

KEKECO CHILDCARE PTY. LTD.



# Staff Operations and Policy Handbook

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2019-20

## COMPANY OWNERSHIP/LEGAL ENTITY

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The registered Company - Kekeco Childcare Pty. Ltd. ACN 126 538 154 as Trustee for Kilmore Kids Trust ABN 80 396 479 233 trades as:

Sutherland Street Childcare & Kindergarten, Kilmore,  
Ferguson Street Kindergarten and Early Learning Centre, Broadford  
Dudley Street Childcare and Kindergarten, Wallan  
Kilmore Out of School Hours Care, at St. Patricks Parish Hall, Kilmore  
Sutherland Street Out of School Hours Care, at Kilmore Primary School and  
Wandong Out of School Hours Care at Wandong Primary School.  
Wallan Out of School Hours Care,

All of our Centres operate under separate Licences issued by the Victorian Department of Education and Training (DET) to Kekeco Childcare Pty. Ltd. in accordance with the Education and Care Services National Law Act 2010\* and the Education and Care Services National Regulations 2011\*

All of our services are approved Childcare Centres as defined by the Commonwealth Government Department of Education and Training (DET), and are therefore able to receive Childcare Subsidy payments on behalf of families attending our services.

Both of the 4year old Kindergartens in our Long Day Care services have approval from the Victorian Department of Education and Training (DET) to operate a 4 Year Old Kindergarten on the premises for children who will be attending primary school in the following year.

Kekeco Childcare Pty. Ltd. also operates Out of School Hours Care services at Kilmore Primary School, St Patricks Parish Hall for St Patricks Primary School and Wandong Primary School as well as Vacation Care at both Wandong and Kilmore Primary Schools during school holidays.

Our service operation is aligned to the National Quality Framework and the National Quality Standard and Our Time, My Place for OSHC.

\* Copies of the Licence documents are available for inspection at the front office at 65 Sutherland Street, Kilmore, 61-63 Dudley Street, Wallan, and the Assembly Hall at Kilmore Primary School and at Wandong Primary School during times when the service operates.

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For information or changes to this document please contact

[Administrator@kekeco.com.au](mailto:Administrator@kekeco.com.au) with suggestions or comments.

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## WELCOME

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Congratulations on your appointment and welcome to the team at Kekeco Childcare Pty.Ltd. We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. Our business is primarily about ensuring the best quality of education and care to children and their families. You have been employed because we believe you can help us to deliver these high levels of customer satisfaction. We want to ensure that your interactions with other Kekeco Childcare employees and our customers will reflect the value that Kekeco Childcare places on people, teamwork, customer service and community.

The purpose of this Manual is to introduce you to the Centres and give you some information about our history, our clients and what we do. You will also find information about your terms and conditions of employment, our expectations around your behaviour and our Policies and Procedures. This manual should be read in conjunction with your Contract of Employment and/or Children's Services Award (2010).

This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within this Manual are easily listed and easily accessed via the Contents Page. This Manual will be updated as required as our business evolves and grows. You will be notified of any changes as they occur.

If you have any questions about the content please do not hesitate to email [Administrator@kekeco.com.au](mailto:Administrator@kekeco.com.au) with your suggestions.

## Our Company History

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The story of our company starts in 2007 when Simon, Chree and Jenny Kearney took over the business of Sutherland Street Childcare and Kindergarten in Sutherland Street Kilmore. . Subsequently, this led to the opening of Sutherland Street Out of School Hours Care at Kilmore Primary School in 2009 and Dudley Street Childcare and Kindergarten in Wallan in 2009. In 2012, we opened Wandong Out of School Hours Care to continue with our aim of delivering high quality early childhood education and care to the community. As a family owned and operated business we continue to abide by our Philosophy and Beliefs with the aim of maintaining and improving on the high standard our customers continue to expect and receive. During 2018 we split Sutherland Street Out of School Hours Care into two – moving the children from St. Patrick's Primary School across to the St. Patrick's Parish Hall next to the Church in Sutherland Street, Kilmore.

In 2019 we expect to open Wallan Out of School Hours Care at Our Lady of the Way Primary School in Wallan. The opening date has still to be determined.

## OUR BUSINESS PHILOSOPHY

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Kekeco Childcare staff are a team of dedicated early childhood educators, entrusted with the health and wellbeing of each child within the highest quality "learning through play" environment, whilst working in partnership with families and the community.

This Philosophy is underpinned by our Business Beliefs.

## OUR BELIEFS

As employers of Early Childhood Educators we believe that:

1. Each child has a right to live a full and productive life in a nurturing environment which builds confidence, friendship, security and happiness irrespective of their family circumstances and background.
2. All children are given an equal opportunity but have differing talents and need to be supported within a safe, caring and nurturing educational environment.
3. Adequate aims and objectives are incorporated for each individual child's needs.
4. Our fun learning environment provides open ended experiences, allowing children to be in control of their creative expressions.
5. We believe that multiculturalism is an awareness and acceptance of other backgrounds evolving under the umbrella of Australian culture.
6. An awareness of healthy eating forms part of our Curriculum. The children are exposed to a wide variety of nutritionally balanced meals which take into account allergies and intolerances.
7. Our Inclusion Policy engages in the positive approach that all children have equal access to our learning environment.
8. All children are accepted regardless of gender or race.
9. The individual needs of the children are integrated into the Programs.
10. The staff have access to a variety of specialised services and resources.
11. We also believe that the education of our staff is important and all staff are encouraged to further their education. By having regular staff meetings and jointly attending training sessions such as First Aid, Food Handling and Anaphylaxis courses, ensures that all staff have current information from relevant authorities.
12. We are committed to the implementation of the Early Years Learning Framework (EYLF) the National Quality Framework and Our Time, My Place in OSHC and we will use our best endeavours to include aspects of these frameworks in everything we do within the centres.

## OPERATING HOURS

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### LONG DAY CARE CENTRES:-

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Dudley Street Childcare and Kindergarten, 61-63 Dudley Street Wallan 3756.

1. Monday to Friday, between the hours of 6:30am and 6:30pm.
2. The Long Day Care Centres operate 52 weeks a year, but we are closed for all. Victorian Government Gazetted Public Holidays that apply to regional Victoria.

Sutherland Street Childcare and Kindergarten- 65 Sutherland Street, Kilmore Vic.

1. Monday to Friday, between the hours of 6:30am and 6:30pm.
2. The Long Day Care Centres operate 52 weeks a year, but we are closed for all. Victorian Government Gazetted Public Holidays that apply to regional Victoria.

### SUTHERLAND STREET OUT OF SCHOOL HOURS CARE AT KILMORE PRIMARY

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Monday to Friday, between the hours of:

6:45am to 9:00am - Before School  
15:00pm to 18:30pm - After School

#### SCHOOL HOLIDAYS AT KILMORE PRIMARY

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Monday to Friday, between the hours of:

6:45am to 18:30pm –unless advised otherwise  
by notice or on the websites.

### WANDONG OUT OF SCHOOL HOURS CARE AT WANDONG PRIMARY

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Monday to Friday, between the hours of:

7:00am to 9:00am - Before School  
15:00pm to 18:30pm – After School

#### SCHOOL HOLIDAYS AT WANDONG PRIMARY

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Monday to Friday, between the hours of:

7:00am to 18:30pm –unless advised otherwise  
by notice or on the websites.

### KILMORE OUT OF SCHOOL HOURS CARE AT ST. PATRICKS PARISH HALL KILMORE

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Monday to Friday, between the hours of:

6:45am to 9:00am - Before School  
15:00pm to 18:30pm - After School



## REGULATIONS, ACTS AND LEGISLATION.

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Staff entering a childcare environment for the first time, often misunderstand the level of professional development and legal obligations on staff, required to become a professional early childhood educator.

For many years, people who could not get work anywhere else felt that they could "look after children". There was little understanding of the complexity of the role of Educator in an Early Childhood Education and Care operation.

Staff wishing to work in our services must understand that everything that we do within the centre is governed by:

- Education and Care Services National Law Act 2010,
- Education and Care Services National Regulations 2011
- Working with Children Act 2005;
- Fair Work Act
- Work Health and Safety Act
- Privacy and Personal Information Protection Act
- Child Safe Standards
- Reportable Conduct Scheme
- An overview of the Child Safe Standards (DHHS Vic)
- Education and Training Reform Act 2006;
- Family Tax Act and other State and Commonwealth Acts and Regulations

As a business we report to and can be audited at any time by

- State Department of Education and Training
- Federal Department of Education and Training.
- Australian Children's Education and Care Quality Authority
- Independent Food Safety Auditors, Council Food Safety Inspectors as well as other organisations such as Worksafe.

Everything we do within an Early Childhood Education and Care environment is governed by:

- Australian Children's Education and Care Quality Authority (ACECQA) and
- National Quality Framework (NQF) and
- National Quality Standards. (NQS).
- ECA Code of Conduct

As professional educators our staff must be aware of the contents of these documents and the legal requirements placed on all Early Childhood Education and Care (ECEC) services and the staff who work in them, across Australia.

Caring for small children is a serious and responsible profession and one which our staff should not take lightly at any time. Staff that do not understand their obligations as educators of small children in our services, should address this issue as a matter of urgency or reconsider their employment choice.

## EMPLOYMENT

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Employment at Kekeco Childcare is essentially governed by a Contract of Employment, Position Description, National Employment Standard, Children's Services Award (2010) and Kekeco Childcare Policies and Procedures as well as information contained in this Manual.

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### EMPLOYMENT REQUIREMENTS

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Each staff member will:

- read and have a clear understanding of the Education and Care Services National Law Act (2010)
- read and have a clear understanding of Education and Care Services National Regulations 2011,
- Understand their obligations under:-
  - Working with Children Act 2005;
  - Education and Training Reform Act 2006
  - Family Tax Act as well as other Acts and Regulations
  - Child Protection Act.
- Read and have a clear understanding of all Policies and Procedures i.e. discipline emergency evacuation, resuscitation, accident/injury/illness, custody arrangements etc.
- Familiarise themselves with all Emergency Exits and position of fire extinguishers.
- Familiarise themselves with the people authorised to collect children in the room.
- Be expected to work through Orientation Program with the Educational Leader and/or Director or Room Leader.

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### RESPONSIBILITIES AND POLICIES

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#### EXPECTATIONS OF STAFF

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- Staff members are expected to work as part of a professional team, and
- At all times the mental, physical and emotional well-being of the children in our care is of paramount importance.
- Staff will at all times be friendly and polite to all parents, and wherever possible staff are to ensure that parent needs and wishes are fulfilled.
- Staff are to work as an extension and enhancement of the parenting/guardian role. At no time are staff to take over, forget or ignore the importance of the parent/children relationship.
- It will be remembered at all times, that children learn by examples set for them.

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## OPERATIONAL REQUIREMENTS OF STAFF

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- Staff are required to attend staff meetings, when they are planned.
- Staff, no matter how qualified, are required to participate in in-service training. The centre may pay for the in-service training. However, sometimes staff will be required to do it in their own time, i.e. on a Saturday.
- Effective communication between all staff and all levels of management is vital and must be maintained at all times.
- Cooperation and respect by each staff member, for EACH staff member, must be remembered at all times.
- Staff must ensure that they clock in and out daily using Easy Employer.
- It is the staff member's responsibility to ensure that they observe and make note of their roster allocation.
- Staff should be ready to commence duty in their room at their rostered time.
- Staff are sometimes asked to stay back after their shift is finished if we are short staffed; they are paid according to time worked.
- Any problem that a staff member may be experiencing with a child or its parent/s is to be reported immediately to the Director.
- Each staff member is expected to practice regular personal hygiene.
- Staff members are not permitted to use unacceptable language whilst on duty. Please remember that children learn by example.
- Employees are not authorised to use the Service's phones for personal reasons unless in the case of an emergency.
- No personal mobile phones are to be used or carried during working hours.
- No personal mail or deliveries should be directed to the Service
- Educators and staff are not to contact families or children of the Service for personal reasons. Using contact details available for families from within the service is a breach of Family Privacy and disciplinary action will be taken.

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## WORKPLACE EXPECTATIONS

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- Employees will ensure their work is carried out proficiently, harmoniously and effectively. They will act in a professional and respectful manner at all times whilst at work, giving their full attention to their responsibilities and adhering to all Service Policies, Procedures, Laws, Regulations and National Quality Standards.
- Employees will act honestly and exercise attentiveness in all Service operations. They will carry out all lawful directions, retaining the right to question any direction which they consider to be unethical. If uncertain they can seek advice from the Responsible Person, Approved Provider or independent third party
- Employees will have a solid understanding of the Service's Policies and Procedures, if uncertain about the content of any Policy or Procedure with which they must comply; employees should seek clarification from the Responsible Person or Approved Provider or check with the Education and Care Services National Regulations 2011.
- Management will inform employees about essential information and make documents readily accessible to them.
- Employees will be courteous and responsive when dealing with colleagues, students, visitors, children and families.

- Employees will work collaboratively with colleagues
- Employees will be mindful of their Duty of Care towards the children in our care, themselves and others
- Employees will be positive role models for children at all times
- Employees will respect the rights of all children
- Employees will respect the confidential nature of information gained about each child participating in the program.

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#### CENTRE ROUTINES

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- All staff will treat the equipment with respect, and will endeavour to ensure that children do likewise.
- Staff are to ensure that all equipment is packed away neatly and in their appropriate containers/places etc.
- Any broken equipment is to be reported to the Director immediately.
- During children's rest time, staff are to be actively engaged in duties such as activity preparation, cleaning of the rooms, toilets and documenting observations etc. **If staff do not know what to do please ask the Room Leader.**
- Basic cleaning duties are allotted to all staff members as per Room Routines and it is each staff member's responsibility to ensure that these are completed each day.
- Bathroom and change areas are to be sanitised, clean, tidy and safe at all times.
- Bathroom Checklists are to be diligently completed daily and scanned for later referral.
- The changing area are to be disinfected after each child and all toilets cleaned and potties emptied and rinsed after each use.
- Dummies are to be stored in the child's dummy drawer.
- No dummies, bottles etc. are to be left lying on benches or elsewhere following use.
- Proper cleaning and sterilising techniques are to be maintained at all times.
- Staff will ensure that children's bedding and linen is clean at all times.
- Staff will ensure that washing is done on the nominated day for the room in which they work. Additional washing may be done if the washing machines are free on other days. Please ask the Room Leader which days the rooms washes the linen.
- Floors are to be swept regularly and are to be free from rubbish or food at all times.
- Vacuuming should be done once the floors have been swept and before they are washed at least twice each day after meals and at the end of the day at room close.
- No staff member is to leave the Service at the end of the day, without ensuring that all of their duties for the day as outlined in the Room Routine and Centre Cleaning Checklist have been completed.
- All electronic and other administrative records regarding the care of children are to be fully maintained at all times.
- Chairs are to be used for sitting on. Staff should not sit on tables nor should they allow children to sit on tables.

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CHILD SAFE STANDARDS

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- Correct staff/child ratios must be ensured at all times.
- Staff must not leave children unattended at any time.
- Staff must know the number of children in the room in care at all times.
- All staff must ensure that children in their care are at all times present and accounted for.
- Any child/children found to be “missing” must be reported to the Director immediately.
- Staff must ensure that a proper tone and volume of voice is used at all times.
- Voices must not be raised or abusive at any time.
- A child is NEVER to be physically or emotionally abused by a staff member in an effort to discipline.
- It is absolutely against Policy to force feed a child.
- A child or infant is NEVER to be refused food as a form of discipline.
- All children are offered breakfast/morning tea (dependant on time of arrival), lunch and afternoon tea.
- Staff will ensure that the individual dietary requirements of each child are met, including cultural, religious and allergy requirements.
- The care of children will always be active, adequate and efficient.
- Children will always be shown and treated with respect.
- Children will always be respected for their individuality and staff will always address their personal needs.
- Staff will not allow any child to be collected by anyone other than the authorised parent/guardian. If any unknown person arrives to collect a child, the staff member must check with the Responsible Person in Charge immediately.
- Late duty staff must ensure that every room has been thoroughly checked for children and must ensure that each child has been signed out before locking the centre and going home. To do this staff are expected to phone each parent to ensure that the child has been collected. Checking with another staff member is not acceptable practice. Parents MUST BE CALLED.
- Any injury or illness of a child will be reported immediately to the Director and documented on the Incident Forms within the rooms.
- Only medications ordered and signed for by a parent are to be administered to a child. This includes medications like paracetamol and cough mixtures. Medications administered are to be checked by a second member of staff PRIOR to administration. *Refer to Verbal and Written Authority later in this book.*
- ON ARRIVAL ANY Medications are to be removed from children’s bags or from within reach of children.
- Detergents or toxic substances are not to be left within reach of children.
- Children are to be adequately dressed in accordance with weather conditions.
- Children will be protected from the sunburn by applying sunscreen and hats provided in accordance with Sun Protection Policy.

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## REPORTABLE CONDUCT SCHEME

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Under the Scheme, a head of an organisation is required to notify the Commission for Children and Young People (CCYP) of all allegations of reportable conduct by employees and volunteers.

Reportable conduct is:

- a sexual offence (even prior to criminal proceedings commencing), sexual misconduct or physical violence committed against, with or in the presence of a child
- behaviour causing significant emotional or psychological harm
- Significant neglect of a child.

A reportable allegation means information that leads a person to form a reasonable belief that a worker or volunteer has committed:

- reportable conduct or
- Misconduct that may include reportable conduct.

See the VRQA's video [The Reportable Conduct Scheme in Schools: a message from the Commissioner and Young People](#) or [www.ccyp.vic.gov.au](http://www.ccyp.vic.gov.au) for more information.

In summary Employees must never

- Swing or pick up children by the arms
- Pull or grab children
- Handle children or speak to children roughly
- Communicate inappropriately (Swear, yell, scream, scold or intimidate others)
- Discipline children using physical force, verbal abuse or unreasonable discipline.

Staff who are alleged to have carried out a "reportable conduct" will be stood down whilst Victoria Police, Child Protection, the Office of the Commissioner for Child and Youth Protection and the Department of Education investigate the allegation. Whilst these allegations are being investigated the Approved Provider and other staff are legally required not to communicate the allegation or any information relating to the matter to the staff member concerned. **This is extremely serious and should never be considered as a trivial matter.**

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## PAYROLL

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Our pay cycle is weekly. Our pay cycle runs from Monday to Friday over a one week period and pays are processed weekly on the following Tuesday. Depending on which bank staff use, some staff may be able to access their pay on Tuesday as this is the day payroll is actually processed.

Pays will be automatically deposited electronically into the bank account details provided to Kekeco Childcare at the time of staff joining our organisation.

Taxation payments are automatically deducted from staff salaries. Superannuation payments are paid into staff nominated funds.

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## CHANGING PAY/CONTACT DETAILS

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Please advise the management via email to [Administrator@kekeco.com.au](mailto:Administrator@kekeco.com.au) should staff wish to change any pay details like changing or closing bank accounts.

Please ensure staff notify us well in advance of the date staff wish to make the change.

Payroll contact is Jennifer Kearney and all requests for changes should be made via email to: [administrator@kekeco.com.au](mailto:administrator@kekeco.com.au). Address changes should also be sent to this email address.

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#### HOURS OF WORK

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The centres and services operate between 6:30am to 6:30pm Monday to Friday. Staff working hours will be within these times, and will depend on business needs and the requirements of the work staff are assigned. The Directors /Coordinators will work with staff to establish standard hours of work and if applicable, break times. Rostered shifts will be sent via SMS or email as required from Easy Employer. Kekeco Childcare adopts a common sense approach to managing work hours.

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#### OVERTIME AND ADDITIONAL HOURS

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Subject to any flexibility agreement under clause 7 of the Children' Services Award, overtime will only apply when work is performed:

- a) outside the span of hours between 6:00am and 6:30 pm and between Monday and Friday inclusive
- b) in excess of 8 hours in any day
- c) in excess of 38 hours per week worked over a 1, 2 or 4 week period.

NOTE: overtime will not be paid for any work carried out without prior authority of the Director/Nominated Supervisor or provider in advance of the work being done. Failing to get permission to work back will mean no additional time is paid.

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#### LATENESS FOR WORK

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Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to the Director /Coordinator before 6:30pm the afternoon prior to the shift commencing..

Subsequent to this, staff must keep the Director informed of their recovery progress including whether staff will be returning to work the following day.

It is essential that staff are ready to commence work in or near their allocated room, at the rostered start time. Arriving late will be considered an indication of lack of interest in the position and in the legal requirements relating to Ratios with in the rooms. This will be taken into consideration at Staff Performance Review time as a point of further discussion.

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#### MEDICAL AND OTHER APPOINTMENTS

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Wherever possible staff should make dental, medical, business or other appointments outside normal working hours. Rosters are normally done several weeks in advance to allow staff to organise personal appointments.

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## REIMBURSEMENT OF EXPENSES

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Kekeco Childcare will reimburse employees for pre-approved expenses properly incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing the centre with receipts or other evidence of payment and of the purpose of each expense, in a form reasonably required by the centre.

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## TRAVEL

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Reasonable travelling expenses, where incurred in the performance of an employee's duties, will be reimbursed, provided that all claims are made on the appropriate form, signed by the appropriate Director /Coordinator and supported with the necessary substantiating documentation. The payment of expenses is at all times subject to the prior authorisation of, and at the discretion of, the Centre Director/Coordinator.

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## STAFF DRESS CODE.

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- All employees must adhere to our dress code supplied during induction including the display of their name badge whilst on shift. Enclosed shoes must be worn at all times, no high heels or wedges. Kekeco Childcare will issue each employee with 3x coloured polo shirts and 1x Jacket, with the company logo. Employees are expected to arrive for each shift in the uniform provided. There set days of the week allocated for each coloured shirt which employees are to follow (please refer to our Dress and Appearance Policy for full information on our Dress code expectations) Clothes must be suitable for movement, active play and messy play. No offensive logos or political statements are to be worn.
- It is each staff members' responsibility to wash their uniform shirts between each wear and maintain uniforms to a professional standard, being clean and neat at all times. If staff are unable to wash their uniforms between shifts at home, it is their responsibility to organise with the Director to wash their uniform at work before it is required to be worn again. An iron is available in the work place if needed.

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## UNIFORM SUPPLY AND PURCHASING

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All Staff are issued with uniforms and name badges. Staff are expected to wear these uniforms and name badges at all times whilst working at any of our services.

On employment staff will be issued with:

- 3x Centre Logo Polo Tops in a selection of colours  
(to be worn as in accordance with a weekly coordinated colour scheme. i.e. Monday – Green, Tuesday – Pink, Wednesday – Blue, Thursday – Green, Friday – Pink.
- 1 x Polar Fleece Zip up Jacket
- 1 x Black Pants (staff to purchase these and are reimbursed) Pants should be capable of supporting the activity that staff will be expected to undertake during the day and should not be leggings, tights or pants with decoration on them which could harm or injure a child in any way. Refer to the Position Description with respect to daily activities.
- 1 Sun smart hat.

These initial uniform items are issued free of charge by Kekeco Childcare.

Cleaning and repairs of uniforms is at staff members own expense.

Staff are expected to keep their uniforms clean and in good repair at all times. Washing facilities are provided at both long day care services for the use of staff.

Other items of uniform can be purchased if staff require more, please speak to the Director about this.



Footwear should be a closed toe, black or navy court shoe. No runners, thongs or slip-ons are allowed.

All staff are to wear hats when outdoors between the months of September to April, especially if outdoors between 10.00am and 3.00pm.

No tracksuits, short shorts, leggings, Blue jeans or singlets are allowed unless for a specific "dress down day".

As professionals we must always present a clean and tidy appearance both on a personal level and within the building and if staff are dressed in our uniform, in the street.

Hair should be kept neat and tidy and should be tied back at times when working in the rooms. We prefer staff to manage their hair colours to fit with natural hair colours and the environment and clients that we work with. If in doubt please speak to the Centre Director/Coordinators as staff may be asked to change the colour if it does not fit this requirement.

Wigs and hats inside the buildings are not to be worn unless there is a special theme day at the service where this would be appropriate.

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### EDUCATORS UNIFORMS

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Educators are expected to dress in the Polo shirts provided during work hours. Slacks, skirts or shorts must be black slacks or a skirt. Skirts must be knee length or longer. Knee length black shorts in Summer are also.

Other staff in the buildings may have different coloured uniforms which relates to the work that they undertake-e.g. Centre Directors wear Black shirts and Kindergarten Teachers wear either Aqua or Grey, School Based Apprentices wear Lemon.

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### PROHIBITED CLOTHING

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Since the role of Educator requires a lot of bending and kneeling throughout each day, (refer to Position Descriptions) employees are encouraged not to wear ripped clothing of any sort, hems on pants should be mended if they start to come down, low cut clothing such as hipster pants and tight shirts, thongs or open toed shoes are not part of our uniform.

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## IT, INTERNET, MOBILE PHONE, EMAIL & SOCIAL MEDIA POLICIES

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### ELECTRONIC SYSTEMS WITHIN OUR ORGANISATION

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#### EASYEMPLOYER

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Within Kekeco Childcare Pty. Ltd. staff will be given different levels of access to the numerous computer programs operating within our business.

Easy Employer is an electronic clock on and clock system. This system is loaded onto at least one computer at each of our operating sites and staff are required to clock on and off at the beginning and end of each shift. Notes can be added to the sign in screen to provide explanations relating to reasons for late sign in or late sign out.

It is a dismissible offence to sign another staff member into or out of the timeclocks. Easy Employer also has a shift time confirmation function where staff are required to sign in and confirm that the times shown for their shifts are correct. Annual leave and Personal leave can be requested using the same program, however you need to sign into the system to be able to enter any leave requests.

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#### CHILDHR

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This system allows management and staff to store records of conversations, copies of qualifications, providers reminders when training is due and assists staff

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#### CHILDCARERS.

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Is a system which allows Educators in the rooms to record information about the children's day and communicate this to parents in real time. It also stores children's Portfolios.

Staff are able to create Room Programs on the same system and link the educational experiences back to the Programs. As this system contains sensitive information relating to children and families in our services, access to this program is monitored closely.

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#### QIKKIDS.

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Qikkids is the program which records children's attendance at our services. This program operates with a number of security levels as it is linked to Commonwealth Records and as such is not available to all staff.

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#### QIKKIDS KIOSK.

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Provides the families with the means to sign in and sign out their children electronically.

It records the actual sign in and sign out times, this is a requirement of the Commonwealth Government. Staff are never to offer to sign a child in or out on behalf of a family as to do so is a serious breach of Federal Government Guidelines.

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## MOBILE PHONES/WATCHES

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Mobile phone use is not permitted by educators in children's rooms under any circumstances. This also applies to planning and study time off the floor, as required for the relevant team members. Should a team member need to be contacted during these times, the centres phone number should be provided and messages will be passed on by management.

Incoming phone calls will be transferred if deemed to be urgent or an emergency. Messages will be taken for all other inbound calls to staff. Calls to training organisations or other personal calls need to be made at breaks or lunch times.

Mobile Phones are not to be used or stored in the rooms or carried by staff attending to children as it may cause distraction and a resultant lack of attention to the children who are our primary responsibility. Having personal phones in the room will leave staff open to suspicion in relation to Child Safety and could be a trigger for immediate dismissal if photos of children are found on personal photographic equipment.

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## INTERNET USE

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The internet is provided by Kekeco Childcare for business use. Limited private use is permitted if the private use is not undertaken when staff are working in the rooms, and does not interfere with any other person's work/study and that NO inappropriate sites are accessed e.g. pornographic, gambling sites etc.

Management has the right to access the system to check if private use is excessive or inappropriate. Management also has the right to block access to sites if they are considered not suitable for any reason whatsoever.

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff should be aware that some forms of internet conduct may lead to criminal prosecution. Unauthorised internet access is not to be used in children's rooms.

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## EMAIL USE

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1. Email and Wi-Fi Access on company equipment, is to be used only for company usage, not for private communications.
2. Passwords and access privileges are treated as strictly confidential to the Educator issued with that access or persons delegated to know and use that access in the normal course of operation.
3. It is the responsibility of the authorised user to take fair and reasonable steps to ensure the passwords and other forms of access are held safe.
4. Failure to comply with these instructions is a performance improvement offence and will be investigated. In serious cases, the penalty for breach of policy, or repetition of an offence, may include dismissal. This policy also applies to all employees, contractors and sub-contractors of Kekeco Childcare.

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## PROFESSIONAL USE OF SOCIAL MEDIA

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This policy applies to all employees, contractors and sub-contractors of Kekeco Childcare who contribute to or perform duties such as:

1. maintaining a profile page for Kekeco Childcare on any social or business networking site (including, but not limited to LinkedIn, Facebook, Myspace, Bebo, Snapchat, Friendster or Twitter);
2. making comments on such networking sites for and on behalf of Kekeco Childcare ;
3. writing or contributing to a blog and/or commenting on other people's or business' blog posts for and on behalf of Kekeco Childcare ; and/or
4. posting comments for and on behalf of Kekeco Childcare on any public and/or private web-based forums or message boards or other internet sites.
5. Staff are not permitted to make any reference to their employer or any associated entity of their employer on any personal electronic media accounts.
6. The Service offers, to its current families and staff members, a Facebook page as a communication tool.
7. The administrator of the account is the Service's Responsible Person.
8. Only current families and staff may have access to the page as the page is locked as 'Privacy type: Closed: Limited public content. Members can see all content.'
9. Staff members that have a personal Facebook or other electronic media account are not permitted to post any negative comments relating to the Service, children, colleagues or families.
10. If Staff choose to 'like' the Service's page they have a responsibility to ensure that their profile picture is always an appropriate representation of an early childhood Educator. If it is not, we request that they do not 'like' our pages.
11. Staff members are to use their own personal discretion when adding a family of the Service as a 'friend' on Facebook. The Service **does not recommend** staff to add families of the Service as they will be seen still as a representative of the Service and held to the Service's Code of Conduct on all posts on their private 'wall' if families have access.
12. Families are asked in our Social Media Policy to respect that staff may have a personal policy on adding families due to their professional philosophy and that the Service does not recommend staff to have families as friends on their private account.
13. Staff members are not permitted to request the 'friendship' of families from the Service.

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## BUSINESS ENVIRONMENT SECURITY

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Entry to the centre premises during and / or outside of normal business hours will be by way of keys, security devices (OSHC) and security code numbers.

It is the responsibility of every Kekeco Childcare employee to ensure that the keys and security code numbers are kept safely. Keys must be returned on demand or prior to final employment date.

This also includes USB or Memory Card storage devices which remain the property of Kekeco Childcare and must remain on the premises at all time. If these items are not returned final payment of any entitlements will be delayed. Security code numbers are not to be disclosed to any children or person who is not employed, or is not a customer of Kekeco Childcare.

If building access keys are lost or misplaced, staff must notify the Director immediately so that they can be cancelled.

Employees must ensure that all confidential/sensitive documents are locked away as per the Regulations and kept in order to avoid a breach of privacy requirements.

Staff should make sure that personal belongings and valuables are locked away and secured in the lockers allocated to staff. Personal property is not covered by Company insurance.

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## PRINTING

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Save costs on printing wherever possible by printing on both sides of paper. Please pick up all printed matter off the printer and ensure that the printer is stocked with paper at all times. Colour printing should be kept to a minimum.

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## COPYING AND COPYRIGHT

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From time to time staff copy templates for drawing or CD's for music. This is a breach of Copyright and is not being carried out under any circumstances as heavy fines could be imposed on the Company or the individual responsible for this breach.

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## DISMISSAL

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All staff members are made fully aware that the following breaches of the Code of Conduct and role responsibilities may lead to termination of employment:

- Reporting to work under the influence of alcohol or drugs
- Refusal to complete required additional training
- Possessing or selling drugs at the Service
- Immoral, immature or indecent conduct while at the Service
- Inappropriate use of company equipment
- Refusing to work as directed
- Possessing a dangerous weapon while at the Service

- Bringing disrepute to the Service
- Bringing disrepute to the relationship between a family and the Service
- Disclosure of confidential information
- Falsifying documentation
- Associating with families
- Taking, abusing or destroying company property
- Interfering with work schedules, falsification of reports, documents or wages information
- Failure to report for work
- Walking off the job
- Failure to follow policies and procedures
- Vulgarity, disrespectful conduct to families, management or colleagues
- Making or publishing false, vicious or malicious statements about any client, employee, supervisor, the company or its services
- Failure to hand in lost property is regarded as stealing and dismissal will follow. Lost property is to be handed to the Responsible Person.

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#### DISCIPLINARY ACTION

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All staff members are made fully aware that continued abuse of the following might result in disciplinary action. These include, but are not limited to the following:

- Unauthorised absence
- Having personal visitors whilst on shift
- Continued personal phone calls and use of I Watch or similar products
- Unauthorised solicitation or distribution of money or materials
- Poor work standard
- Carelessness
- Low level of enthusiasm
- Lack of personal cleanliness
- Failure to report health, fire or safety hazards
- Repeated tardiness (lateness)
- Sleeping in a room where children are present either next to a child or alone.
- Lack of properly supervising children
- Intended or unintended harm to a child in any way whatsoever.

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#### THE NOISE FACTOR

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Staff are required to avoid speaking loudly at each other or children across the rooms, yard or the centres.

Please respect people's busy periods or meeting times, especially if staff are working where others are studying or planning. Try to talk quietly when staff are on the telephone and respect others around staff. Green "It's OK to Talk to me Now" Cards and RED "Please don't speak to me now" cards should be respected if they are used by staff.

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## LANGUAGE

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Employees must not use inappropriate language or words of a derogatory nature at work or while representing Kekeco Childcare. This includes while in the presence of co-workers, families, contractors and suppliers to the service.

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## STAFF FACILITIES.

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Staff are provided with a dedicated Staff room, where tea and coffee facilities are provided. A staff Notice Board is also present and can be used for communication within the centre.

**Food is not provided to staff for lunch.** If staff are in a room with the children when lunch is served staff will be expected to sit with the children and role model good eating habits.

However, we do not provide food for staff lunches.

From time to time we will provide biscuits or fruit but this is not an obligation on the employer.

In every other workplace staff are expected to provide their own food.

**Taking food and other items from the service (which staff have not personally purchased) is deemed to be a dismissible offence with no warning.**

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## SELLING GOODS WITHIN THE SERVICE.

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Promotion or sale of any commercial goods, books or services is NOT allowed within any of the services by outside suppliers or by staff who may have other business interests outside their early childhood employment.

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## STAFF KITCHEN AND BATHROOMS

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Please keep the Staff Kitchen and Bathroom areas clean at all times, staff are expected to clean up their own dishes and utensils after use. Staff should be mindful that these are public areas and staff should be respectful of others by always cleaning up after themselves. If staff use dishes then wash them and put them away immediately after use, please do not leave items on the sink draining board or in the sink. The centre has a **staff room cleaning roster** and staff are expected to fulfil their obligations when allocated as part of the roster.

If there are any issues with these facilities staff should notify the Director /Coordinator immediately.

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## ROOM RATIOS

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The number of staff in each room is governed by the Education and Care Services National Regulations 2011 Regulation 123. We operate with the following ratios:

If the children are aged under 36 months:-

1 staff member for every 4 children or fraction of that number; and

1 qualified staff member for every 12 children or fraction of that number;

If the children are aged 36 months or more:—

1 staff member for every 11 children or fraction of that number; and

1 qualified staff member for every 22 children or fraction of that number.

**Please note:**

The practical effect of the regulatory requirements means that we must carefully manage our staffing numbers to ensure that we always meet our legislative requirements. As a result, employee preferences cannot always be accommodated.

From time to time staff may have a personal or family problem where they may need to leave a room in which they are working, prior to the end of their shift. No staff member will be released for any purpose whatsoever if we are not able to maintain the stipulated ratios relating to the number of children in the room and the qualification of staff in the room at that time. We will however, use our best endeavours to assist staff in these situations.

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### STAFF RECRUITMENT SELECTION PROCEDURE

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The Director and Licensees will determine the staffing needs of the services in consultation with staff and families. Recruitment may be from records of previous applications already held at the services or from the response to advertisements in various media at the time of need.

All replies will be reviewed against the Position Description and a list of possible interviewees will be completed. There will be a set interview format conducted by the Director and one of the Licensees. After interviews have been completed- all references will be verbally checked with the person who has provided the written reference for the candidates. The successful applicant will be advised by phone and also in writing. All unsuccessful candidates will receive written notification of who the successful applicant has been. All new employees are expected to spend at least one week orientation in the centre before commencing in their role.

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### STAFF APPOINTMENT

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All permanent part time positions are initially offered on a 3 month probation basis. If at the end of this term either party indicates that a further probationary period is necessary, then the probation period may be extended for a further 3 months term.

At the end of this probation period - the position will be reviewed and permanency may be offered. Probationary periods cannot be extended beyond 6months.

Staff at Kekeco Childcare Pty.Ltd. are employed under the terms of the Children's Services Award 2010, Education Services Teachers Award and National Employment Standard.

All staff members must have a current valid Working With Children Check at all times, must have completed Mandatory Reporting and must hold a current valid First Aid qualification preferably HLTAID004.

Kekeco Childcare recognises a robust and professional approach to recruitment and selection helps us to attract and appoint individuals with the necessary skills and attributes to fulfil our aims and support our centre's goals.

All appointments should be made on the Principle of Merit, compliance with all relevant Federal & State Legislation and adherence to this policy and related processes.



Our Business recruits people via the following methods:

- a) Internal
- b) External
- c) Employee Referred

Staff are expected to:

- a) perform all of their duties to the best of their ability at all times;
- b) use their best endeavours to promote and protect our interests and our business;
- c) follow all reasonable and lawful directions we give, including complying with our policies, procedures or custom and practice in relation to the operation of our service, as amended from time to time;
- d) not place the service by deliberate action or omission in breach of any applicable childcare regulations or employment law.

It should also be noted that a breach of any of these obligations may lead to termination of employment.

Our staff are employed for various roles within the services, depending upon their qualifications and the requirements of the business and the children who attend the centre from time to time.

Duties of the position staff are employed under are set out in the individual Position Description provided at the commencement of employment or position change throughout the year. If staff are in doubt about any aspect of their role these Position Descriptions are also available on Childcarers- please ask for a copy.

It is a very high priority to management, that we maintain consistency of staff within the rooms. Staffing levels and particular staff are regularly assessed against the requirements of the children within specific rooms and whether they are able to provide an educational, stimulating and enjoyable experience to the children and whether they are able to work cohesively with other staff within the room. It is essential that staff communicate well with each other about the Educational Programs, children's observations and general day to day operation of the room.

In all cases, the Room Leader (or Kindergarten Teacher as it relates to the Kindergarten Program ) is the person responsible for the planning and programming for each of the children's educational activities within the room. Subordinate staff should understand that they answer to the Room Leader for all things within the room where they are working. The Room Leader should be the first point of contact for families to discuss their child's development – subordinate staff should refer parents to the Room Leaders if they are asked for information by families. If a staff member is in doubt about their place within a room then please refer to the Organisation Charts displayed through the services.

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## TERMS AND CONDITIONS OF EMPLOYMENT

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The basic terms and conditions of employment with Kekeco Childcare Pty. Ltd. are set out in the Children's Services Award 2010 (The Award). These conditions are underpinned by the National Employment Standards (NES) detailed in the Fair Work Act 2009.

Any additional terms and conditions that may apply to employment at Kekeco Childcare Pty. Ltd. will be set out in Schedule B of our formal Offer of Employment. If such Schedule does not exist then there are no variations to Award conditions.

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## ORDINARY HOURS, TYPES OF WORK, SHIFTS, AVAILABILITY AND ROSTERING

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It is essential that staff are ready to commence work at rostered starting times and that staff work to the completion of their shift to ensure the service complies with its obligations to maintain correct staff to child ratios.

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## TYPES OF EMPLOYMENT

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### PERMANENT PART TIME (PPT)

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Most other staff at the service are designated as Permanent Part Time (PPT) staff, these staff have reasonably predictable rosters, and often they have permanent roles within the centre or rooms.

Staff once determined to be Permanent Part Time, will be given an Employment Contract. Some staff will be offered specific term contracts if we are covering Maternity Leave or other leave or specific project requirements.

Base ordinary hours of work for part time staff, will be a minimum of 2 hours a week (worked in one block) up to 37.5 hours and such work to be carried out on weekdays excluding Public Holidays.

Starting and finishing times on each day will be listed on the services' roster available to staff at any time by signing into Easy Employer.

Subject to any agreed Award Flexibility Agreement under clause 7 of the Award, base ordinary hours will be rostered:

- a) in periods not exceeding eight hours per day in unbroken periods save for meal breaks, and
- b) on any day specified in clause 5.2(a) of the Kekeco Childcare Pty. Ltd. employment contract, and
- c) between the spread of hours between 6:00am and 6:30pm Monday to Friday inclusive.

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## CASUAL STAFF

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Some staff at Kekeco Childcare Pty. Ltd. are employed as casual staff.

These staff are usually "on call" when other staff are not able to attend the service. Casual staff are not guaranteed particular shifts or numbers of hours of work in any week or several weeks.

Casual staff should not expect regular and predictable hours of work.

Casual staff are not paid Annual Leave, Personal or Carers Leave. However, they are paid a loading on top of the usual wage to accommodate this uncertainty of employment.

We do make superannuation contributions once a casual staff member has earned more than \$450.00 in any one month.

Casual staff are required to provide us with their availability using Easy Employer. If a Casual staff member makes them self-available and a shift is allocated to them, they are expected to attend work on the rostered day. If they fail to attend or make them self-unavailable after the rosters have been published then this will be taken into consideration for future work offers.

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## STAFF CLASSIFICATIONS

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Rule 126 of the National Regulations prescribes that:

- (a) at least 50% of educators in a centre-based service who are required to meet the relevant educator to child ratios for the service, must have, or be actively working towards, at least an approved Diploma level education and care qualification; and
- (b) all other educators who are required to meet the relevant educator to child ratios for the service must have, or be actively working towards, at least an approved certificate III level education and care qualification.

This rule underpins most of the rostering we do and room staffing requirements.

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## ROSTERS.

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The staffing rosters for the Centre will be prepared at least one week in advance and are available on "Easy Employer". If at all possible, and subject to staff availability, any changes will be advised at least two days prior to the change taking effect. Should staff wish to change the roster this should be discussed with the Director as soon as staff know that they may not be able or fit to work.

Casual staff who do not want to work on a particular day should make themselves "unavailable" on Easy Employer well in advance and not after the rosters have been sent out and shifts accepted.

However, once a roster has been published, staff need to speak to the Director about any possible changes.

**Staff do not have the right to change their roster or swap shifts with other staff under any circumstances.**

If staff are unable to work then the Director will decide who is to replace staff.

Rosters are set relative to business operational needs.

Rosters for staff ordinary hours may be changed by management at any time with a minimum of seven (7) days' notice unless otherwise agreed or in the case of an emergency. Any additional work hours offered and accepted, outside the base ordinary hours, will be paid at the staff member's ordinary hour's rate of pay and are not subject to any flexible working arrangements. Additional hours may also be cancelled at short notice relative to operational needs.

All permanent part time staff are **required to apply for leave** if they are not going to be available on a specific day or week. In certain circumstances management may agree to vary the shifts available to Permanent Part Time staff. However, unpaid leave is at the discretion of the employer and may not be approved.

**AVAILABILITY** function on Easy Employer is only to be used by CASUAL staff.

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REMUNERATION

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Staff are paid weekly by electronic funds transfer into a bank of their choosing.

The base rate of pay on commencement will be specified on the Letter of Offer of Employment and is dependent upon qualifications, years of service and other award requirements.

The details of any amount paid above this rate and any conditions applying to that additional payment, maybe detailed in Schedule B of the Letter of Offer of Employment. These amounts combined represent the remuneration package.

Base rates of pay will be adjusted on the first full pay period commencing on or after 1 July each year following the Annual National Wage Review conducted by the Fair Work Commission ( if applicable) .

**PLEASE NOTE:** If any remuneration package is a higher amount than the minimum amount paid for the award classification under the Award, the additional amount should be considered an "at risk" component of the remuneration. This amount may be adjusted at any time subject to overall performance. We may also absorb all or part of the annual wage increase each year provided staff never receive less than the minimum rate of pay applying to their classification of work under the Award.

We will also make superannuation contributions on behalf of staff in accordance with our responsibilities under the Superannuation Guarantee (Administration) Act 1992.

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## SUPERANNUATION

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The employer pays all staff a compulsory superannuation contribution. Staff are entitled to nominate their own superannuation fund. Please advise us of your fund's name and your membership number, as soon as practical after commencing work at the Centre. If staff wish, they are able to salary sacrifice additional superannuation contributions, please speak to the Centre Director or Coordinator or email [administrator@kekeco.com.au](mailto:administrator@kekeco.com.au) about this.

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## PAY POINT PROGRESSION

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Progression from one level to the next within a classification is subject to staff members satisfactorily meeting the following criteria:

- a) Competency at the existing level;
- b) 12 months' experience at that level (or in the case of employees employed for 19 hours or less per week, 24 months) and in-service training as required; and
- c) A demonstrated ability to acquire the skills necessary for advancement to the next pay point.

If staff are offered employment in a new classification of work, they will commence work at the first increment of the new classification.

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## STAFF PERFORMANCE APPRAISALS.

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All staff members will undergo a formal appraisal of their performance after three months' probation and again at the end of six months at the services. The appraisals will address the criteria in the position descriptions. The appraisal will be self-assessment followed by an evaluation and discussions with the Director.

Annual Staff appraisals are also undertaken with all staff being asked to review the performance of all other staff in the centre, as well as their own performance.

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## PROFESSIONAL DEVELOPMENT.

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All staff have access to further training and development. However, there are budgetary constraints which make it difficult at times to provide funding. The Director and/or Educational Leader will seek staff suggestions in identifying staff training needs and opportunities for staff at the Centre.

Staff are required to undertake First Aid, Food Safety Level 1, Asthma, CPR and Anaphylaxis training as outlined in the Education and Care Services National Regulations 2011. There is an obligation on staff to have these qualifications and to keep current at all times. Staff are responsible for the cost of their own training.

Additional training maybe identified from time to time as being beneficial for the business and in these cases the Licensees with input from Directors and Educational Leader, may choose to fund all or part of the cost of training for these courses.

Staff who fail to maintain currency of these qualifications maybe rostered off without pay until the lapsed qualification has been reinstated.

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#### HARASSMENT.

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Our workplace will be free from verbal, physical, sexual or emotional harassment of any nature.

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#### EQUAL OPPORTUNITY.

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The Centre offers equality of employment and opportunity for advancement to all employees.

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#### MEAL BREAKS

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- a) Staff will not be required to work more than five hours without an unpaid meal break of not less than thirty (30) minutes and not more than sixty (60) minutes.
- b) If a staff member has a shift of not more than six hours continuously in a single shift, they may, by agreement with Management, elect to forego the meal break and simply work through.
- c) Any meal break must be uninterrupted. If during a meal break we need staff to work back at usual duties, overtime will be paid until staff are able to complete a meal break. The overtime payment will be calculated in 15 minute blocks.
- d) If we ask a staff member to stay on premises during a meal break to maintain our staff ratios, staff will be entitled to a paid meal break of not less than 20 minutes or more than 30 minutes. A paid meal break counts as time worked. If staff leave the premises during a paid meal break we will be entitled to deduct payment from staff for the period, staff are absent.
- e) If staff need to speak to management about personal issues staff should organise a time during either staff lunch time or rest pause or before or after staff rostered shift as staff time within the rooms is regulated by breaks staff and the need to remain in ratio at all times.
- f) **Hot food and drinks are not allowed in any room where there are children present.**  
**Water may be consumed by staff in the rooms if required.**
- g) Staff are required to return to and from breaks on time, as break rosters are tightly timed and other staff may miss out on their break as a result of lateness. Please be considerate of others who are expecting their break after your own break.

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#### REST PAUSES

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- a) If staff are rostered to work more than 4 hours on any day staff are entitled to a rest break of 10 minutes.
- b) If staff are rostered to work more than 7 hours on any day staff are entitled to a second rest break of 10 minutes.
- c) Staff can agree to forgo one of these breaks as long as the Director is aware of this prior to the break being foregone.

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## CLASSIFICATION OF STAFF WITHIN THE ORGANISATION

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Staff are paid at different levels dependent upon their level of Early Childhood Education and Care qualification, skill and years of service within the industry and the role they are undertaking within the organisation at any time. Outlined below are some of the areas covered in each Level. The pay is determined by the Children's Services Award 2010 and the Education Services Teachers Award for Kindergarten Teachers only.

Please refer to individual staff contracts for details on Pay Level and pay scale.

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### CHILDREN'S SERVICES EMPLOYEE LEVEL 1- SCHOOL BASED APPRENTICES.

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Normally an employee who has no formal qualifications but is able to perform satisfactory work within the centre. This employee will work under **direct supervision** (by the Room Leader or Responsible Person in Charge) in a team environment, and will receive guidance and direction at all times. This employee will receive structured and regular on-the-job training to perform the duties expected at this level.

**An employee at this level will not be left alone with a group of children at any time.**

An employee at this level is being introduced to the working environment and maybe a trainee or an older person who has had no early childhood education and care experience in the past and is undertaking the following indicative duties:

- learning and implementing the Centre's Policies and Procedures;
- learning how to establish relationships and interacting with the children;
- learning the basic skills required to work in this environment with children;
- giving each child individual attention and comfort as required; and
- duties include food preparation, cleaning of rooms, or gardening.

A Level 1 employee shall progress to the next level after a period of one year or earlier if the employer considers, and various qualified staff agree that the employee is capable of performing the work at the next level or if the employee actually performs work at the next level.

Staff at this level are identifiable by the fact that they wear **Lemon Polo Shirts.**

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### CHILDREN'S SERVICES EMPLOYEE (CSE) LEVEL 2.1 AND 2.2

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This is an employee who has completed at least 12 months at Level 1, or a relevant Australian Qualification Framework (AQF) Certificate II, or is studying for at least Certificate III in Early Childhood Development and has completed at least 50% of their studies or in the opinion of the employer has sufficient knowledge and experience to perform the work within the scope of this level.

An employee at this level has limited knowledge and experience in early childhood education and care and is expected to take limited responsibility for their own work. A Level 2 employee undertakes the following indicative duties:

- assist in the implementation of the children's program under supervision;
- assist in the implementation of daily care routines;
- develop awareness of and assist in maintenance of the health and safety of the children in care;

- give each child individual attention and comfort as required;
- understand and work according to the Centre Policies and Procedures;
- responsible for food preparation, cleaning, gardening or general maintenance under the guidance of the Assistant Director/Director; and the Room Leader and should; demonstrate knowledge of hygienic handling of food and equipment. A full Position Description is provided on Childcarers internal computer system.

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#### CHILDREN'S SERVICES EMPLOYEE (CSE) LEVEL 3.1, 3.2, 3.3

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This is an employee who has completed AQF Certificate III in Early Childhood Education and Care or an equivalent qualification or, alternatively, this employee shall possess, in the opinion of the employer, sufficient knowledge or experience to perform the duties at this level. An employee appointed at this level will undertake the same duties and perform the same tasks as a CSE Level 2 employee, and will undertake the following additional indicative duties:

- assist in the preparation, implementation and evaluation of developmentally appropriate programs for individual children or groups;
- be responsible for recording observations of individual children or groups for program planning purposes as directed by qualified staff;
- under direction, work with individual children with particular needs;
- assist in the direction of but not be responsible for, untrained staff; undertake and implement the requirements of quality assurance; and work in accordance with food safety regulations.

A full Position Description is provided on Childcarers internal computer system.

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#### CHILDREN'S SERVICES EMPLOYEE (CSE) LEVEL 3.4

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This employee holds a Diploma in Early Childhood Education and Care or equivalent as recognised by licensing authorities and is appointed as a qualified not in charge of a group of children in the age range from birth to 12 years and is not a Room Leader. This person may cover breaks of Qualified Room Leaders, but they do not undertake any program planning and are therefore not entitled to the higher pay scale of Level 4. Should someone at this Level be asked to cover a Room Leader when they are on leave for several weeks and they undertake planning and program development for the children within a room, then they will be entitled to higher duties.



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#### CHILDREN'S SERVICES EMPLOYEE (CSE) LEVEL 4

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This is an employee who has completed a Diploma in Early Childhood Education and Care or equivalent as recognised by licensing authorities and is appointed as the person in charge of a group of children in the age range from birth to 12 years.

An employee appointed at this level will take on the same duties and perform the same tasks as a CSE Level 3 and undertake the following additional indicative duties.

- Be responsible, in consultation with the Director for the preparation, implementation and evaluation of a developmentally appropriate program which incorporates the Early Years Learning Framework principles as well as the National Quality Framework principles for their room and individual children or groups of children in the room which this staff member is responsible.

They are also responsible for

- the direction, training and general supervision of all other employees, students and volunteers who maybe in the room at any time.
- to the Director for the supervision of students on placement
- providing a safe environment both staff and children
- ensuring that records are maintained accurately for each child in their care
- developing, implementing and evaluating daily care routines and programs; ensuring the centre or service's policies and procedures are adhered to; and liaising with families.

A full Position Description is provided on Childcarers internal computer system.

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#### CHILDREN'S SERVICES EMPLOYEE LEVEL 6 - DIRECTOR

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A Director is an employee who holds a relevant Degree or a 3 or 4 year Early Childhood Education qualification, or an AQF Advanced Diploma, or a Diploma in Children's Services, or a Diploma in Out of -Hours Care; or is otherwise a person possessing such experience, or holding such qualifications deemed by the employer or the relevant legislation to be appropriate or required for the position is appointed as the Director of a Service (Nominated Supervisor) and is responsible for the overall management and administration of the service with the following additional indicative duties:

- supervision of the implementation of developmentally appropriate programs for children;
- recruitment of staff in accordance with relevant regulations;
- maintaining day-to-day accounts and handling all administrative matters;
- ensuring that the centre or service adheres to all relevant Regulations and statutory requirements;
- ensuring that the centre or service meets or exceeds quality assurance requirements;
- liaising with families and outside agencies;
- formulating and evaluating annual budgets;
- liaising with management committees or proprietors as appropriate;
- providing professional leadership and development to staff; and developing and maintaining Policies and practices for the centre.

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## KINDERGARTEN TEACHER

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An extract is provided below

*"EARLY CHILDHOOD – TEACHING STAFF MEMBER*

*Regulation 5(1) of the National Education and Care Services Act 2011*

*defines a teaching staff member as a staff member who –*

*(a) holds an early childhood teaching qualification at degree level or above that has been approved by the Secretary under sub regulation (2)(b); or*

*(b) holds a qualification the Secretary is satisfied is substantially equivalent or superior to a qualification referred to in paragraph (a).*

A full Position Description is provided on ChildCarers internal computer system.

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## WORKPLACE HEALTH AND SAFETY.

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There is a strong focus on maintaining a safe workplace within all Kekeco Childcare Pty. Ltd services. Policies, infection control procedures and Workplace-Health and Safety Manuals and Fire Evacuation Procedures as well as the Emergency Evacuation Procedures are valuable documents and are to be read in conjunction with all policies.

Signs around the Centre are to be read in conjunction with, and form part of, the overall Policy structure

**Please ensure that staff fully understand the EVACUATION PROCEDURES for EACH ROOM OF EACH SERVICE BEFORE STAFF START WORK IN THE ROOM.**

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## BACKS- LIFTING CHILDREN

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Staff should take particular care with their backs, please read carefully, the Worksafe information in the Staff Room about the correct way to lift and carry children.

Staff should endeavour to rotate the responsibility for nappy changes so that there is a shared workload. Children, who are able to walk to the change room, must do so.

### **DO NOT LIFT OR PICK UP CHILDREN!**

Prior to toilet training, if the child is older then let the child use steps to climb onto the change table, this means that staff are not lifting the child and will avoid injury.

Once a child has been toilet trained, staff are not to pick up a child.

Every child has a right to be treated with respect – picking children up does not provide them with autonomy and reduces their independence.

We take this requirement seriously and staff found to be ignoring this requirement will receive a formal warning.

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### EMERGENCY PROCEDURES.

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Initial contact is to be the Director who will then direct staff on the procedure required, depending upon the severity of the Emergency. Refer to the Emergency Procedures posted around the Centre in each room.

Each Service has their own Emergency Management Plans (EMP) which are reviewed annually to ensure that they are up to date and effective.

Each service has an Emergency Management Plan which is reviewed each year.

Emergency Evacuation drills are carried out regularly with in each service and may cover situations such as Gas Leaks, Lock Downs and Fires both internal and external.

### LEAVE

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Leave is covered in more detail the National Employment Standard and the relevant Industrial Awards which can be found on the internet.

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### ANNUAL LEAVE

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For each year of service worked with Kekeco Childcare Pty. Ltd. employees are entitled to up to 4 weeks (i.e. 20 working days) of Annual Leave. This is dependent on the hours worked each week and the accrued leave earned as a result of worked hours.

Annual Leave requests are to be entered onto Easy Employer at least 6 weeks before the leave is due to be taken, this will allow staffing levels to be reviewed and replacement staff employed if necessary. An application for Leave may not necessarily be approved.

From time to time one or both of our Long Day Care centres may close over Christmas- if this is the case then staff with accumulated Annual Leave will be asked to take this leave at the time of closure.

Staff without accumulated Annual Leave will not be paid during this time. However where possible the fact that staff do not have accumulated leave will be taken into consideration when creating rosters for the period of closure at the other service.

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### PERSONAL/CARERS LEAVE.

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We realise that most staff do not take leave unless they are genuinely ill, however staff should realise that their position within the centre is a valued position, because consistency of care for the children in the rooms is essential to establishing a sound basis for the child's growth and development. Consistent staff in rooms also provides consistent contact with families who use the centre. It also reduces errors and breakages within the room as regular staff know where things are stored and they know the children and routines within the room.

Excessive leave of any sort, disrupts the room program, the room routines and the children, it causes other staff to have to work longer hours than they had planned, which takes them away from their families and also creates problems for us if we are unable to replace staff at short notice.

That being said:-

For each year of service with Kekeco Childcare staff are entitled to up to 10 days pro rata of paid personal/carer's leave depending on the hours worked and the leave accrued as a result. This leave is accumulated and reported to each staff member on their pay slip each week.

There are special conditions relating to "carers leave" staff should check the relevant Industrial Award and the National Employment Standard for details.

Staff should NOT TO ATTEND the Centre if they are unwell especially if they have a possible contagious infection including severe colds and gastro. Consideration should be given to the children attending and other staff who might also contract the infection.

Staff are required to provide Doctor's Certificates for all sick days taken whilst working at the Centre even if staff do not have any paid leave available for use.

Casual staff are not entitled to be paid personal or carers leave.

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#### MATERNITY LEAVE.

Staff should refer the Children Services Award 2010, Educational Services Teachers Award 2010 and/or the National Employment Standard and Fair Work for details relating to Maternity Leave. There are several steps and processes associated with taking Maternity Leave and or Paid Parental Leave. Please speak with H.R. Department about the processes and timelines associated with notification of commencement of Maternity Leave.

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#### COMPASSIONATE LEAVE.

An employee (including a casual employee) is entitled to two days of compassionate leave to spend time with a member of the employee's immediate family or household who has sustained a life-threatening illness or injury.

Compassionate leave may also be taken after the death of a member of the employee's immediate family or household. Immediate family is an employee's Spouse, de facto partner, child, parent, grandparent, grandchild, sibling, or a child, parent, grandparent, grandchild or sibling of the employee's spouse or de facto partner.

An employee may take compassionate leave for each occasion as:

- a single continuous two day period, or
- two separate periods of one day each, or
- any separate periods to which the employee and his or her employer agree.

If an employee, other than a casual employee, takes a period of compassionate leave, the employer must pay the employee at the employee's base rate of pay for the ordinary hours they would have worked during the period of leave.

Staff wishing to claim Compassionate Leave must be able to provide documentary evidence that they have a legal relationship with the person for whom they are taking the leave.

They should also prove that they were rostered on for the day of absence.

For more details please refer to the National Employment Standards on the internet.

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### OPERATIONAL ISSUES RELATING TO LEAVE.

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Staff members who are rostered on to open the Centre MUST open on time and then organise for a replacement at the same level of qualification as themselves. There is usually another staff member due to arrive at approximately 7:00-7:30am and at this time it may be possible to release staff that are unwell. If a staff member is unwell and needs to leave after the staff member arrives then they should call the Director to alert her to the possible staffing shortage situation to ensure we are not operating out of ratio.

All shifts other than the opening shifts, require a minimum of 4 hours' notice to be given to the Director if they are unable to attend.

Staff need to advise the Director by 4 p.m. if they think they will be unable to attend on the following day.

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### INFECTIOUS DISEASES

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An employee who believes that they have contracted an infectious disease must notify the Director as soon as possible. All staff need to obtain information for their personal use of the following immunisations:

Hepatitis A      Hepatitis B      Meningococcal      Chicken Pox      Rubella      Seasonal Flu.

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### IMMUNISATION- STAFF

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Staff members are required to ensure that they are immunised against the main childhood diseases, including Whooping Cough, Measles, Mumps, Rubella and Chicken Pox.

Immunisation programs are not just for children. Everyone needs protection against common infectious diseases, some of which can be more serious in adults e.g.: Mumps.

A booster dose of Tetanus and Diphtheria Vaccine (ADT) is required every ten years. We strongly advise all staff to immunise against Hepatitis B and to receive annual "flu" injections. From time to time management may offer free immunisation against disease such as seasonal Flu.

Staff members must notify the service when they, or members of their immediate family, are suffering from a communicable disease that may affect their ability to provide care, or affect the health and wellbeing of fellow staff or children at the centre.

Child care workers who are pregnant need to be aware of how some infectious diseases can affect the unborn child.

Staff members, through the Director, must report notifiable diseases to the local health authority. Further information can be found in the "Staying Healthy in Child Care" Manual in the front office or on the Better Health website.

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## EXPECTATIONS OF COORDINATORS, LEADERS AND MANAGEMENT

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Coordinators, Leaders and management are expected to:

- Promote a collaborative and interconnected workplace by developing a positive working environment where all employees can contribute to the ongoing continuous improvement of the room and Service.
- Promote leadership by working with employees to improve professional development and growth
- Provide ongoing support and feedback to employees
- Model professional behaviour at all times whilst at the Service
- Implement supportive and effective communication systems, consulting employees in appropriate decision making.
- Take appropriate action if a breach of the Code of Conduct occurs
- Share skills and knowledge with employees
- Give encouragement and constructive feedback to employees, reflecting the value of different professional approaches

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## STAFF GRIEVANCE PROCEDURES

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In the first instance, staff should endeavour to work together to resolve any conflicts that arise. Staff meetings and everyday communication are informal procedures. Staff are encouraged to develop techniques for solving problems by:

- Defining the problem and identifying the cause
- Suggesting actions and solutions
- Considering advantages and disadvantages of the solution
- Deciding on an action to be taken
- Evaluating the result.

If the grievance is not resolved the staff member/s should refer the matter to their immediate superior. If the staff member still feels aggrieved then the matter should be discussed with the Director. The complainant will need to identify the area of grievance and be prepared to discuss all actions taken so far to resolve the issue.

Staff are encouraged to discuss areas of concern with the Director then if escalation needs to be implemented- with the Licensee.

## STAFF DISPUTE RESOLUTION AND DISCIPLINARY ACTION.

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Should a dispute occur between staff - the staff are required and encouraged to endeavour to resolve any issues between themselves. However if there is no resolution to a situation and the dispute affects the children and/or other staff in the Centre, management will intervene. At this stage an interview with each party to the grievance will be held by the Director, who will discuss the issues and concerns from each party. The Licensee may become involved at this time. There will then be a joint meeting where the issues will again be discussed and resolution attempted.

If resolution fails then the staff will be advised of options available to them, including movement from the position that they currently hold movement from the particular room or centre to another part of the business.

The employee/s is informed that the discussion will be a counselling session before a warning is issued. The first warning will be a verbal warning and will be noted on the employee's file. The Licensee will be informed. A Union representative may be present if desired by either party. If the problem continues, the employee will be seen again by the management and if no satisfactory resolution can be achieved, then a second and final warning will be entered into the staff members personnel file. If required to do so the Employer will send a copy to the relevant Union. A further breach will result in immediate termination of the staff member.

The following behaviour is considered to be breaches of the basic operational rules that will lead to instant dismissal.

If a staff member fails in their duty of care and performance such as:

- Poor work habits or performance when measured against the Position Description for the role.
- Continued Lateness
- Absenteeism
- Irresponsibility e.g. leaving a child unattended on the change table
- Inability to implement policies e.g. behaviour management techniques etc.
- Unacceptable behaviour, e.g. hitting, swearing, creating disharmony, yelling at a child.
- Being drunk or under the influence of drugs or alcohol whilst working or in our uniform outside of work.
- Is found to be discussing (either verbally or electronically, in whatever form) families and children who attend the centre, with anyone outside the Centre, these are all deemed to be significant breaches of behaviour and will cause counselling to occur.
- Staff who are studying whilst working within our Centre, and who are provided with study time as part of their traineeship, are also expected to complete and return their assignments to the Registered Training Organisation within the agreed timeframes. Staff who continually fail to meet assignment deadlines will have their training contracts terminated and may also have their employment terminated. We are committed to ensuring that our staff are well trained and that staff who have signed a training contract understand that this is a serious commitment to a long term profession in early childhood education.

Staff that are provided with study time are expected to utilise this time studying and not making personal phone calls, "chatting" to other staff, or using the internet for personal purposes.

- The same principal applies to staff that are provided with Programming time each week.

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#### REPORTING A BREACH IN THE CODE OF CONDUCT

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- All employees are required by law to undergo a Working with Children Check, which is verified by the employer
- If employees become aware of a serious crime committed by another person, they are required to report it to management
- All employees must report possible risk of harm to children or other persons to management.
- Employees will report any concerns they may have about inappropriate actions of any other employee that involves children or other people to management .

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#### DUTY OF CARE

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- Management and employees have a responsibility to take reasonable care for the health and safety of themselves and others at the workplace to enable compliance with the work health and safety legislation.
- Duty of Care relates to both physical and psychological wellbeing of individuals
- Management and employees have a duty of care to take reasonable care for the safety and welfare of children and other people in our buildings. Taking all reasonable action to protect children and staff from risk of harm that can be reasonably predicated.

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#### STAFF AND THEIR CHILDREN

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Staff working at the Centre who have their own children or other family members at the Centre are not allowed to work in the same room as their family member.

This policy is subject to review by the Director on an individual basis, bearing in mind that no conflict of interest occurs and no children under the care of the staff member concerned are adversely affected.

Staff who use the service and who do not pay regularly (within 7 days from billing) will not be able to use the service unless they sign an authority for Kekeco Childcare to deduct their childcare directly from their pay.

If staff do not paid their account in full, for three consecutive weeks they will lose the privilege of being offered the Staff Rate.

Staff rates only apply to staff that have children attending the centre when they are working. If a child of a staff member attends the centre when their parent is not working then the full rate will apply.

This applies to any staff members who are on any type of leave as well.



## STAFF - DRUGS, ALCOHOL AND SMOKING

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### **Absolutely NO ALCOHOL or DRUGS are to be consumed on the premises.**

Staff who are under the influence of either alcohol or drugs should not attend the centre under any circumstances.

- Smoking is NOT permitted in or on surrounding areas of the Service. It is expected that the odour of cigarette smoke will not be detected on an employee's clothing. If an employee is found smoking on the premises, that employee may be terminated. Our Service is bound by and supports the [Smoke Free Environment Act 2000](#). The company and its employees will follow all conditions outlined in this act.
- Our Service is bound by the Education and Care National Regulations. As such, alcohol, drugs or other substance abuse by employees can have serious adverse effects on their own health and the safety of others. As such, all employees must not:
  - Consume alcohol nor be under the influence of alcohol while working
  - Use or possess illegal drugs at any workplace; nor
  - Drive a vehicle, having consumed alcohol or suffering from the effects of illegal substances
  - Bring alcohol or any illegal drugs on the premises
- If a co-worker suspects another to be affected by drugs or alcohol, they must inform the Responsible Person immediately. No employee will be allowed to work under the influence of drugs or alcohol.
- Employees undergoing prescribed medical treatment with a controlled substance that may affect the safe performance of their duties are required to report this to the Responsible Person as soon as possible after they have been prescribed this medication.
- All issues pertaining to these matters shall be kept strictly confidential. A breach of this policy may initiate appropriate action including the cancellation of employment

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## ADHERING TO SERVICE CONFIDENTIALITY

- Unless authorised to do so by legislation, employees must not disclose or use any confidential information without appropriate approval.
- All employees are to ensure confidential information must be not accessed by unauthorised people
- Employees will adhere to the Service's 'Privacy and Confidentiality Policy'.

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## BABY- SITTING

- We do not provide babysitting services outside normal operating hours
- Should employees undertake private babysitting arrangements with families, our Service takes no responsibility for any private arrangements between staff members and family. However, we do expect staff to inform the Service if they are babysitting or caring for a child that attends the Service.
- We require employees to sign a copy of the Staff Handbook, which will we keep on file for the child and staff member

- We have rigorous recruitment and suitability processes in place to ensure that we employ competent and professional members of staff and maintain our duty to safeguard children whilst on our premises and in the care of our staff. We have no such control over the conduct of staff outside of their position of employment. Parents should make their own checks as to the suitability of a member of staff for babysitting.
- We will not take responsibility for any health and safety issues, conduct, grievances or any other claims arising out of the staff member's private arrangements outside of the Service hours. The member of staff will not be covered by the Service's insurance whilst babysitting as a private arrangement.
- Out-of-hours work arrangements must not interfere with the staff member's employment at the Service.
- All staff are bound by contract of the Service's Privacy and Confidentiality Policy and by the individual Formal Deed of Confidentiality signed at the time of employment, where they are unable to discuss any issues regarding the Service, other staff members, parents or other children.

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## FAMILIES AND CHILDREN – GENERAL INFORMATION

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Families entrust the care of their children with our educators when they are unable to look after their children themselves. It is extremely important that educators develop relationships with families and for there to be a consistent dialogue between the educator and the family about the child, such as if the child hasn't slept well, if the child has eaten or not, whether the child is sick or not.

Consistency of care is also important in relation to developing and maintaining relationships with the families of the children.

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## ENROLMENT AND COLLECTION OF CHILDREN

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No child can be left at the Centre unless an Enrolment Form has been completed and there is a valid enrolment showing up on Qikkids.

All staff must be aware of parents and guardians for children in the room, that have Authority to collect children.

If the person is not registered on Qikkids Kiosk, then the child is not allowed to leave the service with the child. Check with the Director or Responsible Person in Charge if there is an issue.

If a person arrives to collect a child/ren without an electronic sign in, **staff must speak to the parent or guardian by phone before the child is allowed to leave**. The Centre Director or Responsible Person in Charge will sign the child out in this circumstance.

**NO STAFF MEMBER SHOULD SIGN OUT A CHILD FOR ANY MEMBER OF A FAMILY** as each authorised family member has a registered electronic signature and staff do not have

Authority to sign out a child. There may be custody orders in place which staff could be in breach of if staff sign a child out for any person not showing on Qikkids.

Allowing a child to leave the premises with an unauthorised person will result in instant dismissal of the staff member with no further discussion to be entered into.

If the Centre has been notified by phone that someone else is collecting the child, then Staff in the room must ensure that they check identification of any person, unknown to them, before releasing the child into their care.

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#### CONDITIONS OF ENROLMENT.

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We are closed for Public Holidays; however attendance fees are still payable for children who have permanent bookings on days on which a Public Holiday falls. Days can be swapped in lieu of Public Holidays if there is space available. Consideration will be given for families to swap days when this occurs as long as families ask for a swap of day before the week of the Public Holiday. Families are able to do this using the My Family Lounge App to add an extra day and management will remove the Public Holiday day as long as the swap occurs in the same booking week.

Childcare Fees are payable to the services for booking made on the following Public Holidays:

*Australia Day	*Labour Day	*Good Friday	*Anzac Day
*Queen's Birthday	*Footy Finals Friday	*Melbourne Cup Day	*Christmas Day
*Boxing Day	*New Year's Day		

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#### LATE PICK UP PROCEDURE

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When a child is not collected by the closing time of the Centre (and we have not been advised that the parent is running late) then the following procedure should be followed:

Both staff members on duty are to stay at the Centre until all children have been collected. Staff will begin endeavouring to contact the parent /family concerned at closing time. If the parent is not contactable then the emergency contact found on the Enrolment Forms should be called.

If the emergency contact is called and collects the child then a notice needs to be put on the front door of the Centre to advise the parents where their child has gone.

If staff are unable to reach either the parents or emergency contacts or any other persons listed on the Enrolment Form as being eligible to collect the child then:- 1. Continue to call all contacts every 5 minutes for 30 minutes.

2. After 30 minutes if contact still has not been made, the staff must inform their Director immediately.
3. If after 1 hour contact has still not been made then the staff should contact the Director and/or Licensee.
4. The above person will give instructions of what avenues need to be taken by the staff and what appropriate authorities need to be contacted.

**Please note:** If neither parents nor emergency contacts can be located to collect the child after 1.5 hours, **the child will remain at the Centre with two adults until either the Police or Protective Services are contacted to collect the child.**

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#### HOLIDAYS- FAMILIES

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Each family is entitled to a family holiday discount of half of the gap for two weeks each year when the child is not in attendance due to family holidays.

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#### WITHDRAWING A CHILDCARE PLACE

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Families are required to provide the Centre with two weeks prior notice, in writing, is required if children are to be withdrawn from the centre.

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#### RECORD KEEPING

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- Employees and Management will maintain full, accurate and honest records as required by Education and Care Services National Regulations 2011.
- Managers have a responsibility to ensure that employees comply with their record keeping obligation outlined in the Records Keeping Policy.

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#### ACCOUNTS

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At the time of enrolment all families are advised that we charge for attendances for the week. Account payments and usage charges are processed on Friday mornings. Invoices are printed or emailed later that same day.

Payment of fees for all families is required 7 days from the day of issue of account.

Invoices are issued weekly on Monday unless Monday is a Public Holiday.

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#### SUSPENSION OF ACCOUNTS

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Where families fail to make regular payments, which ensure that they are reducing their account to zero or are at least paying off the balance from the previous week, then they will be sent a series of reminders. If the family fails to pay their account, the child's place will be withdrawn and the family door code will be de-activated at the Centre.

Legal action will be taken to recover outstanding accounts.

Debit Success enables us to charge the family on weekly or fortnightly basis for actual care provided and charges are usually for the fees incurred during the specified period.

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#### AUTHORITY TO TRANSPORT.

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Excursions/Incursions enhance children's learning by providing them the opportunity to participate in curriculum planned activities and experiences to gain skills and knowledge in the current interest. Excursions are well planned and aim to maximise children's learning. A documented Risk Assessment must be completed prior to children leaving the service. Authority to Transport Forms must be completed for all children participating in the Excursion. Please read the Excursion Policy for more detailed requirements in relation to Excursions.

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## INCIDENT, ILLNESS, ACCIDENT AND TRUAMA POLICY

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In early childhood illness and disease spreads easily from one child to another, even when implementing the recommended hygiene and infection control practices. When groups of children play together and are in new surroundings accidents may occur. Our service is committed to preventing illness and reducing the likelihood of accidents through its risk management and effective hygiene practices

Parents should be called by the Room Leader or Diploma not in Charge when a child is injured in way above their shoulder or if a child appears unwell.

All injuries need to be reported to the Director/Coordinator immediately for them to assess any action required.

Entire Policy is available for staff on Childcarers and on the websites relating to your place of work.

Incident Forms need to be completed for every incident and parents need to be advised that there is a form to be signed in the child's room by using the Message function on Qikkids Kiosk (see instructions on the next page)

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## ACCIDENTS AND SERIOUS ILLNESS

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All staff should have First Aid training, if any staff do not have a current First Aid Certificate please organise with the Director to arrange training as soon as possible.

There are two levels of accident which we experience within the centre from time to time One is the day to day incidents, where a child will suffer a minor injury the other are more serious injuries or illnesses.

All minor incidents (scratches, bites etc.) must be recorded on an Incident/Injury Form and must be brought to the attention of the parents who must counter sign the Incident/Injury Form, either when they collect the child that day or on their next visit to the Centre. Families are advised that a form needs to be signed by using the Message function of Qikkids Kiosk. They will not be able to sign a child out without acknowledging that they know there is a form to be signed. The Director also needs to be notified.

Should a serious accident or illness occur which requires care the following procedure should be followed:

- The staff member on duty and supervising the child should remain with the child and make the child as comfortable as possible.
- If the injury is deemed serious another staff member should immediately call the Responsible Person in Charge to advise of the situation.
- The Responsible Person in Charge will assess the situation and if necessary dial 000 and ask for an Ambulance to attend the service.
- The Responsible Person in Charge will contact the parents, or emergency contact person.
- If an Ambulance has been called the Responsible Person in Charge will instruct another staff member to unlock the front door for ease of access and that person will

also be required to ensure that the Ambulance arrives quickly. Standing out the front of the service wearing a fluoro Vest provides a signal for the Ambulance.

- Once the matter has been handled by Ambulance or other staff, room staff are required to record all data in the Incident/Injury/Trauma and Illness Record.
- Parents are required to sign these forms as soon as possible after the incident has been reported.
- Under the Regulations if any child is hurt whilst at the centre and **requires or receives medical treatment for the injury within 24 hours after the incident**, we are obliged to report to DET in writing through the NQAITS portal.

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#### RIGHT TO CALL AN AMBULANCE

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From time to time if we feel that a child needs medical treatment while in the care and control of the service, then we reserve the right to have the child attended to by either the Ambulance, If the Ambulance personnel feel that a child needs to be hospitalised then this will be done at a cost to the child's parent.

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 STEPS FOR LEAVING MEDICAL AND INCIDENT REPORT FOR PARENTS USING QK KIOSK
 

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- 1) Sign into Kiosk as usual If

**Welcome**  
Jennifer Kearney

**Centre Sign In / Out**

**Bus Lists**

**Messaging**

**Head Count**

ROLL	IN	ABSENT	OUT	UNKNOWN
DUDLEY STREET CHILDCARE AND KINDERGARTEN 3				
1. INFANTS WALLAN	0	1	5	0
2. JNR TODDLERS WALLAN	0	2	4	0
3. SNR TODDLERS WALLAN	0	1	10	0
4. PRE-KINDER WALLAN	0	3	17	0
5. KINDER ROOM WALLAN	0	5	21	0

- 2) On the Welcome screen there is a Message tab on the left hand side
- 3) Click on the Message Tab and find the child you wish to leave a message about
- 4) Click on that child.
- 5) In the bottom right hand corner of the screen Click on the NEXT button
- 6) The Create Message page will be displayed

Message type:

High priority: ☐ No

Commencement date:

Expiry date:

140 chars remaining.

Message to submit:

- 7) Select the Message Type from the drop down menu displayed by clicking on the down arrow in the Message type box. You would usually only use this function for Medical or Incidents.
- 8) Set the level of Priority – Accident Reports, and Medication Authorisations should be High Priority
- 9) Set the date you are writing the message and the date that the message will end if not approved by the family.
- 10) Write the message to the family

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## MEDICATION

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From time to time, it may be necessary for a parent to instruct a staff member to administer medication to a child whilst the child is attending the service. There are usually two ways that parent Authority can be received by staff.

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### AUTHORITY TO ADMINISTER MEDICINE

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On arrival parents are required to hand the medication to a staff member so it can be placed in the appropriate place and the Medication Consent Form **MUST** be completed each day for each medication. Staff can accept a form for multiple days as there is a specific multiple day form where a child may need medication for a period of time.

**Staff are required to check that there is no Medication left in any child's bag every day.**

Medication will be administered if symptoms are present but not at discretion of staff.

Therefore staff must be provided with precise details of symptoms, which may present. e.g. "wheezing and difficult breathing".

If medication is to be given to a child in our care **PLEASE NOTE** no person other than the children's parents or custodial parents may give authorisation to administer medication. If a family friend or relative is bringing the child into our Centre, a letter of authorisation signed by the parent, to administer medication for the day, must accompany the child.

If this is not the case then please contact the parent immediately, and have their instructions witnessed by another staff member - both staff are to write down the instructions whilst on the phone, repeat the instructions back to the parent and both staff are to sign and witness the conversation document.

If a child requires Panadol to be given the parent must supply their own, the Centre only supplies Children's Panadol for emergency situations. Speak to the Director if this is necessary at any time.

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### VERBAL MEDICATION AUTHORITY

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From time to time a child becomes ill whilst at the Centre; in these cases parents will be contacted for advice on how they would like us to manage the child. If they agree that the child should be given Panadol or similar then two staff must "witness" the verbal permission being given over the phone. Panadol for this purpose only is available from the Director.

**Do not use any other medication which may be available in the service, room or from staff members' own supply.**

- Staff are **not permitted** to give medication to a child if any of the following conditions apply: If bottle is as yet unopened. (i.e. untried at home to check whether the child reacts to it) Medication is not in the original container.
  - Medication is past the expiry date.
  - Child's name is not clearly written on bottle/label.
  - Dosage is not stated on label of prescription medicines or a Doctors letter is not present if label states "As directed"
    - Medication Form is incomplete i.e. missing Parent signature, dose, time, etc. ☐
- Reason to be given not complete e.g. "when required".



- Staff will give dosage as per instruction shown on the bottle.
- Dosages can only be given as shown on the label. I
  - If the parent has written something different to the instructions on the label then contact should be made with:
  - The Doctor who prescribed the medication
  - The chemist who dispensed the medication
  - The parent.

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#### ABSENT DAYS DUE TO ILLNESS

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If a child holds a permanent booking and the child is absent due to illness, fees are still payable to keep a child's place open at the service. Days may be swapped in advance if the family is able to advise us of the situation, however this is strictly at the discretion of the Director or Licensee, and is subject to space availability on the nominated day.

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#### INFECTIOUS DISEASES.

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Any occurrence of infectious disease requires that children be kept at home for the proscribed period- and until possible transmission of disease to others has been eliminated. Families should notify staff immediately if a child or sibling is diagnosed as having an infectious disease. This is particularly important, as there is always the possibility of a staff member or another parent /guardian being pregnant.

A Medical Certificate is required to confirm the child is no longer contagious before returning to the centre.

Families are to be notified of any case of infectious disease in the rooms **via a dated notice on the front door of the Centre and on the door of the Room.**

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#### IMMUNISED CHILDREN.

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Details of the child's immunisation are required on enrolment. These details should be updated as necessary. Families will be asked to complete update forms every 6 months (Victorian Government requirement from 1/11/2018), the Centre will provide up to date information to parents on immunisation via newsletters and information board in the Foyer.

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#### NON IMMUNISED CHILDREN

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Both the State and Federal Governments require children to be immunised to be eligible for Childcare Subsidy and Kindergarten Funding. Non Immunised children will not be enrolled at our service. Refer No Jab No Play on the internet for more details.

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#### ASTHMA

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Asthma management should be viewed as a shared responsibility. Whilst we recognise our duty of care towards children with asthma during their time in care, the responsibility for ongoing asthma rests with the child's family and physician.

It is generally accepted that children under the age of 6 years do not have the skills and ability to recognise and manage their own asthma effectively. It is therefore the responsibility of staff to have the knowledge and skills to treat asthma symptoms with appropriate first aid

procedures. The onset of Asthma can occur at any time. Any attack is potentially life threatening and should be taken seriously.

The Asthma Policy (available on Childcarers) does not ask staff to diagnose what is causing the difficulty. It simply asks that they treat the symptoms with first aid procedures.

The parent of an asthmatic child is to clearly nominate in writing two staff members, who are generally responsible for the child and the correct procedure for the administration of asthma medication. In addition to this the parent is to sign a Medication Record as with other medications.

Any changes to the standard procedures are to be advised to the staff members by the parent under doctor's directions. A letter stating procedures is to be provided by the parent. At enrolment, parents are to complete an Asthma Management Plan which should have a coloured photograph of the child attached to it on presentation to the service and which must list the procedure if the child has an attack. This should take into account factors such as location of the child's physician, the severity of the child's condition and the symptoms the child may show leading up to an attack. Alternatively, a letter from the child's physician stating the emergency procedure may be provided.

Recording of an asthma attack should occur as per the Incident/Injury/Trauma and Illness Record and any medication administered is recorded as per the Medical Record provided. A Medical Risk Minimisation Plan is to be completed for each child with Asthma and life threatening allergies and these are to be at least twice a year with parent input.

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#### ASTHMA AWARENESS

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Staff should be aware of children with asthma in their care and have knowledge of the symptoms, triggers and treatment procedures for each child.

Children with asthma should be given the same opportunity as other children in care.

**Resources** -For more information and resources, please contact Asthma

Victoria on (03) 9326 7088 or 1800 645 130.

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#### SLEEP ROUTINE- LONG DAY CARE CENTRES ONLY

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Children's shoes and excessive clothing should be removed at sleep/ rest time to allow the children to be comfortable at all times. **Children should not be made to stay in their beds if they do not wish to lie down.** Quiet activities are to be provided as an option to sleep.

Children differ in their sleep requirements. Some children may go to sleep and sleep for long periods others may only require lying quietly without sleeping at all. Staff must ensure that children are put to bed with their favourite toy, bottle, dummy etc. in a quiet and relaxed atmosphere. There is no need for excessive adult contact e.g. head rubbing, patting etc. Individual needs of each child must be considered at all times. All rooms have a copy of the sleep/rest policy which should be evaluated regularly by staff and parents for each room.

Each room should have listed on display, a sleep and rest routine which has been addressed and evaluated by parents and staff.

Managing infants sleep routines – staff in Infants should make themselves aware of the specific sleeping requirements for infants stipulated at:

<https://rednose.com.au/section/safesleeping>.

Children in cots are not permitted to be rocked nor are they permitted to wrapped.

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## SETTLING

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To assist children who attend our services, staff are required to pay particular attention to all new children and make both parents and child comfortable.

If possible the same staff member should greet the parent each time they visit. Parents are encouraged to say good bye to their children before leaving, however, if the farewell is distressing for the child, a staff member should intervene and support and distract the child. All staff and **PARTICULARLY** Qualified staff should maintain close ties with all new parents.

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## NAPPIES- LONG DAY CARE CENTRES ONLY

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Nappies are provided free of charge to all children who attend our services.

**Nappies are to be checked every half hour** and changed accordingly. This will also apply after home nappies are done.

Staff within the room need to identify the times children are changed via the Nappy Change Chart in each room. Please ensure that staff complete the Nappy Change Chart each time staff change a child.

Children who are progressing through Toilet Training should be included on these Nappy Change Charts as they often need to have nappies whilst they are resting.

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## NAPPY CHANGE

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Copies of this procedure are displayed in all Rooms where there are nappy changes.

Wash your hands.

- Place Change paper on the change table.
- Always wear gloves when changing nappies.
- Remove the child's nappy and put it in a "hands-free" lidded bin.
- Remove any clothes with urine and/or faeces on them.
- Clean the child's bottom.
- Remove the change paper and put it in a "hands-free" lidded bin.
- Remove your gloves now, before staff touch the child's clean clothes. (Remove gloves by peeling them back from your wrists, turning them inside out as staff go. Do not let your skin touch the outer contaminated surface of the glove. Put the gloves in the bin) Dress the child.
- Wash and dry the child's hands, now staff can hold the child close to staff.
- Take the child away from the change table.
- Clean the change table with sanitising spray and paper towel, paying particular attention to the mat, at the completion of each nappy change.
- Wash your hands

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### NAPPY BINS

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Bins are to be emptied from the bathrooms at least once in the morning and again after lunch. Please tie up the bags to ensure that your room does not smell!

We would prefer staff to empty the bins more rather than less, black liner bags are one of our cheapest items to supply. Staff could make a point of taking the dirty nappy bags out of the room when staffs have their breaks. Clean bins mean that your room remains smelling fresh at all times.

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### TOILETING – OSHC PROCEDURE.

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Out of School Hours Care have specific age appropriate Procedures in place to ensure that all children are monitored whilst using the toilets.

Please refer to the Toilet Policy on Childcarers for more information.

Children are required to take a Toilet Pass and use the facility- on their own.

They are not allowed to have anyone accompany them into the toilets without written permission from the family prior to the event.

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### HYGIENE

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All staff are required to comply with hand washing requirements posted in bathrooms and preparation areas throughout the Centre. Gloves are provided for staff when dealing with faeces, blood or vomit. Hepatitis A and Hepatitis B can be transferred through these substances and for both the child and staff members' protection, gloves MUST be used. All cloths, sheets, clothing etc. affected with blood should be kept separate and soaked in bleach or Vanish solution for up to 24 hours before being washed. Dispose of paper towels and gloves in sealed plastic bags.

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### DENTAL PROGRAM

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We encourage families to pursue good dental hygiene practices in the home and will support parents by providing information and discussions with children. At the end of meal times children have a cup of water and fresh fruit.

Staff discuss the importance of this process for cleaning teeth with children. Parents should check with their local Council regarding a free dental service for all children over the age of 3 years.

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### PHOTOGRAPHY

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Photographs may only be taken by Kekeco Childcare employees with the prior written consent of the child's Parent/Guardian, granted by completing the company's 'Social Media Authorisation form'.

Photographs taken must only be used for the purposes approved in the 'Photo/Social Media Authorisation form'.

Employees are to ensure that visitors to the service (Parents, Grandparents etc.) DO NOT take photographs while visiting the service.

Employees will not take or save photographs of children from the service on their personal devices (Camera, iPads, and Mobile Phones etc.)

Kekeco provides a number of property and resource items for employees to carry out their role. This includes items such as: indoor and outdoor equipment, art and craft resources, money, telephones, internet, documentation, computer software and technology. Etc.

It is the responsibility of employees to ensure that all Kekeco Childcare property is looked after and remains on the premises at all times (unless an agreement has been made between an employee and the Approved Provider Representative for property to be taken off site).

Kekeco Childcare property (including the company logo/letterhead) unless proper permission is granted – is not to be used for personal use.

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### FOOD AND NUTRITION.

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All meals served in Kekeco Childcare services are prepared in our own kitchens on the day that they are served.

**Breakfast** 6:30 am to 8:00am

Consists of cereal served into small portions with fresh milk, and/or wholemeal toast with Vegemite, honey, jam and butter.

This is served with fresh milk or water which is poured into children's cups as required.

**Morning Tea:** 10:00am-10:30am

Platters of assorted fresh fruit and/or vegetables (prepared fresh daily) served with fresh milk or water which is poured into the children's cups as required.

**Lunch** 11:30am-12:00 noon

We serve a freshly prepared meal 5 days per week. Meals are delivered to children's rooms in covered dishes and served up to the children by room staff.

This meal is usually served with water which is poured into the children's cups as required.

**Afternoon Tea:** 2:00pm-3:00pm

This consists of yoghurt and fruit, sandwiches, cakes, or biscuits.

This is served in with water which is poured into the children's cups as required.

**Late Snack:** 5:45pm

Consists of cheese and biscuits, or fruit or biscuits or cakes or pop-corn.

This is served in with water which is poured into the children's cups/bottles as required.

**Water**

All rooms should have water available to all children at all times, both inside the room and outside during play. Most rooms will have named water bottles available for all children.

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## FOOD OUTSIDE MEAL TIMES

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As there are often children in the centre who are "picky" eaters, staff should be aware that if a child indicates that they are hungry outside of the formal meal times, staff are instructed to ensure that a light snack or piece of fruit is available to them by calling the kitchen with their request. A fruit bowl in the room may also be appropriate as this encourages good food choices.

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## MENUS

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Our Menus are changed twice yearly at the beginning of Summer and the beginning of Winter. These seasonal menus have been checked by the National Health and Medical Research Council against their nutrition guidelines.

Menus are displayed in all rooms and other areas throughout the services and within the rooms. Families are encouraged to provide feedback on the food provided and supply recipes and suggestions if they feel that they would like to do this.

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## FOOD HANDLING

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As staff will be handling food within the room serving children their meals each day.

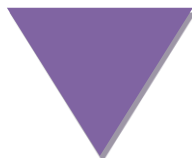
It is mandatory that ALL hair should be tied back from the face at all times. Pony tails are preferred for longer hair with or without an additional hair band if there is loose hair around the face.

If working in the kitchen or handling food in the rooms it is a requirement of our Food Safety Manual that **NO JEWELLERY** be worn.

In other parts of the services all jewellery should be kept to a minimum for safety and hygiene reasons. Due to Food Safety requirements, facial jewellery should be removed before entering any room where there are children present. No rings, bracelets or dangling earrings are permitted as these also present safety issues in the rooms, especially where there are small children.

Nails should be kept to short, safe and hygienic length and be kept clean.

**No nail polish is permitted.**



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