND CARE SERVICES NATIONAL LAW AND REGULATIONS	
Sec.165	Offence to inadequately supervise children

Sec. 174(2)(a)	Prescribed information to be notified to Regulatory Authority
Sec.176(2)(a)	Time to notify certain information to Regulatory Authority
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases
89	First aid kits
93	Administration of medication
95	Procedure for administration of medication
97	Emergency and evacuation procedures
103	Premises, furniture and equipment to be safe, clean and in good repair
104	Fencing
117	Glass
161	Authorisations to be kept in enrolment record
162	Health information to be kept in enrolment record
168	Education and care Service must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
177	Prescribed enrolment and other documents to be kept by approved provider
183	Storage of records and other documents

RELATED POLICIES

Administration of First Aid Policy Administration of Medication Policy Anaphylaxis Management Policy Asthma Management Policy Child Safe Environment Policy Dealing with Infectious Disease Policy Delivery of children to, and collection from ECE Premises Policy Diabetes Management Policy Enrolment Policy Epilepsy Policy	Family Communication Policy Handwashing Policy Health and Safety Policy Immunisation Policy Medical Conditions Policy Privacy and Confidentiality Policy Record Keeping and Retention Policy Safe Transportation Policy Work Health and Safety Policy
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PURPOSE

Our Service has a duty of care to respond to and manage illnesses, accidents, incidents, and trauma that may occur at the Service to ensure the safety and wellbeing of children, educators and visitors. This policy will guide educators and staff to manage illness and prevent injury and the spread of infectious diseases and provide guidance of the required action to be taken in the event of an incident, injury, trauma or illness occurring when a child is educated and cared for.

SCOPE

This policy applies to children, families, staff, educators, the approved provider, nominated supervisor, management, students, volunteers and visitors of the OSHC Service.

IMPLEMENTATION

Under the *Education and Care Services National Regulations*, an approved provider must ensure that policies and procedures are in place for incident, injury, trauma and illness and take reasonable steps to ensure policies and procedures are followed. (ACECQA, 2021). In the event of an incident, injury, trauma or illness, all staff will implement the guidelines set out in this policy to adhere to National Law and Regulations and inform the regulatory authority as required.

Our OSHC Service implements risk management planning to identify any possible risks and hazards to our learning environment and practices. Where possible, we have eliminated or minimised these risks as is reasonably practicable.

Our OSHC Service implements procedures as stated in the *Staying healthy: Preventing infectious diseases in early childhood education and care services* (Fifth Edition) developed by the Australian Government National Health and Medical Research Council as part of our day-to-day operation of the Service.

We are guided by explicit decisions regarding exclusion periods and notification of any infectious disease by the *Australian Government- Department of Health* and local Public Health Units in our jurisdiction under the Public Health Act.

INJURY, INCIDENT OR TRAUMA

In the event of any child, educator, staff, volunteer or visitor having an accident at the OSHC Service, an educator who has a First Aid Certificate will attend to the person immediately. Adequate supervision will be provided to all children attending the Service.

Any workplace incident, injury or trauma will be investigated, and records kept as per WHS legislation and guidelines.

All staff and educators are required to follow the procedures outlined in our *First Aid Policy* and *First Aid Procedure*.

DEFINITION OF SERIOUS INCIDENT

Regulations require the Approved Provider or Nominated Supervisor to notify Regulatory Authorities **within 24 hours of any serious incident at the OSHC Service** through the [NQA IT System](#)

A serious incident (Reg. 12) is defined as any of the following:

- a) The death of a child:
 - (i) while being educated and cared for by an OSHC Service or
 - (ii) following an incident while being educated and cared for by an OSHC Service.
- (b) Any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an OSHC Service, which:
 - (i) a reasonable person would consider required urgent medical attention from a registered medical practitioner or
 - (ii) for which the child attended, or ought reasonably to have attended, a hospital. For example: whooping cough, broken limb and anaphylaxis reaction
- (c) Any incident or emergency where the attendance of emergency services at the OSHC Service premises was sought, or ought reasonably to have been sought (eg: severe asthma attack, seizure or anaphylaxis)
- (d) Any circumstance where a child being educated and cared for by an OSHC Service
 - (i) appears to be missing or cannot be accounted for or
 - (ii) appears to have been taken or removed from the OSHC Service premises in a manner that contravenes these regulations or
 - (iii) is mistakenly locked in or locked out of the OSHC Service premises or any part of the premises.

A serious incident should be documented as an incident, injury, trauma and illness record as soon as possible and within 24 hours of the incident, with any evidence attached.

INCIDENT, INJURY, TRAUMA AND ILLNESS RECORD

An *Incident, Injury, Trauma and Illness* record contains details of any incident, injury, trauma or illness that occurs while the child is being educated and cared for at the OSHC Service. The record will include:

- name and age of the child
- circumstances leading to the incident, injury, illness
- time and date the incident occurred, the injury was received, or the child was subjected to trauma
- details of any illness which becomes apparent while the child is being cared for including any symptoms, time and date of the onset of the illness

- details of the action taken by the educator including any medication administered, first aid provided, or medical professionals contacted
- details of any person who witnessed the incident, injury or trauma
- names of any person the educator notified or attempted to notify, and the time and date of this
- signature of the person making the entry, and the time and date the record was made

Educators are required to complete documentation of any incident, injury or trauma that occurs when a child is being educated and cared for by the OSHC Service. This includes recording incidences of biting, scratching, dental or mouth injury. Due to Confidentiality and Privacy laws, only the name of the child injured will be recorded on the Incident, Injury, Trauma or Illness Record. Any other child/ren involved in the incident will not have their names recorded. If other children are injured or hurt, separate records will be completed for each child involved in the incident. Parents/Authorised Nominee must acknowledge the details contained in the record, sign and date the record on arrival to collect their child. All Incident, Injury, Trauma and Illness Records must be kept until the child is 25 years of age. (See: *Record Keeping and Retention Policy*).

MISSING OR UNACCOUNTED FOR CHILD

At all times, reasonable precautions and adequate supervision is provided to ensure children are protected from harm or hazards. However, if a child appears to be missing or unaccounted for, removed from the OSHC Service premises that breaches the National Regulations or is mistakenly locked in or locked out of any part of the Service, a serious incident notification must be made to the regulatory authority.

A child may only leave the OSHC Service in the care of a parent, an authorised nominee named in the child's enrolment record or a person authorised by a parent or authorised nominee or because the child requires medical, hospital or ambulance care or other emergency.

Educators must ensure that

- the attendance record is regularly cross-checked to ensure all children signed into the OSHC Service are accounted for
- children are supervised at all times
- visitors to the service are not left alone with children at any time

For After School Care, educators will check that all children booked in for a session of care arrives at the expected time. If a child does not arrive at the OSHC Service or nominated collection point, at the expected time educators will follow procedures outlined in the *Delivery of children to, and collection from ECE Premises Policy*.

Educators will regularly cross-check the attendance record to ensure all children signed into the OSHC Service are accounted for. Should an incident occur where a child is missing from the OSHC Service educators and the nominated supervisor will:

- attempt to locate the child immediately by conducting a thorough search of the premises (checking any areas that a child could be locked into by accident)
- cross check the attendance record to ensure the child hasn't been collected by an authorised person and signed out by another person
- if the child is not located within a **10-minute** period, emergency services will be contacted on 000 and the Approved Provider will notify the parent/s or guardian
- continue to search for the missing child until emergency services arrive whilst providing supervision for other children in care
- provide information to Police such as: child's name, age, appearance, (provide a photograph), details of where the child was last sighted.

If a child is missing during or following transportation the *Missing Child During Regular Transportation Procedure* is to be followed. The approved provider is responsible for notifying the Regulatory Authority of a serious incident within 24 hours of the incident occurring.

HEAD INJURIES

It is common for children to bump their heads during everyday play, however it is difficult to determine whether the injury is serious or not. Therefore, any knock to the head is considered a *head injury* and should be assessed by a doctor. In the event of any head injury, the First Aid officer will assess the child, administer any urgent First Aid and notify parents/guardians to collect their child.

Emergency services will be contacted immediately on 000 if the child:

- has sustained a head injury involving high speeds or fallen from a height (play equipment)
- loses consciousness
- seems unwell or vomits several times after hitting their head

(See: *Head Injury Guide and Procedure*)

TRAUMA

Trauma is defined as the impact of an event or a series of events during which a child feels helpless and pushed beyond their ability to cope. There are a range of different events that might be traumatic to a child, including accidents, injuries, serious illness, natural disasters (bush fires), assault, and threats of violence,

domestic violence, neglect or abuse and wars or terrorist attacks. Parental or cultural trauma can also have a traumatising effect on children. This definition firmly places trauma into a developmental context: *“Trauma changes the way children understand their world, the people in it and where they belong”* (Australian Childhood Foundation, 2010).

Trauma can disrupt the relationships a child has with their parents, educators and staff who care for them. It can transform children’s language skills, physical and social development and the ability to manage their emotions and behaviour.

Behavioural responses for pre-school aged children and young children who have experiences trauma may include:

- new or increased clingy behaviour such as constantly following a parent, carer or staff around
- anxiety when separated from parents or carers
- new problems with skills like sleeping, eating, going to the toilet and paying attention
- shutting down and withdrawing from everyday experiences
- difficulties enjoying activities
- being jumpier or easily frightened
- physical complaints with no known cause such as stomach pains and headaches
- blaming themselves and thinking the trauma was their fault.

Children who have experienced traumatic events often need help to adjust to the way they are feeling. When parents, educators and staff take the time to listen, talk, and play they may find children begin to say or show how they are feeling. Providing children with time and space lets them know you are available and care about them.

It is important for educators to be patient when dealing with a child who has experienced a traumatic event. It may take time to understand how to respond to a child’s needs and new behaviours before parents, educators and staff are able to work out the best ways to support a child. It is imperative to realise that a child’s behaviour may be a response to the traumatic event rather than just ‘naughty’ or ‘difficult’ behaviour.

EDUCATORS CAN ASSIST CHILDREN DEALING WITH TRAUMA BY:

- observing the behaviours and expressed feelings of a child and documenting responses that were most helpful in these situations

- creating a 'relaxation' space with familiar and comforting toys and objects children can use when they are having a difficult time
- having quiet time such as reading a story about feelings together
- trying different types of play that focus on expressing feelings (e.g., drawing, playing with play dough, dress-ups and physical games such as trampolines)
- helping children understand their feelings by using reflecting statements (e.g., 'you look sad/angry right now, I wonder if you need some help?')

There are a number of ways for parents, educators and staff to reduce their own stress and maintain awareness, so they continue to be effective when offering support to children who have experienced traumatic events.

STRATEGIES TO ASSIST FAMILIES, EDUCATORS AND STAFF TO COPE WITH CHILDREN'S STRESS OR TRAUMA MAY INCLUDE:

- taking time to calm yourself when you have a strong emotional response. This may mean walking away from a situation for a few minutes or handing over to another educator or staff member if possible
- planning ahead with a range of possibilities in case difficult situations occur
- remembering to find ways to look after yourself, even if it is hard to find time or you feel other things are more important. Taking time out helps adults be more available to children when they need support.
- using supports available to you within your relationships (e.g., family, friends, colleagues).
- identifying a supportive person to talk to about your experiences. This might be your family doctor or another health professional.
- accessing support resources- BeYou, Emerging Minds

Living or working with traumatised children can be demanding so it is important to be aware of your own responses and seek support from management when required.

ILLNESS MANAGEMENT

To reduce the transmission of infectious illness, our OSHC Service implements effective hygiene and infection control routines and procedures as per the *Staying healthy: Preventing infectious diseases in early childhood education and care services guidelines*. If a child is unwell or displaying symptoms of a cold or flu virus, parents are requested to keep the child away from the OSHC Service. Infectious illnesses can be spread quickly from one person to another usually through respiratory droplets or from a child or person touching their own mouth or nose and then touching an object or surface.

PREVENTING THE SPREAD OF ILLNESS

Practising effective hygiene helps to minimise the risk of cross infection within our OSHC Service.

Educators model good hygiene practices and remind children to cough or sneeze into their elbow or use a disposable tissue and wash their hands with soap and water for at least 20 seconds after touching their mouth, eyes or nose.

Handwashing techniques are practised by all educators and children routinely using soap and water before and after eating and when using the toilet and drying hands thoroughly with paper towel. (See *Handwashing Policy*).

All surfaces including bedding (pillows, mat, cushion) used by a child who is unwell, will be cleaned with soap and water and then disinfected.

Parents, families and visitors are requested to wash their hands upon arrival and departure at the Service or use an alcohol-based hand sanitizer. (Note: alcohol-based sanitizers must be kept out of reach of children and used only with adult supervision.)

CHILDREN ARRIVING AT THE OSHC SERVICE WHO ARE UNWELL

Management will not accept a child into care if they:

- have a contagious illness or infectious disease
- are unwell and unable to participate in normal activities or require additional attention
- have had a temperature and/or have been vomiting in the last 24 hours- as reported by a parent (best practice recommendation)
- have had diarrhoea in the last 48 hours
- have started a course of antibiotics in the last 24 hours
- have been given medication for a temperature prior to arriving at the Service (for example: Panadol)

IDENTIFYING SIGNS AND SYMPTOMS OF ILLNESS

Educators and management are not doctors and are unable to diagnose an illness or infectious disease. To ensure the symptoms are not infectious and to minimise the spread of an infection, medical advice is required to ensure a safe and healthy environment.

Children who appear unwell at the OSHC Service will be closely monitored and if any symptoms described below are noticed, or the child is not well enough to participate in normal activities, parents or an emergency contact person will be contacted to collect the child as soon as possible. A child who is displaying symptoms of

a contagious illness (vomiting, diarrhoea) will be moved away from the rest of the group and supervised until he/she is collected by a parent or emergency contact person.

SYMPTOMS INDICATING ILLNESS MAY INCLUDE:

- behaviour that is unusual for the individual child
- high temperature or fevers
- loose bowels
- faeces that are grey, pale or contains blood
- vomiting
- discharge from the eye or ear
- skin that displays rashes, blisters, spots, crusty or weeping sores
- loss of appetite
- dark urine
- headaches
- stiff muscles or joint pain
- a stiff neck or sensitivity to light
- continuous scratching of scalp or skin
- difficulty in swallowing or complaining of a sore throat
- persistent, prolonged or severe coughing
- difficulty breathing

HIGH TEMPERATURES OR FEVERS

Children get fevers or temperatures for all kinds of reasons. Most fevers and the illnesses that cause them last only a few days. However sometimes a fever will last much longer and might be the sign of an underlying chronic or long-term illness or disease.

Recognised authorities suggest a child's normal temperature will range between 36.0°C and 37.0°C, but this will often depend on the age of the child and the time of day.

Any child with a high fever or temperature reaching **38°C** or higher will not be permitted to attend the OSHC Service until 24 hours after the temperature/fever has subsided.

WHEN A CHILD DEVELOPS A HIGH TEMPERATURE OR FEVER WHILST AT THE OSHC SERVICE

- Educators will closely monitor the child focusing on how the child looks and behaves and be alert to the possibility of vomiting, coughing or convulsions
- Educators will notify parents when a child registers a temperature of 38°C or higher
- The child will be cared for in an area that is separated from other children in the service to await pick up from their parent/guardian or authorised nominee
- The child will need to be collected from the OSHC Service and will not be permitted back for a further 24 hours
- Educators will complete an *Illness, Injury, Trauma and Illness* record and note down any other symptoms that may have developed along with the temperature (for example, a rash, vomiting, etc.).
- Emergency services will be contacted should the child have trouble breathing, becomes drowsy or unresponsive or suffers a convulsion lasting longer than five minutes
- In the event of any child requiring ambulance transportation and medical intervention, a serious incident will be reported to the regulatory authority (Reg. 12) by the approved provider.

METHODS TO REDUCE A CHILD'S TEMPERATURE OR FEVER

- encourage the child to drink small sips of water regularly
- remove excessive clothing (shoes, socks, jumpers, pants etc.) Educators will be mindful of cultural beliefs.
- if requested by a parent or emergency contact person and written parental permission to administer paracetamol or ibuprofen is recorded in the child's individual enrolment form, staff may administer paracetamol or ibuprofen (Panadol or Nurofen) in an attempt to bring the temperature down. However, a parent or emergency contact person, must still collect the child from the OSHC Service
- before giving any medication to children, the medical history of the child must be checked for possible allergies
- the child's temperature, time, medication, dosage, and the staff member's name will be recorded in the *Incident, Injury, Trauma and Illness Record*. Parents/guardians will be requested to sign and acknowledge the *Administration of Medication Form* or *Administration of Paracetamol Record* when collecting their child.

DEALING WITH COLDS/FLU (RUNNY NOSE)

It is very difficult to distinguish between the symptoms of COVID-19, influenza and a cold. If any child, employee or visitor has any infectious or respiratory symptoms (such as sore throat, headache, fever, shortness of breath, muscle aches, cough or runny nose) they may be requested to either stay at home or self test using a Rapid antigen test (RAT). (See: Australian Government [Identifying the symptoms](#))

Colds are the most common cause of illness in children and adults. There are more than 200 types of viruses

that can cause the common cold. Symptoms include a runny or blocked nose, sneezing and coughing, watery eyes, headache, a mild sore throat, and possibly a slight fever. It is not unusual for children to have five or more colds a year, and children in education and care Services may have as many as 8–12 colds a year. As children get older, and as they are exposed to greater numbers of children, they get fewer colds each year because of increased immunity.

Management has the right to send children home if they appear unwell due to a cold or general illness.

Children can become distressed and lethargic when unwell. Discharge coming from a child's nose and coughing can lead to germs spreading to other children, educators, toys, and equipment.

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

DIARRHOEA AND VOMITING (GASTROENTERITIS)

Gastroenteritis (or 'gastro') is a general term for an illness of the digestive system. Typical symptoms include abdominal cramps, diarrhoea, and vomiting. In many cases, it does not need treatment, and symptoms disappear in a few days. However, gastroenteritis can cause dehydration because of the large amount of fluid lost through vomiting and diarrhoea. Therefore, if a child does not receive enough fluids, he/she may require fluids intravenously.

If a child has diarrhoea and/or vomiting whilst at the OSHC Service, Management will notify parents or an emergency contact to collect the child immediately. In the event of an outbreak of viral gastroenteritis, management will contact the local Public Health Unit.

[Public Health Unit- Local state and territory health departments](#)

Management must document the number of cases, dates of onset, duration of symptoms. An outbreak is when two or more children or staff have a sudden onset of diarrhoea or vomiting in a 2-day period. (NSW Government- Health 2019) **See: *Illness or Infectious Disease Register***

Children that have had diarrhoea and/or vomiting will be asked to stay away from the OSHC Service for **48 hours** after symptoms have ceased to reduce infection transmission as symptoms can reappear after 24 hours in many instances.

An *Incident, Injury, Trauma and Illness* record must be completed as per regulations. Notifications for serious illnesses must be lodged with the Regulatory Authority and Public Health Unit.

NOTIFYING FAMILIES AND EMERGENCY CONTACT- **SICKNESS OR INFECTIOUS ILLNESS**

- It is a requirement of the OSHC Service that all emergency contacts are able to pick up an ill child within a 30-minute timeframe
- In the event that the ill child is not collected in a timely manner, or should parents refuse to collect the child, a warning letter will be sent to the families outlining Service policies and requirements. The letter of warning will specify that if there is a future breach of this nature, the child's position may be terminated.
- Parents or guardians are notified as soon as practicable and no later than 24 hours of the illness, accident, or trauma occurring
- Families will be notified of any outbreak of an infectious illness (e.g.: Gastroenteritis, whooping cough) within the Service via our notice board, online app or email to assist in reducing the spread of the illness
- When a child has been diagnosed with an illness or infectious disease, the Service will refer to information about recommended exclusion periods from the [Public Health Unit](#) (PHU) and *Staying healthy: Preventing infectious diseases in early childhood education and care services*.
- Exclusion periods for illness and infectious diseases are provided to families and included in our Family Handbook and *Dealing with Infectious Disease Policy*.

THE APPROVED PROVIDER, NOMINATED SUPERVISORS, RESPONSIBLE PERSON, AND EDUCATORS WILL ENSURE:

- that obligations under the *Education and Care Services National Law and National Regulations* are met
- educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy and associated procedure
- each child's enrolment records include authorisations by a parent or person named in the record for the approved provider, nominated supervisor or educator to seek medical treatment for the child from a registered medical practitioner, hospital or ambulance service and if required, transportation by an ambulance service
- parents or guardians are notified as soon as practicable and no later than 24 hours of the illness, accident, or trauma occurring
- an *Incident, Injury, Trauma and Illness Record* is completed accurately and in a timely manner as soon after the event as possible (within 24 hours)
- if the incident, situation or event presents imminent or severe risk to the health, safety and wellbeing of any person present at the OSHC Service, or if an ambulance was called in response to the emergency (not as a precaution) the regulatory authority will be notified within 24 hours of the incident
- families are advised to keep their child home until they are feeling well, and they have not had any symptoms for at least 24-48 hours (depending upon the illness and exclusion periods)

- children or staff members who are diagnosed with an illness or infectious disease may be excluded as per recommended exclusion periods
- families are notified of any infectious disease circulating the Service within 24 hours of detection
- a child who has not been immunised will be excluded from the Service if a vaccine preventable disease is reported within the Service community and that child is deemed to be in danger of contracting the illness. Please refer to our *Dealing with Infectious Diseases Policy*
- families of a child with complex and chronic medical conditions will be notified in the event of an outbreak of an illness or infectious disease that could compromise their health
- families are notified to collect their child if they have vomited or had diarrhoea whilst at the OSHC Service
- first aid kits are suitably equipped and checked on a monthly basis (see *First Aid Kit Checklist*)
- first aid kits are easily accessible when children are present at the OSHC Service and during excursions
- that the following qualified people are in attendance at all times the Service is providing education and care to children [Reg. 136]
 - at least one educator, staff member or nominated supervisor who holds a current ACECQA approved first aid qualification- including emergency life support and CPR resuscitation
 - at least one educator, staff member or nominated supervisor of the Service who has undertaken current approved anaphylaxis management training
 - at least one educator, staff member or nominated supervisor of the Service who has undertaken current approved emergency asthma management training
- educators or staff who have diarrhoea or an infectious disease do not prepare food for others
- cold food is kept cold (below 5 °C) and hot food, hot (above 60°C) to discourage the growth of bacteria
- staff and children always practice appropriate hand hygiene and cough and sneezing etiquette
- appropriate cleaning practices are followed
- toys and equipment are cleaned and disinfected on a regular basis which is recorded in the toy cleaning register or cleaned immediately if a child who is unwell has used toys or resources
- additional cleaning will be implemented during any outbreak of an infectious illness or virus
- all illnesses are documented in the service's *Incident, Injury, Trauma and Illness Record*
- information regarding the health and wellbeing of a child or staff member is not shared with others unless consent has been provided, in writing, or provided the disclosure is required or authorised by law under relevant state/territory legislation (including Child Information Sharing Scheme [CISS] or the Family Violence Information Sharing Scheme [FVISS] for Victorian services).

FAMILIES WILL:

- adhere to the Service's policies regarding *Incident, Injury, Trauma and Illness*

- provide authorisation in the child's enrolment record for the approved provider, nominated supervisor or educator to seek medical treatment from a medical practitioner, hospital or ambulance service and if required, transportation by ambulance service
- provide up to date medical and contact information in case of an emergency
- provide emergency contact details and ensure details are kept up to date
- ensure that their child is able to be collected from the Service within a 30-minute timeframe if required due to illness by either a parent or emergency contact
- provide the OSHC Service with all relevant medical information, including Medicare and private health insurance
- provide a copy of their child's medical management plans and update these annually or whenever medication/medical needs change
- adhere to recommended periods of exclusion if their child has a virus or infectious illness
- complete documentation as requested by the educator and/or approved provider- *Incident, Injury, Trauma and Illness record* and acknowledge that they were made aware of the incident, injury, trauma or illness
- inform the OSHC Service if their child has an infectious disease or illness
- provide evidence as required from doctors or specialists that the child is fit to return to care if required- including post-surgery
- provide written consent for educators to administer first aid and call an ambulance if required (as per enrolment record)
- complete and acknowledge details in the *Administration of Medication Record* if required.

BREACH OF POLICY

Staff members or educators who fail to adhere to this policy may be in breach of their terms of employment and may face disciplinary action.

RESOURCES

[beyou Bushfire resource](#)

[Emerging Minds Community Trauma Toolkit](#)

[Fever in children- \(health direct.gov.au\)](#)

[Head Injury and concussion](#)

[Minimum periods for exclusion from childcare services](#)

[NSW Health Gastro Pack NSW Health](#)

[NSW Health Stopping the spread of childhood infections factsheet.](#)

Staying Healthy: *Preventing infectious diseases in early childhood education and care services*

[Time Out Keeping your child and other kids healthy!](#) (Queensland Government)

Time Out Brochure [Why do I need to keep my child at home?](#)

CONTINUOUS IMPROVEMENT/REFLECTION

The *Incident, Injury, Trauma and Illness Policy* will be reviewed on an annual basis in conjunction with children, families, staff, educators and management.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Administration of Medication Form	Illness Management Procedure
Administration of Paracetamol Record	Illness or Infectious Disease Register
First Aid Checklist	Incident, Injury, Trauma or Illness Record
Hand Washing Procedure	Missing Child During Regular Transportation
Head Injury Guide and Procedure	Procedure
	Missing Child Procedure

SOURCES

Australian Children’s Education & Care Quality Authority. (2014).

Australian Children’s Education & Care Quality Authority. (2023). [Guide to the National Quality Framework.](#)

Australian Children’s Education & Care Quality Authority (ACECQA). 20201. Policy and Procedure Guidelines. *Incident, Injury, Trauma and Illness Guidelines.*

Australian Childhood Foundation. (2010). Making space for learning: Trauma informed practice in schools:

<https://www.theactgroup.com.au/documents/makingspaceforlearning-traumainschools.pdf>

Australian Government Department of Education. **[My Time, Our Place- Framework for School Age Care in Australia.V2.0, 2022](#)**

Australian Government Department of Health *Health Topics* <https://www.health.gov.au/health-topics>

BeYou (2020) *Bushfires response* <https://beyou.edu.au/bushfires-response>

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations.](#) (Amended 2023).

Health Direct <https://www.healthdirect.gov.au/>

National Health and Medical Research Council. (2012). *Staying healthy: Preventing infectious diseases in early childhood education and care services.* Fifth Edition (updated 2013).

NSW Government. Department of Education. Managing COVID cases. <https://education.nsw.gov.au/early-childhood-education/coronavirus/managing-covid-cases>

Raising Children Network: <https://raisingchildren.net.au/guides/a-z-health-reference/fever>

Revised National Quality Standard. (2018).

SafeWork Australia: **[First Aid](#)**

The Sydney Children’s Hospitals network (2020). **[Fever](#)**

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Tina Chappell	Coordinator	March 2024
POLICY REVIEWED	MARCH 2024	NEXT REVIEW DATE	MARCH 2025
VERSION NUMBER	V12.03.24		
MODIFICATIONS	<ul style="list-style-type: none"> major review of policy rearranged content of policy and responsibilities to align with policy title (incident, injury, trauma and illness) merged contents of <i>Sick Children's Policy</i> into this current policy sources checked for currency and repaired as required 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
MARCH 2023	<ul style="list-style-type: none"> annual policy maintenance name change of Control of Infectious Disease Policy to <i>Dealing with Infectious Disease Policy</i> vaccination requirements for COVID 19 removed updated information on managing positive COVID cases added hyperlinks checked and repaired as required continuous improvement section and Resource section added MTOP V.20 updated in sources link to Western Australian Education and Care Services National Regulations added in 'Sources' procedure removed from policy (available on Desktop) 	MARCH 2024	
MARCH 2022	<ul style="list-style-type: none"> updated information re: COVID-19 updated Parent/Family notification for positive COVID-19 broken links repaired in sources 	MARCH 2023	
OCTOBER 2021	<ul style="list-style-type: none"> Policy reviewed and included suggested guidelines from ACECQA Incident, Injury, Trauma and Illness (June 2021) Additional legislative requirements added Additional related policies information about Child Information Sharing Schemes (CISS) added for state/territories as required 	MARCH 2022	
MARCH 2021	<ul style="list-style-type: none"> Policy title changed to align with Regulations 85-87 Information related to administration of paracetamol added additional sections added for <i>Head Injuries and Missing or unaccounted children</i> 	MARCH 2022	

	<ul style="list-style-type: none"> • edits to policy to reflect record keeping requirements • Draft Injury, Illness Procedures included in policy • currency of links/sources checked 	
JUNE 2020	<ul style="list-style-type: none"> • inclusion of COVID-19 risk mitigation strategies • information about COVID-19 included in policy • Public Health Unit information added • additional information related to COVID-19 symptoms added to 'dealing with cold and flu' section • references included to Sick Children and Hand Washing Policy • additional resources and sources added 	MARCH 2021
MARCH 2020	<ul style="list-style-type: none"> • Preventing the spread of illness section added • additional information about fevers and temperatures added • section regarding sponging children to reduce fever deleted (Sydney Children's Hospital recommendation) • additional information for trauma added • sources checked for currency/additional sources added 	MARCH 2021
MARCH 2019	<ul style="list-style-type: none"> • Points in this section re-worded and order of points re-organised for better flow. • Additional information added to points. • Sources checked for currency. • Sources/references corrected, updated, and alphabetised. 	MARCH 2020
MAY 2018	<ul style="list-style-type: none"> • Exclusion period for gastroenteritis has been changed to assist in minimising the spread of infection 	MARCH 2019

Item 4.7 Sick Children Policy

EXECUTIVE SUMMARY

Children come into contact with many other children and adults within the Service increasing their exposure to others who may be sick or carrying an infectious illness. The National Quality Standard requires the Out of School Hours (OSHC) Service to implement specific strategies to minimise the spread of infectious illness and maintain a healthy environment for all children, educators and families. We acknowledge the difficulty of keeping children at home or away from school and OSHC when they are sick and the pressures this causes for parents, however our Service aims to minimise the transmission of infectious diseases by adhering to regulations and policies protecting the health of all children, staff, families and visitors.

OFFICER'S RECOMMENDATION

That Council: adopt the Sick Children Policy as presented.

Budget & Resource Implications

N/A

Background

Updates have been made to this Policy to align with Legislation.

Consultation (Internal/External)

N/A

Attachments

Attachment Q – Policy

Report prepared by **Teena Chappell (Outside School Hours Care Co-Ordinator)**

SICK CHILDREN POLICY

Children come into contact with many other children and adults within the Service increasing their exposure to others who may be sick or carrying an infectious illness. The National Quality Standard requires the Out of School Hours (OSHC) Service to implement specific strategies to minimise the spread of infectious illness and maintain a healthy environment for all children, educators and families. We acknowledge the difficulty of keeping children at home or away from school and OSHC when they are sick and the pressures this causes for parents, however our Service aims to minimise the transmission of infectious diseases by adhering to regulations and policies protecting the health of all children, staff, families and visitors.

NATIONAL QUALITY STANDARDS (NQS)

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY		
2.1	Health	Each child's health and physical activity is supported and promoted.
2.1.1	Wellbeing and comfort	Each child's wellbeing and comfort is provided for, including appropriate opportunities to meet each child's need for sleep, rest and relaxation.
2.1.2	Health practices and procedures	Effective illness and injury management and hygiene practices are promoted and implemented.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
77	Health, hygiene and safe food practices
86	Notification to parents of incident, injury, trauma and illness
87	Incident, injury, trauma and illness record
88	Infectious diseases
90	Medical conditions policy
92	Medication record
93	Administration of medication
96	Self-administration of medication
168	Education and care service must have policies and procedures

175(2)(c)	Prescribed information to be notified to Regulatory Authority- any circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child or children attending the service
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RELATED POLICIES

Administration of First Aid Policy	Handwashing Policy
Administration of Medication Policy	Immunisation Policy
Dealing with Infectious Diseases	Incident, Injury, Trauma and Illness Policy
Enrolment Policy	Medical Conditions Policy
Family Communication Policy	Pregnancy in Early Childhood Policy

PURPOSE

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

SCOPE

This policy applies to children, families, staff, educators, the Approved Provider, nominated supervisor and management of the OSHC Service.

IMPLEMENTATION

Our OSHC Service has adopted the information on infectious diseases developed by the National Health and Medical Research Council and the Australian Government and published in *Staying healthy: Preventing infectious diseases in early childhood education and care services* (Fifth Edition). We aim to provide families with up-to-date information regarding specific illnesses and ways to minimise the spread of infection within the Out of School Care Service and at home.

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

This policy must be read in conjunction with our other Quality Area 2 policies:

- Dealing with Infectious Diseases Policy
- Immunisation Policy
- Incident, Illness, Accident and Trauma Policy and
- Medical Conditions Policy and

- Handwashing Policy

Staying Healthy: Preventing infectious diseases in early childhood education and care services (2013) explains how infections are spread as ‘The Chain of Infection’.

There are three steps in the chain:

- The germ has a source
- The germ spreads from the source
- The germ infects another person

The germ has a source

Germs can be picked up directly from an infected person or from the environment. It is important to understand that an infected person may not show any signs or symptoms of illness.

The germ spreads from the source

Germs can spread in several ways, including through the air by droplets, through contact with faeces and then contact with mouths, through direct contact with skin, and through contact with other body secretions (such as urine, saliva, discharges or blood).

Some germs can spread directly from person to person; others can spread from the infected person to the environment. Many germs can survive on hands, and on objects such as toys, door handles and bench tops. The length of time a germ can survive on a surface (including the skin) depends on the germ itself, the type of surface it has contaminated and how often the surface is cleaned. Washing hands and surfaces regularly with detergent and water is a very effective way of removing germs and preventing them spreading through the environment.

(Source: Staying healthy: Preventing infectious diseases in early childhood education and care services, 5th Edition, 2013 p: 7)

The germ infects another person

When the germ has reached the next person, it may enter the body through the mouth, respiratory tract, eyes, genitals, or broken or abraded skin. Whether a person becomes ill after the germ has entered the body depends on both the germ and the person’s immunity. Illness can be prevented at this stage by stopping the germ from entering the body (for example, by washing children’s hands, by covering wounds), and by prior immunisation against the germ.

(Source: Staying healthy: Preventing infectious diseases in early childhood education and care services, 5th Edition, 2013 p: 7)

MINIMIZING THE SPREAD OF INFECTIONS AND DISEASES IN OUT OF SCHOOL HOURS CARE SERVICES

We understand that it can be difficult for families to know when their child is sick. Families may experience problems taking time off work or study to care for their child at home. Obtaining leave from work or study can contribute to negative attitudes in the workplace, which can cause stress on families. Families may also experience guilt when they send their child to care who is not well.

However, it is imperative that families maintain a focus not only on the well-being of their own child but also upon the well-being of other children and the educators of the OSHC Service. To protect the health of children and educators within the OSHC Service, it is important that children and educators who are ill are kept away from the OSHC Service for the recommended period.

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

(See: Excluding Children from the Service section)

The need for exclusion and the length of time a person is excluded depends on:

- how easily the infection can spread
- how long the person is likely to be infectious and
- the severity of the infectious disease or illness.

Our educators are not medical practitioners and are not able to diagnose whether or not a child has an infectious illness. However, if an infectious illness is suspected, our OSHC Service may ask the family to collect their child from care as soon as possible. Management and educators *may* request families seek medical advice and provide a medical certificate stating that the child is no longer infectious prior to returning to care. **Please note: it is not always possible to obtain a doctor's certificate or clearance for suspected cases of an illness. The decision to approve a child's return is up to the Approved Provider/Nominated supervisor.**

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

- effective hand washing hygiene
- cough and sneeze etiquette
- appropriate use of protective gloves
- exclusion of children, educators or staff when they are unwell or displaying symptoms of an infectious disease or virus

- effective environmental cleaning including toys and resources
- requesting parents and visitors to wash their hands with soap and water or hand sanitizer upon arrival and departure at the Service
- physical distancing (when recommended by Australian Health Protection Principal Committee [AHPPC] and/or Safe Work Australia)
- wearing of masks when mandated by Public Health Order (or Service decision)
- maximising ventilation to increase air flow in learning spaces.

CHILDREN ARRIVING AT THE OSHC SERVICE WHO ARE UNWELL

MANAGEMENT WILL NOT ACCEPT A CHILD INTO CARE IF THEY:

- have a contagious illness or infectious disease
- are unwell and unable to participate in normal activities or require additional attention
- have had a temperature and/or have been vomiting in the last 24 hours- as reported by a parent (best practice recommendation)
- have had diarrhoea in the last 48 hours
- have started a course of anti-biotics in the last 24 hours
- have been given medication for a temperature (Panadol etc.)

CHILDREN WHO BECOME ILL AT THE OSHC SERVICE

Children may become unwell while at the OSHC Service, in which case management and educators will respond to children's individual symptoms of illness.

- Educators will closely monitor and document the child's symptoms on the *Incident, Injury, Trauma and Illness Record*
- Children who are unwell at the OSHC Service will be able to rest in a supervised area away from other children until parents or the emergency contact person is able to collect them
- Management will contact the parents/guardian if their child has passed runny stools/vomited whilst at the Service to be picked up.
- Educators will take the child's temperature. If the child's temperature is above 38°C, management will contact the child's parents/guardian/emergency contacts as soon as possible to have the child picked up
- Educators will attempt to lower the child's temperature by:
 - asking the child to remove excess clothing- shoes and socks, jumpers etc.
 - encouraging the child to take small sips of water
- Educators will continue to document any progressing symptoms

- Educators will complete the *Incident, Injury, Trauma or Illness Record* ensuring the form has been completed correctly and signed by the parent/guardian/emergency contact.
- Educators will thoroughly clean and disinfect any toys, resources or equipment that may be contaminated by a sick child.

COMMON COLDS AND FLU

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

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

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

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

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

REPORTING OUTBREAKS TO THE PUBLIC HEALTH UNIT **REG. 175 (2) (C)**

Management is required to notify the local Public Health Unit (PHU) by phone (call 1300 066 055) as soon as possible after they are made aware that a child enrolled at the OSHC Service is suffering from one of the following vaccine preventable diseases or outbreak of gastroenteritis.

- Diphtheria
- Mumps
- Poliomyelitis
- Haemophilus influenzae Type b (Hib)
- Meningococcal disease
- Rubella ('German measles')
- Measles
- Pertussis ('whooping cough')

- Tetanus

Notification is also required for:

An outbreak of 2 or more people with gastrointestinal or respiratory illness.

The Approved Provider must ensure notification is lodged through the [NQA-ITS](#) of an outbreak of COVID-19 when there are 5 cases or more within a 7-day period [Queensland Health](#)

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

EXCLUDING CHILDREN FROM THE OSHC SERVICE

When a child has been diagnosed with an illness or infectious disease, the OSHC Service will refer to information about recommended exclusion periods from the Public Health Unit (PHU) and request a medical clearance from the GP stating that the child is cleared to return to the Out of School Hours Service.

- [Recommended exclusion periods- Poster Staying Healthy: Preventing Infectious diseases in early childhood education and care services](#)
- [Minimum periods for exclusion from childcare services \(Victoria\)](#)
- When an infectious disease has been diagnosed, the OSHC Service will display appropriate documentation and alerts for families including information on the illness/disease, symptoms, infectious period and the exclusion period. This information can also be obtained from *Staying healthy: Preventing infectious diseases in early childhood education and care*.
- If a vaccine preventable disease occurs in the OSHC Service, children who have not been fully immunised will be excluded from care
- **A medical clearance from the child's General Practitioner stating that the child is cleared to return to the childcare setting will also be required before the child returns to care.**
- Children that have had diarrhoea and vomiting will be asked to stay away from the OSHC Service for **48 hours** after symptoms have ceased to reduce infection transmission as symptoms can develop again after 24 hours in many instances

NOTIFYING FAMILIES AND EMERGENCY CONTACT

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

THE APPROVED PROVIDER, NOMINATED SUPERVISOR AND EDUCATORS WILL ENSURE:

- effective hygiene policies and procedures are adhered to at all times
- effective environmental cleaning policies and procedures are adhered to at all times
- all families are provided access to relevant policies upon enrolment which will be explained by management including: *Dealing with Infectious Diseases Policy, Sick Children policy, Incident, Injury, Trauma and Illness Policy, Handwashing Policy and Medical Conditions Policy*
- that any child who registers a temperature **above 38°C** is collected from the OSHC Service.
- a child who has not been immunised will be excluded from the OSHC Service if an infectious disease is reported within the Service community and that child is deemed to be in danger of contracting the illness. Please refer to our *Dealing with Infectious Diseases Policy*.
- families of a child with complex and chronic medical conditions will be notified in the event of an outbreak of an illness or infectious disease that could compromise their health
- families are notified to pick up their child if they have vomited or had diarrhoea whilst at the Service.

Note: Given that the children are enrolled in formal schooling they will be governed by their school's vaccination requirement policy and procedures.

THE APPROVED PROVIDER OR NOMINATED SUPERVISOR WILL ENSURE:

- notification is made to the Regulatory Authorities within 24 hours of any incident involving serious injury or trauma to, or illness of, a child while being educated and cared for by an Education and Care Service, which:
 - (i) a reasonable person would consider required urgent medical attention from a registered medical practitioner or
 - (ii) for which the child attended, or ought reasonably to have attended, a hospital. For example: whooping cough, broken limb and anaphylaxis reaction

- any incident or emergency where the attendance of emergency services at the Education and Care Service premises was sought, or ought reasonably to have been sought (e.g.: severe asthma attack, seizure or anaphylaxis)
- parents or guardians are notified as soon as practicable and no later than 24 hours of the illness, accident, or trauma occurring

PARENT/FAMILY RESPONSIBILITY

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

Families may be asked to obtain a RAT test if their child is symptomatic for COVID-19.

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

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

Families should notify the OSHC service if your child has been unwell in the past 24 hours or someone in the family is/has been sick. This is particularly critical during the COVID-19 pandemic.

Signs of illness in young children may include:

- Runny, green nasal discharge
- high temperature
- diarrhoea
- red, swollen or discharging eyes (bacterial conjunctivitis)
- vomiting
- rashes (Red/Purple)
- irritability, unusually tired or lethargic
- drowsiness
- breathing difficulty
- poor circulation
- poor urine output
- a stiff neck or sensitivity to light

- pain
- mouth sore
- impetigo

Parents should seek medical attention should your child (or other family members) develop symptoms such as:

- high fever and other symptoms such as a stiff neck or light is hurting their eyes, vomiting and refusing to drink much, a rash, more sleepy than usual (The Royal Children’s Hospital Melbourne 2021).
- uncontrolled coughing or breathing difficulties

Families should keep up to date with their child’s immunisation, providing a copy of the updated immunisation schedule to the OSHC Service.

RETURNING TO CARE AFTER SURGERY

Children who have undergone any type of surgery will need to take advice from their doctor/surgeon as to when it is appropriate and safe to return to OSHC.

A medical clearance statement may be required to ensure the child is fit and able to return to the OSHC and participate in regular activities.

Posters/Resources

NSW Health. COVID-19 symptoms and testing. (Reference re: fever and temperature)

NSW Health [Gastro Pack NSW Health](#)

Queensland Government Time Out Brochure [Why do I need to keep my child at home?](#)

CONTINUOUS IMPROVEMENT/REFLECTION

The *Sick Children Policy* will be reviewed on an annual basis in conjunction with children, families, staff, educators and management.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Incident, Injury, Trauma or Illness Record

SOURCE

Australian Children’s Education & Care Quality Authority. (2014).
 Australian Government Department of Education. (2011). *My Time, Our Place: Framework for School Age Care in Australia*.
 Australian Government- Department of Health <https://www.health.gov.au/>
 Education and Care Services National Law Act 2010. (Amended 2018).
[Education and Care Services National Regulations](#). (2011).
 Guide to the Education and Care Services National Law and the Education and Care Services National Regulations. (2017).
 Guide to the National Quality Standard. (2020)
 National Health and Medical Research Council (NHMRC): <https://www.nhmrc.gov.au/>
 National Health and Medical Research Council. (2012) (updated June 2013). *Staying healthy: Preventing infectious diseases in early childhood education and care services*.
 NSW Public Health Unit: <https://www.health.nsw.gov.au/Infectious/pages/phus.aspx>
NSW Health Symptoms and testing COVID-19 <https://www.nsw.gov.au/covid-19/symptoms-and-testing>
Public Health Act 2010
 Raising Children Network: <https://raisingchildren.net.au/guides/a-z-health-reference/fever>
 Revised National Quality Standard. (2018).
 The Royal Childrens Hospital. (2021). [Fever in children by Royal Childrens Hospital](#)
 The Sydney Children’s Hospitals network (2020). <https://www.schn.health.nsw.gov.au/fact-sheets/fever>
 Safe Work Australia
 Victoria Department of Education and Training (2020).
<https://www.coronavirus.vic.gov.au/early-childhood-education-and-care>
[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Tina Chappell	Coordinator	March 24
POLICY REVIEWED	MARCH 2023	NEXT REVIEW DATE	MARCH 2024
VERSION NUMBER	V10.03.23		
MODIFICATIONS	<ul style="list-style-type: none"> • annual policy maintenance • name change of Control of Infectious Disease Policy to <i>Dealing with Infectious Disease Policy</i> • edits to policy re: COVID self-isolation/testing • amended requirement for children to be excluded from service for 24 hours following any temperature above 38°C without medical certificate. Any exclusion for a fever is a service decision and is NOT mandated. • hyperlinks checked and repaired as required • Continuous improvement and Childcare Centre Desktop resources section added • link to Western Australian Education and Care Services National Regulations added in ‘Sources’ 		

POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
MARCH 2022	<ul style="list-style-type: none"> • Policy reviewed as per annual review cycle • Reference to temperature checks for COVID-19 removed • Exclusion of household close contacts COVID-19 added • Notification of COVID-19 to regulatory authority amended • Request for families to undertake RAT self-test if child is symptomatic for COVID-19 	MARCH 2023
MARCH 2021	<ul style="list-style-type: none"> • policy revised as part of 2021 review schedule • additional regulations added • additional resources added • sources checked- minor edits 	MARCH 2022
JULY 2020	<ul style="list-style-type: none"> • temperature range to indicate fever changed to 37.5° Celsius or above for screening • temperature screening guidance added to align with COVID-19 recommendations (Victoria DET) • inclusion of posters for display in services re: temperature checks 	JUNE 2021
MAY 2020	<ul style="list-style-type: none"> • Minor changes to include strategies for a COVID-19-safe environment • adjustments to requesting families to produce a medical certificate each time their child has symptoms of an illness (due to COVID-19 infection prevention strategies, this is not always possible to contact GPs for clearance) • influenza vaccination recommendations • children with complex and/or chronic medical conditions are notified in the event of illness in the service 	JUNE 2021
MARCH 2020	<ul style="list-style-type: none"> • Additions to infectious diseases/illnesses • Additions for reporting outbreaks to Public Health • Changed position of colds and flu section • Deletion of use of sponging to reduce fever (Sydney Children’s Hospital recommendation) • Additional section for Approved Provider notification • Exclusion period recommendation resources added • Inclusion of Department of Health information • Additional information for parents and families 	JUNE 2021

JUNE 2019	<ul style="list-style-type: none"> • Some grammar, punctuation and spelling edited. • Some sentences refined. • Additional information added to points. • Sources checked for currency. • Related policies alphabetised. • Policies added to 'Related Policies' • Points added (Highlighted). • Minor formatting (line spacing & paragraph spacing) for consistency throughout policy. 	JUNE 2020
MAY 2018	<ul style="list-style-type: none"> • Included the 'Related Policies' section • Included information from 'Staying Healthy in Childcare' about the Chain of Infection. Updated the exclusion period in respect of a vomiting and expanded the 'Families Responsibilities' section. 	JUNE 2019
NOVEMBER 2017	<ul style="list-style-type: none"> • Updated the National Quality Standard references to comply with revised standard 	JUNE 2018

Item 4.8 Privacy and Confidentiality Policy

EXECUTIVE SUMMARY

Privacy is acknowledged as a fundamental human right. Our Out of School Hours Care (OSHC) Service has an ethical and legal responsibility to protect the privacy and confidentiality of children, individuals and families as outlined in the Early Childhood Code of Ethics, Education and Care Services National Regulations and the Privacy Act 1988 (Cth). The right to privacy of all children, their families, and educators and staff of the OSHC Service will be upheld and respected, whilst ensuring that all children have access to high quality early years care and education. All staff members will maintain confidentiality of personal and sensitive information to foster positive trusting relationships with families.

OFFICER'S RECOMMENDATION

That Council: adopt the Privacy and Confidentiality Policy as presented.

Budget & Resource Implications

N/A

Background

Updates have been made to this Policy to align with Legislation.

Consultation (Internal/External)

N/A

Attachments

Attachment R – Policy

Report prepared by **Teena Chappell (Outside School Hours Care Co-Ordinator)**

PRIVACY AND CONFIDENTIALITY POLICY

Privacy is acknowledged as a fundamental human right. Our **Out of School Hours Care (OSHC)** Service has an ethical and legal responsibility to protect the privacy and confidentiality of children, individuals and families as outlined in **the** Early Childhood Code of Ethics, Education and Care Services National Regulations and the Privacy Act 1988 (Cth). The right to privacy of all children, their families, and educators and staff of the **OSHC** Service will be upheld and respected, whilst ensuring that all children have access to high quality early years care and education. All staff members will maintain confidentiality of personal and sensitive information to foster positive trusting relationships with families.

NATIONAL QUALITY STANDARD (NQS)

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
7.1	Governance	Governance supports the operation of a quality service
7.1.1	Service philosophy and purposes	A statement of philosophy guides all aspects of the service’s operations.
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
7.1.3	Roles and Responsibilities	Roles and responsibilities are clearly defined and understood and support effective decision-making and operation of the service.
7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS	
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
171	Policies and procedures to be kept available
177	Prescribed enrolment and other documents to be kept by approved provider
181	Confidentiality of records kept by approved provider
183	Storage of records and other documents
184	Storage of records after service approval transferred

RELATED LEGISLATION

Child Care Subsidy Secretary’s Rules 2017	Family Law Act 1975
A New Tax System (Family Assistance) Act 1999	Child Care Subsidy Minister’s Rules 2017
Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook	

RELATED POLICIES

CCS Account Policy	Interaction with Children, Family and Staff Policy
CCS Governance Policy	Management Committee Policy
CCTV Policy	Orientation of Families Policy
Cyber Safety Policy	Payment of Fees Policy
Dealing with Complaints Policy	Photograph Policy
Enrolment Policy	Record Keeping and Retention Policy
Family Communication Policy	Social Media Policy
Governance Policy	Writing Reviewing and Maintaining Policies

PURPOSE

To ensure that the confidentiality of information and files relating to the children, families, staff, and visitors using the OSHC Service is upheld at all times. We aim to protect the privacy and confidentiality of all information and records about individual children, families, educators, staff and management by ensuring continuous review and improvement on our current systems, storage, and methods of disposal of records. We will ensure that all records and information are held in a secure place and are only retrieved by or released to people who have a legal right to access this information. Our OSHC Service takes data integrity very seriously, we strive to **ensure** all records and data is protected from unauthorised access and that it is available to authorised persons when needed. This policy provides procedures to ensure data is stored, used and accessed in accordance with relevant policies and procedures- **for** example *Enrolment Policy, CCS Account policy*.

SCOPE

This policy applies to children, families, staff, educators, approved provider, nominated supervisor **students, volunteers** and management of the OSHC Service.

IMPLEMENTATION

Under National Law, Section 263, Early Childhood Services are required to comply with Australian privacy law which includes the *Privacy Act 1988* (the Act) aimed at protecting the privacy of individuals. Schedule 1 of the *Privacy Act* (1988) includes 13 Australian Privacy Principles (APPs) which all services are required

to apply. The APPs set out the standards, rights and legal obligations in relation to collecting, handling, holding and accessing personal information.

The Notifiable Data Breaches (NDB) scheme requires Early Childhood Services, Family Day Care Services, and Out of School Hours Care Services to provide notice to the Office of the Australian Information Commissioner (formerly known as the Privacy Commissioner) and affected individuals of any data breaches that are 'likely' to result in 'serious harm'.

Businesses that suspect an eligible data breach may have occurred, must undertake a reasonable and expeditious assessment to determine if the data breach is likely to result in serious harm to any individual affected. A breach of an Australian Privacy Principle is viewed as an '*interference with the privacy of an individual*' and can lead to regulatory action and penalties.

(Source: OAIC Australian Privacy Principles)

Further information about the APPs is included in Appendix 1 of this policy.

THE APPROVED PROVIDER/ NOMINATED SUPERVISOR/ MANAGEMENT WILL:

- ensure that obligations under the *Education and Care Services National Law and National Regulations* are met
- ensure the OSHC Service acts in accordance with the requirements of the Australian Privacy Principles and *Privacy Act 1988* by developing, reviewing, and implementing procedures and practices that identify:
 - the name and contact details of the OSHC Service
 - what information the Service collects and the source of information
 - why the information is collected
 - who will have access to information
 - collection, storage, use, disclosure, and disposal of personal information collected by the OSHC Service
 - any law that requires the particular information to be collected
 - adequate and appropriate storage for personal information collected by the OSHC Service
 - protection of personal information from unauthorised access.
- ensure educators, staff, students, visitors and volunteers have knowledge of and adhere to this policy and associated procedure and provided with a copy if required
- require new employees to sign a *Confidentiality Agreement* as part of their induction and orientation
- advise students, volunteers and visitors of their role to maintain confidentiality during induction

- ensure families are aware of the *Privacy and Confidentiality Policy*
- provide staff and educators with relevant information regarding changes to Australian privacy law and Service policy
- ensure all relevant staff understand the requirements under Australia's privacy law and Notifiable Data Breaches (NDB) scheme
- maintain currency with the Australian Privacy Principles (this may include delegating a staff member to oversee all privacy-related activities to ensure compliance).
- ensure personal information is protected in accordance with our obligations under the *Privacy Act 1988* and *Privacy Amendments (Enhancing Privacy Protection) Act 2012* and only authorised personnel have access to private and sensitive information
- ensure all records and documents are maintained and stored in accordance with Education and Care Service National Regulations (See *Record Keeping and Retention Policy*)
- regularly back-up personal and sensitive data from computers to protect personal information collected
- ensure all computers are password protected and have security software- antivirus protection- installed
- ensure families are notified of the time particular records are required to be retained as per Education and Care Services National Regulations [regulation 183 (2)]
- ensure the appropriate and permitted use of images and videos of children, including obtaining written consent authorisation from parents and/or guardians of children who will be photographed or videoed by the Service. The authorisation is to state the purpose for which the images and videos are to be used for and details regarding their publication or sharing.
- ensure families are aware that the use of images or videos obtained from the Service, via the Services app, Facebook page or other format are not to be shared by families on any device or social media platform. Families are not to share photographs or videos taken during special events for publishing on social media platform or sharing any other format
- ensure personal electronic devices including phones, smartwatches or other devices that are able to take images or videos, are not used in the children's environment
- ensure all staff, students, volunteers and visitors are aware of the banning of personal electronic devices within the children's environment, including phones and smartwatches or other devices that are able to take images or videos, upon employment or engagement
- ensure only devices that are issued by the Service are used to record and store images and videos of children

- develop procedures to ensure controls are in place over the storage, access and retention of children's images and videos at the Service, including hardcopy and digital files
- ensure all employees, students, volunteers, and families are provided with a copy of this policy
- deal with privacy complaints promptly and in a consistent manner, following the OSHC Service's *Dealing with Complaints Policy* and procedures
- ensure families only have access to the files and records of their own children
- refer to individual family court orders for guidance regarding access, sharing and release of information where required
- upon request from a parent, provide documents or information relating to their child
- ensure information given to Educators will be treated with respect and in a professional and confidential manner
- ensure only necessary information regarding the children's day-to-day health and wellbeing is given to non-primary contact educators. For example, food allergy information
- ensure individual child and staff files are stored in a locked and secure cabinet
- ensure information relating to staff employment will remain confidential and available only to the people directly involved with making personnel decisions
- ensure that information shared with the Service by the family will be treated as confidential unless told otherwise
- ensure personal and sensitive information regarding the health and wellbeing of a child, family member or staff member is not shared with others unless consent has been provided, in writing, or provided the disclosure is required or authorised by law under relevant state/territory legislation (Reg. 177(4A)) (including Child Information Sharing Scheme (CISS) or the Family Violence Information Sharing Scheme (FVISS) in Victoria.) See *Child Protection Policy* for further information regarding legal obligations to sharing information as per CISS or FVISS Schemes in Victoria.
- complete a *Privacy Audit* every 12 months or following a breach of data to ensure the service meets lawful obligations, identifies areas for improvement and to detect potential areas of breach in privacy law
- follow the *Data Breach Response Procedure* and complete a *Data Breach Response Template* following any breaches in data at the service.
- ensure employees who have resigned acknowledge their commitment to refrain from accessing accounts or misusing sensitive and confidential information

EDUCATORS AND STAFF WILL:

- read and adhere to the *Privacy and Confidentiality Policy* at all times
- ensure documented information and photographs of children are kept secure but may be accessed at any time by the child's parents or guardian
- ensure service documentation and records remain at the OSHC Service
- inform management if they learn of images of enrolled children being shared on social media or by any other format by families or staff that have been obtained via the Services' app, Facebook page or other format; or photos taken during special events by the Service or families
- not use personal electronic devices in the environment with children. Phones, smart watches and personal electronic devices are to be kept in locked storage for staff
- ensure parents or guardians only have access to the files and records of their own children (unless a court order prohibits access)
- treat private and confidential information with respect in a professional manner
- not discuss individual children with people other than the family of that child, except for the purposes of curriculum planning or group management. Communication in other settings must be approved by the family beforehand
- ensure that information shared with the service by the family will be treated as confidential unless told otherwise
- maintain individual and Service information and store documentation according to this policy at all times
- ensure personnel and sensitive information is not accessed by unauthorised persons
- not disclose or share information about an individual or Service, management, or other staff (unless authorised to do so by legislation).
- ensure passwords used to gain access to private and sensitive information are not shared with others
- ensure any media enquiries are directed to the approved provider or nominated supervisor.

FAMILIES WILL:

- be aware of the *Privacy and Confidentiality Policy* upon enrolment
- be aware of the *Family Conduct Guidelines* upon enrolment
- ensure all information provided to the Service is accurate and kept up to date
- be informed that access to documentation and personal information is limited to their own child/ren
- follow the *Dealing with Complaints Policy* regarding any complaints or concerns regarding privacy and confidentiality of private and sensitive information

- share information relating to individual family court orders or parenting plans with the Service and update these as required
- ensure they do **not** share data or personal information of other family members, children or staff members from the Service with anyone, including other families of the same Service
- **not** use or share images obtained from the Service, via the Services app, Facebook pages or other format
- **not** share photographs taken during special events for publishing on any social media or for sharing in any format
- respect that staff are prohibited to share information about other children, families or staff members without expressed written consent to whom the information relates to.

Australian Privacy Principles- Personal Information

[Name of the Service] [ABN number] is committed to protecting personal information in accordance with our obligations under the *Privacy Act 1988* and *Privacy Amendments (Enhancing Privacy Protection) Act 2012*.

Personal information includes a broad range of information, or an opinion, that could identify an individual.

Sensitive information is personal information that includes information or an opinion about a range of personal information that has a higher level of privacy protection than other personal information.

Source: OAIC-Australian Privacy Laws, Privacy Act 1988

Personal information will be collected and held securely and confidentially about you and your child to assist our OSHC Service provide quality education and care to your child whilst promoting and maintaining a child safe environment for all stakeholders.

Personal information our Service may request regarding enrolled children:

- Child's name
- Gender
- Date of birth
- Address
- Birth Certificate
- Religion
- Language spoken at home
- Emergency contact details and persons authorised to collect individual children
- Primary school attending
- Children's health requirements
- Immunisation records- (Immunisation History Statement)
- Developmental records and summaries

- External agency information
- Custodial arrangements or parenting orders
- Incident reports
- Medication reports
- Child Care Subsidy information
- Medical records
- Permission forms – including permission to take and publish photographs, video, work samples
- Doctor’s contact information
- Centrelink Customer Reference number (CRN)
- Dietary requirements

Personal information our Service may request regarding parents and guardians

- Parent/s full name
- Guardian/s full name
- Address
- Phone number (mobile & work)
- Email address
- Bank account or credit card detail for payments
- Centrelink Customer Reference number (CRN)
- Custody arrangements or parental agreement

Personal information our Service may request regarding staff, students and volunteers

- Personal details
- Tax information
- Banking details
- Working contract
- Emergency contact details
- Medical details
- Working With Children Check verification
- Educational Qualifications
- Medical history
- Resume
- Superannuation details
- Child Protection qualifications
- First Aid, Asthma and Anaphylaxis certificates
- Professional Development certificates
- PRODA related documents such as RA number and background checks

Method of Collection

Information is generally collected using standard forms at the time of enrolment.

Additional information may be provided to the Service through email, surveys, telephone calls or other written communication.

Information may be collected online through the use of software such as CCS software or program software

How we protect your personal information

To protect your personal and sensitive information, we maintain physical, technical and administrative safeguards

All hard copies of information are stored in children's individual files in a locked cupboard

All computers used to store personal information are password protected. Each staff member will be provided with a unique username and password for access to CCS software and program software. Staff will be advised not to share usernames and passwords

Access to personal and sensitive information is restricted to key personal only

Security software is installed on all computers and updated automatically when patches are released

Data is regularly backed up on external drive and/or through a cloud storage solution

Any notifiable breach to data is reported

All staff are aware of the importance of confidentiality and maintaining the privacy and security of your information

Procedures are in place to ensure information is communicated to intended recipients only, example invoices and payment enquiries

Access to personal and sensitive information

Personal and sensitive information about staff, families and children will be stored securely at all times.

Families who have access to enrolment or program information online will be provided with a unique username and password. Families will be advised not to share username and passwords **or photos shared within Facebook or other apps.**

The Approved Provider will ensure that information kept in a child's record is not divulged or communicated through direct or indirect means to another person other than:

- the extent necessary for the education and care or medical treatment of the child to whom the information relates
- a parent of the child to whom the information relates, except in the case of information kept in a staff record
- the Regulatory Authority or an authorised officer
- **as expressly authorised, permitted or required to be given by or under any Act or law [See: Child Information Sharing Scheme (CISS) Family Violence Information Sharing Scheme (FVISS) Victoria]**

- with the written consent of the person who provided the information (written consent may be withdrawn at any time).

Education and Care National Regulations (reg 177) specifically state personal information relating to the individuals listed below must not be disclosed or shared with a parent of a child enrolled at the Service without prior written consent of the person to whom the personal or sensitive information relates to:

- o a parent of a child
- o a person who is an emergency contact
- o a person who is an authorised nominee
- o a person who is authorised to consent to medical treatment
- o a person who is authorised to authorise an educator to take a child outside the Service
- o a person who is authorised to authorise transport

Individuals may withdraw their consent in writing prior to personal information being disclosed.

Disclosing personal and sensitive information

Our Service will only disclose personal or sensitive information to:

- a third-party provider with parent permission (for example CCS software provider)
- Child Protection Agency- Office of the Children’s Guardian and Regulatory Authority as per our *Child Protection and Child Safe Environment Policies*
- as part of the purchase of our business asset with parental permission
- authorised officers (for example public health officer)
- the regulatory authority or an authorised officer
- as expressly authorised, permitted or required to be given by or required to be given by or under any Act or Law [Child Information Sharing Scheme, Family Violence Information Sharing Scheme VIC]
- with the written consent of the person who provided the information with the written consent of the person who provided the information (written consent may be withdrawn at any time).

If the OSHC Service is transferred to a new approved provider, any records and documents will be transferred to the new approved provider following written consent from parents/guardians regarding the transfer and sharing of records and documents.

COMPLAINTS AND GRIEVANCES

If a parent, family member, child, employee or volunteer has a complaint or concern about our OSHC Service, or they believe there has been a data breach of the Australian Privacy Principles, they are

requested to contact the Approved Provider so reasonable steps to investigate the complaint can be made and a response provided. [See: *Dealing with Complaints Policy*]

If there are further concerns about how the matter has been handled, please contact the Office of Australian Information Commissioner on 1300 363 992 or:

https://forms.business.gov.au/smartforms/landing.htm?formCode=APC_PC

For any other general concerns, please contact the Approved Provider directly on:

Angela Henry – Richmond Shire Council - 47193377

BREACH OF POLICY

Staff members or educators who fail to adhere to this policy may be in breach of their terms of employment, staff members who engage in unauthorised disclosure of confidential or sensitive personal information may face disciplinary action. Visitors or volunteers who fail to comply to this policy may face termination of their engagement.

CONTINUOUS IMPROVEMENT/REFLECTION

The *Privacy and Confidentiality Policy* will be reviewed on an annual basis in conjunction with children, families, staff, educators and management.

CHILDCARE CENTRE DESKTOP- RELATED RESOURCES

Confidentiality Agreement	Privacy Audit Privacy and Confidentiality Procedure Privacy Law Compliance Procedure
Data Breach Response Procedure	
Data Breach Response Plan Template	
Data Security Procedure and Checklist	

APPENDIX - 1

The Australian Privacy Principles (APPs) outline:

- The open and transparent management of personal information, including having a privacy policy
- An individual having the option of transacting anonymously or using a pseudonym where practicable
- The collection of solicited personal information and receipt of unsolicited personal information including giving notice about collection
- How personal information can be used and disclosed (including overseas)
- Maintaining the quality of personal information
- Keeping personal information secure

- Right for individuals to access and correct their personal information

The APPs place more stringent obligations on APP entities when they handle 'sensitive information'. Sensitive information is a type of personal information and includes information about an individual's:

- Health (including predictive genetic information)
- Racial or ethnic origin
- Political opinions
- Membership of a political association, professional or trade association or trade union
- Religious beliefs or affiliations
- Philosophical beliefs
- Sexual orientation or practices
- Criminal record
- Biometric information that is to be used for certain purposes
- Biometric templates

Australian Privacy Principles (APPs)

APP 1 – Open and transparent management of personal information

Ensures that APP entities manage personal information in an open and transparent way. This includes having a clearly expressed and up to date APP privacy policy.

APP 2 – Anonymity and Pseudonymity

Requires APP entities to give individuals the option of not identifying themselves, or of using a pseudonym. Limited exceptions apply.

APP 3 – Collection of solicited personal information

Outlines when an APP entity can collect personal information that is solicited. It applies higher standards to the collection of 'sensitive' information.

APP 4 – Dealing with unsolicited personal information

Outlines how APP entities must deal with unsolicited personal information.

APP 5 – Notification of the collection of personal information

Outlines when and in what circumstances an APP entity that collects personal information must notify an individual of certain matters.

APP 6 – Use or disclosure of personal information

Outlines the circumstances in which an APP entity may use or disclose personal information that it holds.

APP 7 – Direct marketing

An organisation may only use or disclose personal information for direct marketing purposes if certain conditions are met.

APP 8 – Cross-order disclosure of personal information

Outlines the steps an APP entity must take to protect personal information before it is disclosed overseas.

APP 9 – Adoption, use or disclosure of government related identifiers

Outlines the limited circumstances when an organisation may adopt a government related identifier of an individual as its own identifier or use or disclose a government related identifier of an individual.

APP 10 – Quality of personal information

An APP entity must take reasonable steps to ensure the personal information it collects is accurate, up to date and complete. An entity must also take reasonable steps to ensure the personal information it uses or discloses is accurate, up to date, complete and relevant, having regard to the purpose of the use or disclosure.

APP 11 – Security of personal information

An APP entity must take reasonable steps to protect personal information it holds from misuse, interference and loss, and from unauthorised access, modification or disclosure. An entity has obligations to destroy or de-identify personal information in certain circumstances.

APP 12 – Access to personal information

Outlines an APP entity's obligations when an individual requests to be given access to personal information held about them by the entity. This includes a requirement to provide access unless a specific exception applies.

APP 13 – Correction of personal information

Outlines an APP entity's obligations in relation to correcting the personal information it holds about individuals.

Source: Australian Government Office of the Australian Information Commissioner (OAIC)

<https://www.oaic.gov.au/privacy/>

SOURCES

Australian Children's Education & Care Quality Authority. (2014)

Australian Children's Education & Care Quality Authority. (2023). [Guide to the National Quality Framework](#).

Australian Government Department of Education. *Child Care Provider Handbook (2023)*

<https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook>

Australian Government Office of the Australian Information Commissioner – Australian Privacy Principles:

<https://www.oaic.gov.au/privacy-law/privacy-act/australian-privacy-principles>

Early Childhood Australia Code of Ethics. (2016).

Education and Care Services National Law Act 2010. (Amended 2023).

[Education and Care Services National Regulations](#). (Amended 2023).

Privacy Act 1988.

Revised National Quality Standard. (2018).

UN General Assembly (1989) United Nations Convention of the Rights of a child

Victorian Government. [Child Information Sharing Scheme](#)

[Western Australian Education and Care Services National Regulations](#)

REVIEW

POLICY REVIEWED BY	Tina Chappell	Coordinator	March 24
POLICY REVIEWED	MARCH 2024	NEXT REVIEW DATE	MARCH 2025
VERSION NUMBER	V13.03.24		
MODIFICATIONS	<ul style="list-style-type: none"> • annual policy maintenance • additional information added re: sharing images obtained from Service’s app or at events; staff use of personal electronic devices • information added about only disclosing personal information about a child to parents (unless a court order prohibits this) • regulation 177(4A) information added to policy • breach of policy information added to policy • family responsibilities section added to policy • sources checked for currency 		
POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE	
MARCH 2023	<ul style="list-style-type: none"> • annual policy maintenance • merged NS/RP content into AP/NS/Management to avoid repetition of points • hyperlinks checked and repaired as required • Continuous Improvement/Reflection section added • Childcare Centre Desktop Resource section added 	MARCH 2024	
SEPTEMBER 2022	<ul style="list-style-type: none"> • Update of Department name from Department of Education, Skills, and Employment to Department of Education • policy maintenance • minor formatting edits within text • hyperlinks checked and repaired as required • link to Western Australian Education and Care Services National Regulations added in ‘Sources’ • procedure removed (separate procedure available on Desktop) 	MARCH 2023	
MARCH 2022	<ul style="list-style-type: none"> • Review policy as part of annual cycle • no major changes to policy • sources checked for currency 	MARCH 2023	
AUGUST/ OCTOBER 2021	<ul style="list-style-type: none"> • Update of Related Legislation • Update of Related Policies • Update of sources used within policy 	MARCH 2022	

	<ul style="list-style-type: none"> Additional information relating to Breach of Data Procedure/Template and Privacy Audit Inclusion of COVID-19 vaccination requirements -applicable to some states/territories Inclusion of Information Sharing Schemes for Victorian ECEC Services 	
MARCH 2021	<ul style="list-style-type: none"> Policy reviewed to align with 2021 review schedule Privacy and Confidentiality Procedure added to policy sources checked for currency 	MARCH 2022
OCTOBER 2020	<ul style="list-style-type: none"> Minor additions to include information related to data integrity minor adjustments regarding inclusion of staff information 	MARCH 2021
MARCH 2020	<ul style="list-style-type: none"> major re-write and update of the policy that includes information from the Office of the Australian Information Commissioner and Australian Privacy Principles Rearranged some content and added Appendix Related policies added 	MARCH 2021
MARCH 2019	New policy drafted for Out of School Hours Care	MARCH 2020

Item 6. General Business

DATE OF NEXT MEETING

21 May 2024

CONCLUSION

Peter Bennett
Chief Executive Officer