



STANDARD SIX

FDC POL – 08 / 010

SAMARITANS FIVE STAR



FAMILY DAY CARE

Issued: April 2009

CONTENTS

STANDARD 6.1	1
ACCESS TO SCHEME	1
6.1.1 Purpose and Scope	1
6.1.2 Definitions	1
6.1.3 Principle	1
6.1.4 Policy.....	1
6.1.5 Procedures.....	1
6.1.6 References.....	3
6.1.7 Person Responsible	3
6.1.8 Implementation and Evaluation.....	4
6.1.9 Documentation	4
STANDARD 6.2	5
FAMILY ENROLMENT	5
6.2.1 Purpose and Scope	5
6.2.2 Definitions	5
6.2.3 Principle	5
6.2.4 Policy.....	5
6.2.5 Procedures.....	5
6.2.6 References.....	8
6.2.7 Person Responsible	8
6.2.8 Implementation and Evaluation.....	9
6.2.9 Documentation	9
STANDARD 6.3	10
COMMENCING CARE	10
6.3.1 Purpose and Scope	10
6.3.2 Definitions	10
6.3.3 Principle	10
6.3.4 Policy.....	10
6.3.5 Procedures.....	10
6.3.6 References.....	12
6.3.7 Person Responsible	12
6.3.8 Implementation and Evaluation.....	12
6.3.9 Documentation	13
STANDARD 6.4	14
CHILDCARE BENEFIT	14
6.4.1 Purpose and Scope	14
6.4.2 Definitions	14
6.4.3 Principle	14
6.4.4 Policy.....	14
6.4.5 Procedures.....	14
6.4.6 References.....	15
6.4.7 Person Responsible	15
6.4.8 Implementation and Evaluation.....	15
6.4.9 Documentation	16

STANDARD 6.5	17
PRIVACY AND CONFIDENTIALITY	17
6.5.1 Purpose and Scope	17
6.5.2 Definitions	17
6.5.3 Principles.....	17
6.5.4 Policy.....	17
6.5.5 Procedures.....	18
6.5.6 References.....	20
6.5.7 Person Responsible	20
6.5.8 Implementation and Evaluation.....	20
6.5.9 Documentation	20
STANDARD 6.6	23
MANAGING RECORDS	23
6.6.1 Purpose and Scope	23
6.6.2 Definitions	23
6.6.3 Principle	23
6.6.4 Policy.....	23
6.6.5 Procedures.....	23
6.6.6 References.....	24
6.6.7 Person Responsible	24
6.6.8 Implementation and Evaluation.....	24
6.6.9 Documentation	24
STANDARD 6.7	25
CARER AND STAFF TRAINING	25
6.7.1 Purpose and Scope	25
6.7.2 Definitions	25
6.7.3 Principle	25
6.7.4 Policy.....	25
6.7.5 Procedures.....	25
6.7.6 References.....	26
6.7.7 Person Responsible	26
6.7.8 Implementation and Evaluation.....	27
6.7.9 Documentation	27
STANDARD 6.8	28
TERMINATING ACCESS TO SCHEME	28
6.8.1 Purpose and Scope	28
6.8.2 Definitions	28
6.8.3 Principle	28
6.8.4 Policy.....	28
6.8.5 Procedures.....	28
6.8.6 References.....	30
6.8.7 Person Responsible	31
6.8.8 Implementation and Evaluation.....	31
6.8.9 Documentation	31

STANDARD 6.9	32
ACCOUNTABILITY AND FRAUD	32
6.9.1 Purpose and Scope	32
6.9.2 Definitions	32
6.9.3 Principle	32
6.9.4 Policy.....	32
6.9.5 Procedure.....	32
6.9.6 References.....	34
6.9.7 Person Responsible	34
6.9.8 Implementation and Evaluation.....	34
6.9.9 Documentation	34
STANDARD 6.10	35
BREACH IN REGULATIONS AND OR POLICY	35
6.10.1 Purpose and Scope	35
6.10.2 Definitions.....	35
6.10.3 Principles.....	35
6.10.4 Policy.....	35
6.10.5 Procedures	35
6.10.6 References	38
6.10.7 Person Responsible.....	38
6.10.8 Implementation and Evaluation.....	38
6.10.9 Documentation	39
STANDARD 6.11	41
GRIEVANCES AND COMPLAINTS	41
6.11.1 Purpose and Scope	41
6.11.2 Definitions.....	41
6.11.3 Principle.....	41
6.11.4 Policy.....	42
6.11.5 Procedures	42
6.11.6 References	45
6.11.7 Person Responsible.....	45
6.11.8 Implementation and Evaluation.....	45
6.11.9 Documentation	45
STANDARD 6.12	46
STUDENT/VOLUNTEER PLACEMENTS	46
6.12.1 Purpose and Scope	46
6.12.2 Definitions.....	46
6.12.3 Principles.....	46
6.12.4 Policy.....	46
6.12.5 Procedures	46
6.12.6 References	49
6.12.7 Person Responsible.....	49
6.12.8 Implementation and Evaluation.....	49
6.12.9 Documentation	49

Standard 6.1

ACCESS TO SCHEME

6.1.1 Purpose and Scope

Samaritans Five Star Family Day Care shall provide fair and equal access to the Scheme to families, carers, staff and the community in accordance with the Samaritans Five Star Family Day Care Equal Opportunity Policy, Commonwealth Priority of Access Guidelines, Department of Health Exclusion Guidelines, and Children's Services Regulation 2004. Other members of the community, professionals and students will be provided with access to the Scheme Co-ordination Unit/Carer where it enhances the quality of care for the children, protects the welfare and rights of children and staff and provides training and experience to members of the children's services field.

6.1.2 Definitions

Stakeholders: All parties involved in provision and authorisation of the Samaritans Five Star Family Day Care service.

Carer: Is a registered childcare provider with Samaritans Five Star Family Day Care.

FaHCSIA: Department of Families, Housing, Community Services and Indigenous Affairs

6.1.3 Principle

Samaritans Five Star Family Day Care through its enrolment, orientation and support systems allows families, carers and staff to identify their responsibilities towards care provision. Carer and staff orientation and support systems allow for development of job satisfaction and opportunities for enhancement of their self and service through training and development in the interests of provision of highest quality child care, compliance with regulatory requirements and Scheme policies and procedures.

Samaritans Five Star Family Day Care is committed to ensuring equal access to the Scheme for Carers, families and staff.

6.1.4 Policy

All families shall have fair and equal access to the scheme. Carers and staff will be treated with equity and fairness at all times. The scheme recognises that carer's are self-employed and therefore have the right to make decisions relating to their service in the best interests of all the children, the Carer and the Carer's family. Staff and Carer's will protect the custodial rights of parents/guardians.

6.1.5 Procedures

- All families and carers will be required to contribute equivalent fees for services and charges levied by the Scheme following consultation with all stakeholders (See – Fees for Care). All charges made by carers for provision of care shall be strictly in accordance with their own Fee Schedule.
- Placement of children shall be made in accordance with Commonwealth Priority of Access Guidelines. Exclusion of children from care shall occur only in accordance with Commonwealth Priority of Access Guidelines, N.S.W. Department of Health

Exclusion Guidelines (for illness), or in accordance with the Samaritans Five Star Family Day Care Termination of Access Policy. Every carer shall have the right to be considered for placement of a child by the Co-ordination Unit having regard for:

- the numbers, ages and care needs of the children already in care with the carer and the carer's household members,
 - the carer's availability during the hours and days on which the child will attend,
 - the carers knowledge, skills and accessibility in relation to the care requirements of the child
 - the family requests
- All families shall receive written information relating to the Scheme's policies, procedures, expectations, charging practices and staffing on enrolment with the Scheme. Families shall receive information relating to carer's expectations from individual carers on placement of the child. Families shall wherever possible have the opportunity to meet with available carers prior to placement being confirmed.
 - All carers and staff shall receive written information relating to the Scheme's policies, procedures, expectations, charging practices and staffing on registration/commencement of work.
 - All carers and staff shall be required to undertake orientation training on registration or commencement of work with the Scheme. Additional training will be made available to carers and staff at regular intervals (see Training Policy).

Authorisation for Collecting Children

- The names and contact numbers for all persons authorised to collect their child must be included on the enrolment form. Any changes to these authorities must be advised in writing by the custodial parent as soon as possible.
- If the custodial parent arranges for an authorised person to collect their child they must contact the carer to advise of this arrangement and confirm who will collect the child.
- If the carer has not been notified and someone other than the custodial parent/guardian arrives to collect the child the carer will contact the parent/guardian to obtain their authorisation which will be in writing wherever possible. The child will not be released until the custodial parent's authorisation has been obtained. If the authorised person is not known to the carer, the custodial parent will be asked to provide a description of the person concerned, who will also be required to provide proof of their identity.

Late Collection

- Parent's / Guardian's who are unavoidably detained and are not able to collect their child at the negotiated collection time must telephone the carer to advise of their lateness and expected time of arrival. Other arrangements should be made for the collection of the child if the carer is not available.
- If the parent / guardian has not contacted the carer and the child has not been collected 12 minutes after the negotiated collection time, the carer will attempt to telephone the parent / guardian or if this is not possible telephone the emergency contact person listed on the child's enrolment form to arrange for the child's immediate collection.
- If no one can be contacted and the child has not been collected 1 hour after the nominated departure time carer's will notify staff and the Department of Community Services will be contacted.

Family Access

- Every effort will be made to treat both parents/guardians equally and confidentially.
- Parents may visit their child whilst in care.
- When a parent/guardian/authorised person comes to collect the child and is intoxicated or in an unfit state to drive, the person will be encouraged to make alternate arrangements to collect the child or the carer will offer to call a Taxi. If the parent/guardian/authorised person insists on taking the child, inform the person that you are calling the Police and do so if they insist on leaving with the child.

When a child attending Samaritans Five Star Family Day Care is not living with both parents/guardian or when disputes arise in relation to responsibility for the child the following will apply:

- Parental responsibility remains with both parents/guardians jointly and individually except where it is altered by a Custody Order. In the absence of any such order the child will be released to either parent/guardian.
- Where either parent/guardian cites a Custody Order giving them lawful custody, a copy of the Custody Order must be retained at the coordination unit.
- A child will only be released into the care of the parent/guardian with legal responsibility for the child or other person authorised by that parent/guardian.
- Any parent/guardian who has been denied access to a child by a court order is to be excluded from the premises of the service at all times.

Arrival and Departure of a Child

Attendance Records

- To be signed by parent/guardian/authorised person on arrival and on departure... The exact times of arrival and departure must be written on the record sheet when a child is left and /or picked up.
- If a child is absent the reason for the absence must be written and signed by the authorised person.

School Age Child

- If a school age child arrives at or leaves the carer's home unaccompanied by a parent/guardian/authorised person the procedure to be followed is to be written and signed by the parent/guardian on the travel arrangement form.
- **Please note:** the carer is responsible for the child once the child arrives into care.
- A copy of this procedure form to be given to the carer and the coordination unit.

6.1.6 References

- Children's Services Regulation 2004
- Samaritans Five Star Family Day Care Policies and Procedures

6.1.7 Person Responsible

Staff:

To comply with priority of access guidelines and to consider all care requests with equity. To provide written information to families on registration

Licensee:

To provide orientation training to all staff

Authorised Supervisor:

To provide written information for carers, families and staff and to comply with priority of access guidelines and to consider all care requests with equity and all carers equally.

Carers:

Will undertake orientation training and additional training as required, will keep the coordination unit informed as to current children in care and availability.

6.1.8 Implementation and Evaluation

Review of these procedures will be undertaken in accordance with Samaritans Five Star Family Day Care Policy Development.

- Through parent and carer surveys and feedback forms.
- Quality Assurance Accreditation System.
- Grievance Policy and Procedure.

6.1.9 Documentation

- FaHCSIA Priority of Access Guidelines
- Department of Health Exclusion Guidelines
- Attendance records
- Child enrolment form
- Custody orders

Standard 6.2

FAMILY ENROLMENT

6.2.1 Purpose and Scope

The purpose of this policy is to provide staff with the correct procedures to follow when registering a family and to assure that all families are provided with consistent information at enrolment.

6.2.2 Definitions

AVO: Apprehended Violence Order

CCB: Child Care Benefit

CCMS: Child Care Management System

CDO: Child Development Officer

CRN: Customer Reference Number

FAO: Family Assistance Office

FaHCSIA: Department of Families, Housing, Community Services and Indigenous Affairs

6.2.3 Principle

That all families have equal opportunity at obtaining a placement with Samaritans Five Star Family Day Care, taking into account FaHCSIA Priority of Access Guidelines.

6.2.4 Policy

Samaritans Five Star Family Day Care aims to provide all families equally with quality care that meets their needs.

6.2.5 Procedures

6.2.5.1 Enquiries for Care

- A family's initial enquiry may be made by telephone or in person.
- Staff are to fill out the "Care Enquiry Form", listing and providing all relevant information pertaining to the family and their care needs.
- Staff may advise the family at the initial enquiry about vacancies and/or waiting list numbers
- The Care Enquiry Form is assessed on a weekly basis by a staff person for suitable placements and/or vacancies.
- Care Enquiry Forms will be placed in order of priority and date of enquiry on the waiting list.
- A Family Care Information pack may be provided at the time of enquiry.

6.2.5.2 Conducting Interviews

- When a vacancy has been located for a family, then the family is called into the office for an interview.
- When the appointment is being made remind parents that they will be required to bring their Medicare Card, Birth Certificate, CRN's, proof of immunization, any custody/AVO orders/guardianship papers and enrolment fees for each child going into care.
- Either the Authorised Supervisor or Child Development Officer should conduct the interview in an area that is quiet and free from interruption.
- Consideration of family literacy skills (reading through agreements) and/or providing a statement in various languages offering assistance with translation should be made if needed.
- The interview is an opportunity to explain to families Samaritans Five Star Family Day Care policies and procedures, and receive payment for enrolment.
- Copies should be made of proof of immunization and of birth.
- Once all documentation has been completed and relevant information given to the family, the family is then advised of the available carer's names and telephone numbers. Families should be provided with more than one carer's name and number, where possible. The family is advised to make contact with the carers within 24 hours to arrange an appointment and finalize care details, then to contact the office and advise staff of care details.
- Two copies of the Enrolment information should be given to the families, and the families advised to give one to the carer selected and keep one for their own records.

6.2.5.3 Priority of Access

Family priority of access to care is in accordance with FaHCSIA priority of access guidelines, and is as follows:

- Priority 1 – Children at Risk of serious abuse or neglect (DOCS referrals)
- Priority 2 – Children with parent/s who are working/studying/seeking work
- Priority 3 – Children using care with a diagnosed disability, for socialization or parent respite

Within each category mentioned above the following children are to be given priority (in no particular order):

- children in Aboriginal or Torres Strait Islander families;
- children in families which include a disabled person
- children in families whose CCB percentage is 100%
- children in families with a non-English speaking background
- children in socially isolated families
- children of single parents

Should the need arise, third priority families may have to relinquish their places to a child with greater need. This can only happen if the family has been advised of this possibility on enrolment.

6.2.5.4 Waiting List

- The waiting list is prioritised in order of Priority of Access, date of enquiry, and age of child.
- The Waiting List will be checked on a weekly basis, or when vacancies arise, and vacancies offered to suitable families.
- Staff should contact families on a regular basis to confirm their continuing need for care, and update the Waiting List accordingly.
- Families are encouraged to remain in contact to advise their position on the Waiting List or advise the scheme if they still require care or not.

6.2.5.5 Custody/Guardianship/AVO/Court Orders

- Families are advised that any legal documentation regarding guardianship of a child to be taken into care must be brought with them either on the day of interview or before care starts.
- Co-ordination Unit to keep a copy on the child's file and provide a copy for the carer in accordance with the Samaritans Five Star Family Day Care Confidentiality and Privacy Policies.
- Families must be advised that emergency contacts listed on the Enrolment Form are considered suitable alternative adult carers for the child, and therefore should NOT list any person who should not access a child listed in any legal documentation.
- Families must be advised that a carer's "Duty of Care" is to ALL children in their care, and that in a situation that places the carer or any child in their care in immediate danger, they are not obliged to heed a legal document regarding a particular child in their care. In this situation a carer should activate their emergency procedures and advise the office as early as practicable.
- A carers' home should not be used as a point of contact for access visits.

6.2.5.6 Enrolment Procedure

- Introductions of staff member to family - pass on letter introducing CDO's and briefly explain roles.
- Offer hand-outs – immunisation etc
- Ask if applied for CCB, if not advise to do ASAP by phone or in person at Medicare or Family Assistance office and that it can be taken as lump sum (information sheet) or as a weekly deduction from fee, provide forms. Advise that they are responsible for maintaining a current income assessment with FAO. CRN's must be collected for the parent and all children using care. Check if any other children use registered care. If so ask to complete a parent statement.
- Check if child has long term medication needs, e.g. epilepsy, asthma, ADD/ADHD, if so ask them to fill out with their doctor the medical advice and emergency action plan and return it to us, signed by their doctor. A copy is to be provided to the carer and the original to remain on file at the coordination unit.
- Offer Family Handbook, explain it should answer any questions they might have, that it is a brief guide to Samaritans Five Star Family Day Care policies, explain:-
- Booking Care – ring for interview within 24hrs, select carer, notify office & carer of decision, and fill out placement agreement with carer. Once agreement signed then termination must be given with 2 weeks' notice in writing.
- Absences – advise that they must be paid for even when child is ill (advise not to be in care if sick – show exclusion periods at back and read through when a child

will not be accepted into care. Public holidays should be paid for if carer is prepared to work.

- Payment - advise to be paid in advance and that there is a penalty fee for late collection. Explain fees for play sessions, fees according to booked care hours, enrolment fees and any other fees and charges that may apply.
- Advise that carers operate under their own fee schedule.
- Explain maintaining confidentiality and that all paperwork from carer is returned to office fortnightly and kept on file – welcome to look at their files at anytime.
- At interview the family will be given an information booklet which includes:
 - Contact numbers for the coordination unit and for emergency care
 - Coordination unit staff
 - Scheme philosophy and procedure
 - Arrival and departure of children
 - What to discuss at childcare interviews with carers
 - Fee and administration information including CCMS
 - Late collection of children
 - What to send when your child goes into care
 - A list of all policies and standards
 - Nutrition and food safety policy and preferred and unsuitable food list
 - Infection control policy
 - Minimum exclusion periods for infectious diseases
 - Privacy and confidentiality policy
 - Family loss of access to the scheme
 - Notification policy
 - Grievance policy
 - Priority of access policy
 - Positive behaviour guidance and management
 - Community resource contact list
 - A fee schedule for the carer/s the child has been placed with.
- Advise family that if their own or their emergency contact details change they need to let us know, also that we have Scheme meetings which they are welcome to attend, and are welcome to contact us at anytime.
- Ask to complete enrolment form.
- Invite questions through out process
- Complete follow-up survey form
- Provide two copies of enrolment and ask parent to provide one to carer selected before child goes into care. Remind to contact us and let us know of decision.

6.2.6 References

- Children's Services Regulation 2004
- FaHCSIA Child Care Handbook 2008-2009

6.2.7 Person Responsible

Staff:

To interview families and provide them with information, help with the completion of forms, answer their questions and concerns, provide copies of forms for families, find suitable vacancies to meet the needs of the family and advise them of the available carers name and number.

Authorised Supervisor:

To interview families and provide them with information, help with the completion of forms, answer their questions and concerns, provide copies of forms for families, find suitable vacancies to meet the needs of the family and advise them of the available carers name and number.

Carers:

To provide the co-ordination unit with information on their current vacancies and make themselves available for family interviews for their vacancies.

6.2.8 Implementation and Evaluation

Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development.

6.2.9 Documentation

- Family Enrolment Form and Handouts
- Follow-up Survey
- Allergy, Asthma or Medication Authority
- Samaritans Five Star Family Day Care Handbook
- Care Enquiry Form
- FAO CCB, CCMS & related forms

Standard 6.3

COMMENCING CARE

6.3.1 Purpose and Scope

This policy will assist in making families and children feel comfortable in their care arrangements. It will provide for procedures in the arrival and departure and settling of children into various care situations.

6.3.2 Definitions

Authorised Supervisor:	Registered supervisor of Samaritans Five Star Family Day Care with Department of Community Services
Carer:	Self-employed small business owner providing Care registered with Samaritans Five Star Family Day Care
Coordination Unit:	The staff employed by Samaritans to oversee the operation of the service
FaHCSIA:	Department of Families, Housing, Community Services and Indigenous Affairs
The Scheme:	Samaritans Five Star Family Day Care

6.3.3 Principle

Families shall feel comfortable and reassured that their child will be settled and safe in the care environment.

6.3.4 Policy

Samaritans Five Star Family Day Care will provide children and families with assistance and support to ease the transition from home to care.

6.3.5 Procedures

6.3.5.1 Commencing Care

- During the placement interview the carer should ascertain from the family what might be needed to help settle the child into care, e.g. favourite toys, routines etc.
- The co-ordination unit will provide the carer and family with information and resources on settling children into care, if required.
- Families are encouraged to contact the carer or co-ordination unit at any time they should have concerns about their child settling into care.
- The carer is required under their Carer Registration Agreement to, if needed, allow the child six weeks to become settled, with assistance and support from the co-ordination unit.
- Once the carer and family have agreed on care arrangements, they are to contact the co-ordination unit to notify the date of commencement of care.
- Carer's should initiate informal discussions to gain and provide information on how families feel about their care arrangements.

- Families should be encouraged by carers and the co-ordination unit to talk about any issues or concerns they may have regarding their child or care arrangements.

6.3.5.2 Visitors

- The carer shall maintain close supervision of all children in care during any period in which a visitor is present in the carer's home. At no time shall children in care be left in the sole company of a visitor to the premises.
- Visitors are required to sign the carer's Sign-In Book, their time of arrival and departure should be noted.
- Visitors to carer's premises during care hours shall be requested to observe all Samaritans Five Star Family Day Care Policies at all times.
- The carer should advise both parents and coordination unit prior to visitors staying for an extended time (more than a casual visit during care hours).
- All extended time visitors are required to complete and sign a Prohibited Persons Declaration and Consent for Working With Children Check prior to visiting if possible.

6.3.5.3 Relief Care

- The co-ordination unit shall make every effort to arrange relief care for children during a carer's illness, holidays or other absence from care having regard to the vacancies existing within the scheme and the child's priority of access.
- Wherever possible carers shall attempt to contact the family to advise cancellation of care due to illness or other absence a minimum of 24 hours prior to commencement of care. In emergency situations carers shall provide as much notice of cancellation of care as possible to the family.
- Carers shall provide families with a minimum of two weeks notice of cancellation of care, due to holidays.
- Families are required to confirm relief care arrangements with the relief carer prior to commencement of care and shall be required to complete an Occasional Care Placement Agreement.
- Payment for relief care will be in accordance with the relief carer's fee schedule and the families previous booked care arrangement.

6.3.5.4 Overnight Care

- Carers shall notify their intention to provide overnight care for a child to the Authorised Supervisor not less than 24 hours prior to the provision of care.
- Details of the care to be provided shall include:-
 - a) the hours the child will be in care
 - b) the name of the child/children who care is being provided for
 - c) the names of other persons who will be present at the premises during the hours of care
 - d) the contact details of a parent/guardian of the child/children during the hours care is to be provided
- All details shall be recorded by the Authorised Supervisor in the Harmony notes for the carer and family.
- Carers intending to provide overnight care for children shall provide the following information to the Authorised Supervisor prior to approval for overnight care being granted.
 - a) A diagram of the premises showing the location of beds used by the child/children in care, the carers and all other persons present during care hours.

- b) A description of the means used by the carer to ensure they may be roused from sleep should the child/children waken during the night.
- The carer shall have available for each child in overnight care separate sleeping facilities in accordance with the Children’s Services Regulation 2004.

6.3.5.5 24 Hour Care

- Carers shall notify the request to provide 24-hour care for a child to the Authorised Supervisor not less than 24 hours prior to the provision of care.
- If care is required for a 24-hour period or more, signed approval needs to be sought from the Authorised Supervisor prior to providing care.
- Approval will be granted in accordance with the guidelines provided in the FaHCSIA Child Care Service Handbook 2008-2009.
- Carers shall comply with and provide all information and details as required for overnight care.

6.3.5.6 Monitoring Care

- Once care has commenced a Child Development Officer (Trained in Early Childhood) will monitor the placement of the child/ren.
- Observations will be made of children in care to assist with planning.
- Children will be provided with individual developmental programs that use a strength based approach. Families can access or have input into, their child’s programs at any time.
- Families are encouraged to contact the Coordination unit to provide feedback.

6.3.6 References

- Children’s Services Regulation 2004
- FaHCSIA Child Care Service Handbook 2008-2009

6.3.7 Person Responsible

Authorised Supervisor:

To assist and support carers and families and provide them with information, answer their questions and concerns, and assist in the transition to care. To ensure carers fully understand and comply with this Policy.

Carers:

To ensure that all procedures in this policy are complied with and to support families in their transition to care.

Staff:

To assist and support carers and families and provide them with information, answer their questions and concerns, and assist in the transition to care.

6.3.8 Implementation and Evaluation

Review of these procedures will be undertaken in accordance with Policy Development.

6.3.9 Documentation

- Attendance Record
- Sign-In Book
- Occasional Care Placement Agreement
- Approval for 24 Hour Care Form
- Carer Registration Agreement

Standard 6.4

CHILDCARE BENEFIT

6.4.1 Purpose and Scope

The purpose of this policy is to assure that families are provided with accurate and current information regarding government benefits for childcare and that the scheme meets its accountability requirements.

6.4.2 Definitions

CCB: Child Care Benefit

CCMS: Child Care Management System

CRN: Customer Reference Number

FaHCSIA: Department of Families, Housing, Community Services and Indigenous Affairs

FAO: Family Assistance Office

Licensee: Body licensed under current NSW Children's Services Regulations to provide Samaritans Five Star Family Day Care Services

6.4.3 Principle

Samaritans Five Star Family Day Care will enable and inform families of available economic assistance and be accountable for the management all government funding.

6.4.4 Policy

Samaritans will be honest and accountable in the management of government subsidy of fees.

6.4.5 Procedures

6.4.5.1 Application

At registration families are encouraged to apply to Family Assistance Office for Child Care Benefit and on enrolment provide the scheme with copies of CCB approval and CRN's.

- Families have the option of:
 - Receiving an assessed percentage to be used to reduce fees
 - Receiving a nominated percentage to reduce fees and claim the rest at tax time
 - Pay full fees and recoup their CCB at tax time
- Carers whose parents are receiving CCB deductions are reimbursed through the Co-ordination Unit through the use of attendance records.
- Families are responsible for maintaining accurate records for the Family Assistance Office.

6.4.5.2 Provision of Records

There are certain records that must be kept in regard to the management of fees. These are:

- Attendance Record
- Receipt of payment
- Carer payment record

6.4.5.3 Child Absences

- A child is allowed 42 absences per financial year, this includes public holidays, before Child Care Benefit is no longer paid.
- Absences not counted in the 42 days are those exceptional circumstances supported by a certificate, or when a parent is employed on a roster arrangement and is having a rostered day off, after the 42 absences have been claimed.
- All absences will be provided on carer payment advices and are available to families via the internet

6.4.5.4 Child Care Benefit Records

- Under CCMS all CCB information will be provided on carers' pay advices after they have been processed. The coordination unit only has access to up-to-date information after querying an enrolment and only the 1 child % is provided.

6.4.5.5 Attendance Records

- Attendance records should be returned each week to the Co-ordination unit for processing and filing along with a copy of the parent receipt
- Late Attendance records may incur a penalty fee
- Carers are not required to keep copies of Attendance records; however they are required to keep copies of receipts.

6.4.6 References

- Children's Services Regulation 2004
- FaHCSIA Child Care Service Handbook 2008-2009

6.4.7 Person Responsible

Staff:

To provide information to families and ensure that Samaritans Five Star Family Day Care records are maintained in an accurate manner

Authorised Supervisor:

To provide information to families and ensure that Samaritans Five Star Family Day Care records are maintained in an accurate manner

Carers:

To keep accurate attendance records and receipts, and maintain current CCB information.

6.4.8 Implementation and Evaluation

Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development.

6.4.9 Documentation

- FAO Notices
- Advice of CRN Form
- Claim for CCB as a lump sum payment

Standard 6.5

PRIVACY AND CONFIDENTIALITY

6.5.1 Purpose and Scope

Protecting the privacy of personal and sensitive information collected by our service and the need for confidentiality is fundamental for Samaritans Five Star Family Day Care in providing quality child care services for families. Samaritans Five Star Family Day Care will follow the standards of the National Privacy Principles to regulate the way in which our service manages personal and sensitive information. Samaritans Five Star Family Day Care requires certain information to be collected, in accordance with the regulatory framework of operating a children's service.

CONFIDENTIALITY

The purpose of this policy is to provide security that private information given to the co-ordination unit and carers are kept confidential. To assure all stakeholders that all conversations will remain confidential and that all personal records, details, appraisals, reports, registration reviews, will be kept confidentially. To provide clear guidelines re what should/shouldn't be disclosed about children and families. To feel secure that disclosures made to the co-ordination unit will be handled in a professional and confidential manner.

PRIVACY

To assure that the private and sensitive information will be protected and stored appropriately.

6.5.2 Definitions

Privacy: Removed from public view or knowledge.

Confidentiality: Spoken or written in confidence.

6.5.3 Principles

The privacy of personal and sensitive information will be protected.

As a childcare service Samaritans Five Star Family Day Care has a need to collect private and confidential information from families. It is essential that this information is collected and maintained in a private and confidential manner. Everyone associated with Scheme (staff, caregivers, parents, children & contractors) has the right to the protection of personal information.

6.5.4 Policy

Samaritans Five Star Family Day Care complies with the Commonwealth Privacy Act 1998 Privacy Amendments (Private Sector) Act 2000. Samaritans Five Star Family Day Care follows the standards of the National Privacy Principals to regulate the way in which our service manages personal and sensitive information. Samaritans Five Star Family Day Care requires certain information be collected, in accordance with the regulatory framework of operating children's services. The Samaritans Five Star Family Day Care protects the privacy and confidentiality of individuals by ensuring that all records and information about individual children, carers, staff, contractors and their families are kept in a secure place and are only accessed by or disclosed to those people who need the information to fulfil their responsibilities at the Scheme or have a legal right to know.

6.5.5 Procedures

6.5.5.1 Collecting Information

- Personal information must only be collected and used specifically for the purpose of the organisation's function.
- Persons providing the information should be given appropriate access to their information and be advised about the purpose for the collection of the information.
- Collection of information is limited to only the amount of information that is necessary for the organisation's activities. It is generally only collected with consent of the individual.
- The primary purpose for collecting of information is to enable Samaritans Five Star Family Day Care to provide your child with an individual developmentally appropriate program that is educational, stimulating, nurturing and safe.
- Samaritans Five Star Family Day Care will only collect personal information after providing our "Privacy – Information Management Statement" to the individual (or their parent/guardian) about which the information is being collected.

Storage of Records: Carers should ensure security of records by:-

A carer is required to handle all sensitive and confidential records in an appropriate manner and in accordance with the Co-ordination Unit Privacy and Confidentiality Policies.

- Records should be kept inaccessible except to the carer in a safe, secure location.
- When a carer ceases employment, all children's records should be returned to the Co-ordination Unit for storage.
- Records should be stored in accordance with the Children's Services Regulations (2004) - Clause 97 Inspection of Records.
- Unauthorised access to records may result in deregistration of a carer, and possible further proceedings.

6.5.5.2 Use & Disclosure

- Personal information – Disclosure of information should only be for the purpose for which it is being collected. This is with limited exceptions, and can only be used for a secondary purpose when it relates specifically to the primary purpose of the collection of information.
- Sensitive information – Can only be used when informed consent is obtained at the time the information was collected.
- Samaritans Five Star Family Day Care discloses personal and sensitive information to your selected carer and service staff, for the specific purpose of administration and education of your child.
- Samaritans Five Star Family Day Care will obtain parent/guardian permission before disclosing a child's personal and sensitive information to a professional attending our scheme for the specific purpose of providing a service for your child. This includes early intervention teachers, speech therapists, occupational therapists, doctors and counsellors.
- Personal information collected about children is regularly disclosed to their own parents/guardians. On occasion information such as children's personal achievements, child portfolios, and photos are displayed within the boundaries of the carers' home or the services buildings.
- Samaritans Five Star Family Day Care from time to time engages in fundraising activities. Information received from you may be used to make an appeal to you. We will not disclose your personal information to third parties for their own

marketing purposes without your consent or for any other reason than for the purpose in which it was collected.

- Samaritans Five Star Family Day Care discloses specific information including your child's name, age, specific needs, and emergency contact details to the selected carer of your children.
- If you provide Samaritans Five Star Family Day Care with the personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the service and why. You will also need to inform them that they can access that information if they wish to do so.

6.5.5.3 Data Quality

- Samaritans Five Star Family Day Care takes all reasonable precautions to ensure that personal information that we collect, use and discloses is accurate, complete and up-to-date. However, the accuracy of that information depends to a large extent on the information that is provided by the individuals.
- Individuals will be required to advise our service of any changes that may affect the initial information provided.
- The licensee of the service will ensure information is collected and maintained in accordance with Children's Services Regulation 2004.

6.5.5.4 Data Security

- Samaritans Five Star Family Day Care will protect personal information from misuse, loss, change, and unauthorised access/disclosure.
- The licensee of the service will ensure personal information is stored in accordance with Children's Services Regulation 2004.

6.5.5.5 Openness, Access and Correction

Parents/guardians may seek access to the personal information collected about them and their child/children by contacting the service. Children may also seek access to personal information about them also. However there will be occasions when access is denied. Such occasions would include where access would have an unreasonable impact on the privacy of others, where access may result in a breach of the service's duty of care to the child or where children have provided information in confidence.

6.5.5.6 Identifiers

Samaritans Five Star Family Day Care recognises that Government identifiers such as the Medicare number, Veterans Affairs numbers or CRN Numbers will only be used for the purpose for which it is issued.

6.5.5.7 Anonymity

Samaritans Five Star Family Day Care will offer anonymous transactions within the organisation wherever possible.

6.5.5.8 Transfer Data Flows

Samaritans Five Star Family Day Care does not transfer personal information outside Australia.

6.5.5.9 Sensitive Information

- Samaritans Five Star Family Day Care respects the rights of individual's sensitive information.
- A higher level of privacy protection applies to sensitive information.

- Sensitive information relates to information about an individual's religious beliefs, racial or ethnic origin, philosophical beliefs, political opinions, membership of a political association, membership of a Trade Union, sexual preferences or practices, criminal records or health information.
- Sensitive information can only be collected with an individuals consent to do so.
- Sensitive information can only be used when informed consent is obtained at the time the information is collected.

6.5.6 References

- Children's Services Regulation 2004
- Commonwealth Privacy Act 1988,
- Privacy Amendments (Private Sector) 2000

6.5.7 Person Responsible

Staff:

To protect and maintain confidentiality at all times. To ensure that all information is collected, maintained and stored in accordance with the Privacy Act.

Authorised Supervisor:

- To protect and maintain confidentiality at all times.
- To provide the opportunity to inform and train staff, students, volunteers and carers of their obligations regarding confidentiality.
- To ensure that all information is collected, maintained and stored in accordance with the Privacy Act and that information is only disclosed where necessary to the appropriate person.

Carers:

To protect and maintain confidentiality at all times. To ensure that all information is collected, maintained and stored in accordance with the Privacy Act.

6.5.8 Implementation and Evaluation

Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development or with changes or amendments to the Privacy Act.

6.5.9 Documentation

Attachment 1

PRIVACY AND CONFIDENTIALITY STATEMENT

Commonwealth Privacy Act 1988, (Private Sector) Act 2000, Health Records Act 2001.

Protection of privacy and the need for confidentiality is fundamental in providing a high quality childcare service. The primary purpose our service collects information for is to enable Samaritans Five Star Family Day Care, to provide your child with an individual developmentally appropriate program that is educational, stimulating, nurturing and safe.

Samaritans Five Star Family Day Care requires certain information be collected, in accordance with administration of Child Care Benefit, regulations or legislation that directly relate to the operation of a children's service.

Samaritans Five Star Family Day Care discloses personal and sensitive information to the service's staff, for the specific purpose of administration and education of your child.

Samaritans Five Star Family Day Care will obtain parent/guardian permission before disclosing child's personal and sensitive information to a professional attending the service for your child. This includes Early Intervention services, Health services relating to your children, Family Support, Home Start, other childcare services and all programs under this service sponsorship. Personal information collected about children is regularly disclosed to their own parents or guardians. On occasion, information such as children's personal achievements, child portfolios and photos are within the boundaries of registered Samaritans Five Star Family Day Care Carers and the services premises. Parents/Guardians have the right to access personal information collected about them or their child. However, there may be occasions when access is denied. Such occasion's would include where it would have an unreasonable impact on the privacy of others, where access may result in a breach of the service's duty of care to the child or where children have provided information in confidence. Samaritans Five Star Family Day Care engages in fundraising activities. Information received from you may be used to make an appeal to you. We will not disclose your personal information to third parties for their own marketing purposes without your consent or for any other reason than for the purpose in which it was collected.

Samaritans Five Star Family Day Care will pass onto registered carers with Samaritans Five Star Family Day Care and In Home Care a copy of your child's enrolment and all details pertaining to the said document. The original document will remain with co-ordination unit staff and will be limited to the staff. If you provide Samaritans Five Star Family Day Care with personal information of others, such as doctors or emergency contacts, we encourage you to inform them that you are disclosing that information to the service and why. You will also need to inform them that they can access that information if they wish to do so.

Samaritans Five Star Family Day Care takes all reasonable precautions to ensure personal information that we collect, use and disclose is accurate, complete and up to date. Please ensure you inform the service of any changes to the information supplied.

PARENT / GUARDIAN SIGNATURE

DATE: _____

Attachment 2

PRIVACY AND CONFIDENTIALITY FOR CARERS

- Every Carer, scheme employee and scheme member is provided with clear written guidelines detailing:
 - what information is to be kept confidential
 - what confidential information they may have access to in order to fulfil their responsibilities and how this information may be accessed.
 - who has a legal right to know what information
- Confidential conversations that staff have with parents or carers or the Authorised Supervisor has with staff members or carers will be conducted in a quiet area away from other children, parents, staff and carers.
- Personal forms and information will be stored securely at all times whether at the caregiver's premises, in transit, or at the office premises.
- Information about carers and their families will only be accessed by co-ordination unit staff and Licensee on a need to know basis.
- Information about staff members and their families will only be accessed by the Authorised Supervisor, nominated Licensee representative/personnel officer and individual staff member concerned.
- All matters discussed at scheme meetings will be treated as confidential. Individuals will not be named at scheme meetings to ensure confidentiality is maintained.
- Carers may not give information or evidence on matters relating to children and/or their families to anyone other than an authorised officer of the Director-General as defined in the Children's Services Regulation 2004, the co-ordination unit, or the custodial parent/guardian, when that information has been obtained in the course of their Samaritans Five Star Family Day Care operation.
- Staff will protect the privacy and confidentiality of other staff members and their families by not relating personal information about another staff member to anyone either within or outside the Scheme.
- When arranging placement of children staff shall not divulge the name or address of caregivers to families requiring care without the express consent and agreement of the carer.
- Carers shall protect the privacy and confidentiality of other carers and their families by ensuring information obtained in the course of their Samaritans Five Star Family Day Care operation including the name, address, telephone number or any other personal information is not provided to anyone either within or outside the Scheme. This shall not however limit a carer's responsibility to report suspected breaches of regulations to the co-ordination unit staff.
- Parents shall protect the privacy and confidentiality of carers and their families by ensuring information relating to carers premises and personal details obtained as a result of the use of a care giving service shall not be provided to anyone outside of the Scheme.
- Students/people on work experience/volunteers will not make carers/staff/children and/or their families at the Scheme an object for discussion outside of the co-ordination unit (e.g. college, school, home etc.) and will not at any time make recordings of children or child/adult interactions for training purposes without the prior consent of the parent/guardian of the child. Students or people engaged in work experience shall not use family names in recorded or tutorial information.

Standard 6.6

MANAGING RECORDS

6.6.1 Purpose and Scope

To ensure that all records are kept up to date, stored confidentially with access by authorised persons only. To meet the requirements of the Department of Community Services and the Family Assistance Office, in regards to the keeping of records.

6.6.2 Definitions

CCMS:	Child Care Management System
FaHCSIA:	Department of Families, Housing, Community Services and Indigenous Affairs
Licensee:	Body licensed under current NSW Children's Services Regulations to provide Samaritans Five Star Family Day Care Services
Records:	Relate to any information collected in relation to staff, carers, families or children.

6.6.3 Principle

Regulatory, licensing and funding bodies require the retention and maintenance of records in relation to service stakeholders. All records should be maintained in a manner that ensures their currency and confidentiality. All records should be stored in a manner to make them accessible when necessary by the appropriately authorised persons. To ensure access to past and current files in an efficient and accurate manner.

6.6.4 Policy

The Scheme protects the privacy and confidentiality of individuals and ensures that records will be maintained to ensure currency and stored so as to protect privacy while allowing access to authorised persons. Records are to be kept up to date and in a safe and secure area. Confidentiality will be maintained when records are accessed. Records will be kept for the time period as set down by the government services.

6.6.5 Procedures

6.6.5.1 Retention of Records

The following documents will be kept for the stated periods below:

Time:	Policy Document
Until child is 24 years of age	Any notifications made Parent permission for a child taken on an excursion or taken to or from a specific place. The nature and circumstance of any accident or injury to the child while being provided with the service.

	Medication forms Parents written permission for medication and doctors instructions relating to its administration. Details of treatment given to a child who is injured or becomes ill while being cared for by the service. Insurance that relates to the child. Developmental records.
Four years from the date of death	If a child dies at the service, the details surrounding the death Any records that relate to the child
Seven years after the last entry	Records of wages/ allowances paid to staff. Insurance records of all incidents & claims policies, and enrolments & renewals.
Six years	Copy of scheme lease
Three years	CCB Information & CCMS Data

6.6.6 References

- Children’s Services Regulation 2004
- Commonwealth Privacy Act 1988
- Privacy Amendment (Private Sector) 2000

6.6.7 Person Responsible

Staff:

To ensure that the guidelines of this Standard are maintained at all times and that they encourage carers in this also.

Authorised Supervisor:

To provide training, resources and support for staff and carers so that records are managed in a manner that complies with regulatory requirements. The coordination unit is responsible for retention of master records and past children in care files.

Carers:

To ensure that the guidelines of this Standard are understood and maintained at all times. Carers are responsible for retention of records whilst children are still attending their service.

6.6.8 Implementation and Evaluation

Accurate administration systems are in place to monitor and retain records.
Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development.

6.6.9 Documentation

Standard 6.7

CARER AND STAFF TRAINING

6.7.1 Purpose and Scope

This policy will assure appropriately qualified and skilled staff and carers; compliance with regulatory requirements; assistance for staff and carers to perform to their optimum capability; provide opportunities for advancement and learning.

6.7.2 Definitions

6.7.3 Principle

Acknowledge, respect and value the diversity of each individual; meet the changing needs of families and children; provide opportunity and encouragement for personal growth and development of carers, staff and children towards achieving their own potential.

6.7.4 Policy

Samaritans Five Star Family Day Care through training opportunities and support systems will ensure staff and carers maintain and enhance their qualifications and skills and have opportunity for personal growth, advancement and development in the interests of highest quality child care.

6.7.5 Procedures

- All staff employed in the direct provision or supervision of care shall have appropriate qualifications in accordance with the Regulations.
- All carers registered with the Scheme shall on initial registration participate in Orientation Training according to the Scheme's Orientation Protocols.
- While registered with Samaritans Five Star Family Day Care, carers shall be required to attend training sessions either provided by the Scheme or by other organizations relevant to the provision of childcare and their professional development as childcare workers.
- While employed with Samaritans Five Star Family Day Care, staff members involved in the supervision or support of care provision shall be required to attend training sessions either provided by the Scheme or by other organizations relevant to the provision of childcare and their professional development as childcare workers.
- Training sessions provided by other organizations intended to be included as fulfilling a training requirement under this Standard by staff or carers, shall first be approved by the Authorised Supervisor as appropriate to the interests of quality child care.
- Evidence of training provided by other organizations shall be required to be provided to the Authorised Supervisor on completion of the training and shall include:
 - Certificate of attendance noting date of training, name of carer/staff member and hours of attendance
 - Statement of content of training session and notation of satisfactory completion, where appropriate

- To be eligible to continue registration carers shall be required each year registered to attend a minimum of three workshops/training sessions relating to children's development, health, welfare or care and/or professional development in the interests of quality childcare
- Staff shall be required each year to obtain a minimum of three workshops/training sessions relating to children's development, health, welfare or care and/or professional development in the interests of quality childcare as identified within their performance enhancement plan
- First aid updates required under the Children's Services Regulation 2004 shall not be considered in the three additional training sessions.
- Carers commencing registration or staff members who have taken extended leave of absence during the year, shall be required to obtain training only on a pro-rata basis according to the number of months he/she has been registered or employed with the Scheme.

Failure to obtain minimum training requirements:

- Carers and staff shall be required to record each training session attended and provide evidence of training to the Authorised Supervisor at registration or in supervision.
- Should a carer or staff member be in danger of failing to complete sufficient training that carer or staff member shall be required to develop with the Authorised Supervisor a plan to meet training requirements.
- Should a carer or staff member be unwilling to develop a plan to meet training requirements or fails to fulfil the conditions of such a plan:
 - In the case of a carer, procedures under the Scheme's Termination of Access Policy may be commenced.
 - In the case of a staff member Samaritans Foundation Disciplinary Proceedings may be commenced.
- A plan to meet training requirements may include:
 - Self-paced learning modules to be done in the carer's/staff member's home
 - Attendance at training sessions provided by the Scheme
 - Attendance at training sessions provided by other organizations
 - Individual face-to-face training provided by staff members

6.7.6 References

Children's Services Regulation 2004

6.7.7 Person Responsible

Staff:

To assist with the provision of training, to provide carers with information regarding training opportunities and to continue to develop professionally.

Authorised Supervisor:

- To co-ordinate training for the Scheme and ensuring that training opportunities are provided on an equitable basis to all staff and carers.
- To provide opportunity for input into training needs and encourage evaluation.
- To continue to develop professionally.

Carers:

- To inform the scheme of training needs, complete and evaluate training.
- To continue to develop professionally.

6.7.8 Implementation and Evaluation

Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development.

6.7.9 Documentation

- Termination of Access Policy
- Samaritans Foundation Disciplinary Procedures

Standard 6.8

TERMINATING ACCESS TO SCHEME

6.8.1 Purpose and Scope

This policy will identify the responsibilities and expectations of Samaritans Five Star Family Day Care and of all stakeholders while also protecting the rights of all parties. This policy defines under what circumstance termination of access to Samaritans Five Star Family Day Care may occur.

6.8.2 Definitions

FaHCSIA: Department of Families, Housing, Community Services and Indigenous Affairs

Termination (loss) of Access: A family is no longer able to use the services that the Scheme (not individual carers) provides.

6.8.3 Principle

Termination of access to the Scheme shall occur as a result of non compliance with one or all of Scheme and/or Licensee Policies, Regulatory Requirements, failure to pay all fees and charges levied by the Scheme or carer, or performance or conduct which is deemed to be detrimental to the provision of quality care or to the Scheme.

6.8.4 Policy

Samaritans Five Star Family Day Care through its orientation and support systems allows families, carers and staff to identify their responsibilities and Scheme expectations towards the provision of care and in this regard carers and staff will ensure the safety and wellbeing of children in care is paramount at all times. Samaritans Five Star Family Day Care provides carers and staff with opportunities for enhancement of their self and service through training and development in the interest of provision of highest quality child care, compliance with regulatory requirements and Scheme policies. Every staff member or carer has the right to a harmonious and supportive working environment. Samaritans Five Star Family Day Care shall provide fair and equal access to support services and advocacy to all carers, families and staff.

6.8.5 Procedures

Termination of access shall follow a process of:

i. Consultation and Facilitation of Change:

The authorised supervisor (or delegated staff representative) or a representative of the Licensee shall discuss the issue, regulatory and policy requirements and Scheme expectations with the family, carer or staff member concerned and a course of action and reasonable time frame shall be agreed upon to remedy the situation having regard to the urgency of the matter. All necessary training and/or support shall be offered to the parent, carer or staff member concerned to assist with satisfactory resolution of the matter. The issue and course of action agreed upon shall be recorded and a copy supplied to the family, carer or staff member concerned.

ii. Formal Warning

In the event that action as agreed to in step 1 above is not undertaken the Licensee shall cause to be delivered to the family, carer or staff member concerned a formal warning in writing setting out the issue, the action to be taken to remedy the situation and a time frame in which the situation shall be reviewed and the consequences of failing to taken action required.

iii. Suspension of Access

In the event of unsuccessful resolution of an issue following a formal warning within the period specified or in the event of a subsequent issue arising and proceeding to formal warning the Authorised Supervisor or Licensee shall cause notice in writing to be delivered to the family, carer or staff member concerned of the suspension of access rights to the Scheme. Such notice shall nominate a time and date when the parent, carer or staff member may attend a meeting with the Authorised Supervisor and the Licensee's representative to show cause for continuation of access rights.

iv. Termination of Access

Termination of access to the Scheme shall be as a result of:

- written request/resignation being received from a family, carer or staff member with a minimum of two week's prior notice.
- failure to attend a meeting (as set out in (iii) above or to show sufficient cause for continuation of access rights following Suspension of access (as referred to above)

Following termination of access the names of the family, carer or staff member shall be removed from any appropriate register held by the Scheme and any relevant authority notified of this action.

At each step in the process of termination of access all parties have a right to:

- fair, impartial, confidential and respectful handling of the matter
- advocacy and/or supportive or union representation
- ask questions/voice concerns without fear of repercussions or victimisation
- have the matter resolved as quickly as possible
- appeal against any decision or the conduct of any meeting or person involved in the process in accordance with the Scheme's Grievance Procedures.

The Authorised Supervisor and/or Licensee shall proceed immediately to suspension of access to the scheme pending further investigation and/or in any of the following circumstances:

For Families:

- failure to reach agreement with the Authorised Supervisor in regard to unpaid fees for care or other charges levied by the Scheme.
- failure to complete or fraudulent completion of documentation required by statutory authorities in regard to claims for Child Care Benefit
- assault, intimidation, offensive or insulting behaviour or harassment of another family, carer or staff member or which places children in care in fear of physical or emotional harm
- a placement is required to be provided to a family enrolled with the Scheme of a higher Priority of Access Category (as set out in the Commonwealth Priority of Access Guidelines) and no other vacancy is available
- if a family member breaches privacy and confidentiality of carers and other families using the scheme

- if a family member breaches policies, procedures and or regulations
- Children that a carer or staff member has concerns about their physical health and well being. The parent will be asked to get a medical certificate clearance stating that the child is fit to attend Samaritans Five Star Family Day Care and is not infectious to other children.

For Carers:

- failure to provide adequate supervision so as to place a child in care in physical or moral danger
- allegations of abuse of a child at the carer's premises or by a family member resident at the carer's premises
- allegations of consumption of alcohol or drugs while children are in care or allegations of a carer being under the influence of alcohol or drugs while providing care
- fraudulent completion of documentation for the claiming of Child Care Benefit or other subsidies or charges
- charges being laid against the carer by the Police Department in relation to a criminal offence
- a family member resident at the carer's home being convicted of a criminal offence.
- assault, intimidation, offensive or insulting behaviour or harassment of another parents, carer or staff member
- unsatisfactory medical or psychiatric report.
- failure to maintain current First Aid Qualifications and/or Public Liability Insurance.

Resignation of a Carer

For a carer to terminate her/his Registration Agreement 2 weeks notice should be given, in writing, to the Samaritans Five Star Family Day Care Coordination Unit. Parents of the child/ren in care are to be notified by the carer at the same time.

For Staff

- fraudulent completion of documentation for the claiming of Child Care Benefit or other subsidies or charges
- assault, intimidation, offensive or insulting behaviour or harassment of another person at the work place or while on Samaritans business
- falsification or destruction of records
- gross negligence in the performance of work
- other serious or wilful misconduct (as set out in Samaritans Policies)

6.8.6 References

- Children's Services Regulation 2004
- Family Day Care Award
- FaHCSIA Child Care Service Handbook 2008-2009
- Federal and State Equal Opportunity Legislation
- FaHCSIA Priority of Access Guidelines

6.8.7 Person Responsible

Authorised Supervisor or Licensee:

Are responsible to facilitate change, communicate formal warnings, suspend or terminate access to the scheme. To provide support, advocacy and/or union representation if required

Carers and staff:

Are responsible to abide by regulatory requirements and scheme policies and procedures; and to perform to their optimum capability.

6.8.8 Implementation and Evaluation

Review of these procedures will be undertaken in accordance with Samaritans Five Star Family Day Care Policy Development.

6.8.9 Documentation

Grievance Policy

Standard 6.9

ACCOUNTABILITY AND FRAUD

6.9.1 Purpose and Scope

This policy will ensure that there are procedures in place to minimize the risk of fraud and to assure that there is accountability of the usage of Government funds.

6.9.2 Definitions

CCB:	Child Care Benefit
CCMS:	Child Care Management System
FaHCSIA:	Department of Families, Housing, Community Services and Indigenous Affairs
FAO:	Family Assistance Office
ISS:	Inclusion Subsidy Support

6.9.3 Principle

Childcare should be high quality and accessible for all families.

6.9.4 Policy

Samaritans Five Star Family Day Care is committed to being able to offer quality child care, informing families of government rebates while fulfilling all accountability requirements.

6.9.5 Procedure

6.9.5.1 Payment of Fees

Payment of fees will be in accordance with Samaritans Five Star Family Day Care Fees Policy.

6.9.5.2 Inclusion Subsidy Support

- This payment is available for caring for a child with a disability or ongoing high support need. These may:
 - require the carer to have special skills or undertake special training
 - involve the carer in more detailed training and supervision of the child
 - limit the number of children a carer can care for and therefore limit the carer's income
- The ISS guidelines must be utilised when an application is being made.
- A diagnosis from a qualified medical practitioner and a current health care card must be provided.
- The Inclusion Support Facilitator will complete a Child Assessment/Additional care form, assessing the child's abilities in all developmental areas and this will be used by the carer to assist in inclusion of the child into the care environment. A record of this will be provided to the carer and also kept at the co-ordination unit.

- The Authorised Supervisor will claim ISS payments on an ISS claim form at the end of each quarter.
- The Child Assessment will be reviewed annually.

6.9.5.3 Child Care Benefit

- Administration of Child Care Benefit will be in accordance with Samaritans Five Star Family Day Care Child Care Benefit Policy.
- To receive CCB from the beginning of care families must provide a current statement from FAO of their CCB eligibility. If no notice is provided carers shall charge full fees until advised on their pay advice of the relevant CCB%
- Parents must nominate the number of hours of care to be used with Samaritans Five Star Family Day Care if they are using more than one eligible service for childcare.
- Attendance records and receipts must be provided by the carer at the end of each week for processing. These attendance sheets and receipts must meet FaHCSIA accountability requirements. Carers are advised of accountability requirements prior to registration and through self-paced training modules provided by the co-ordination unit.
- The child's attendance record shall be signed and the time of arrival/departure noted by the person delivering or collecting the child to/from care on each occasion of arrival and departure from the carers premises.
- All records must be completed in black ink, no white-out or other editing aids are to be used.
- Staff will note which children are in care while on Home Visits and this record will be used to confirm accurate record-keeping by carers.
- Staff will input randomly selected carers from their current carer list and enter attendance sheets, checking that these correspond to their home visit sheets. Records of these will be kept at the co-ordination unit with the period they apply to.
- Staff will visit carers unannounced at a variety of times to ensure they get a true reflection of the children in care; particular note will be made at playgroup also.
- Attendance records from playgroup can be randomly selected to confirm accuracy of attendance sheets during input and at the time of deducting playgroup fees.
- Confirmation of booked hours of care will be given to all families bi-annually; various families will be selected randomly for confirmation of these by a staff member. Copies of these will be kept on the child's file at the coordination unit.
- Carers must keep an up-to-date account of allowable and approved absences on the child's attendance record.
- Accurate records will be kept at the co-ordination unit. Records must be retained for at least 36 months from the end of the financial year of the last entry date.
- Copies of forms must be kept in accordance with the FaHCSIA Child Care Service Handbook 2008–2009.
- If fraud is suspected by the co-ordination unit and confirmed by Samaritans internal investigation, the case will be referred to FaHCSIA. The Family Assistance Office will be informed and CCB compliance investigation invited. The case may also be referred to and investigated by the local police. If substantiated, the case may go to the NSW Director of Public Prosecutions for consideration. Whilst an investigation is underway the carer may be suspended pending the outcome of the investigation.

6.9.6 References

- Children's Services Regulation 2004
- FaHCSIA Child Care Services Handbook 2008-2009

6.9.7 Person Responsible

Staff:

- To enter appropriate data into Harmony.
- To assure all records are maintained and accurate.
- To assist with ISS assessments.

Authorised Supervisor:

- To provide families with information on government payments.
- To provide training to carers and staff on the relevant government subsidies.
- To assist with the completion of ISS assessments.
- To ensure that information and forms are completed accurately by carers and families.
- To complete all accountability criteria and provide to the appropriate government body, FAO and FaHCSIA.

Carers:

- To assist with assessment of children eligible for ISS.
- To only apply CCB as advised by the co-ordination unit on pay advices.
- To issue appropriate receipts for payment and ensure that all care usage is signed for and that attendance sheets are completed accurately.

6.9.8 Implementation and Evaluation

Review of ISS will be undertaken annually, CCB payments will be reviewed with any changes notified by FaHCSIA or if no change has been made policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development.

6.9.9 Documentation

- ISS Child Assessment/Additional Care Form
- ISS Claim Form
- Attendance Sheets
- Confirmation of Booked Care Form

Standard 6.10

BREACH IN REGULATIONS AND OR POLICY

6.10.1 Purpose and Scope

Samaritans Five Star Family Day Care requires carers to comply and abide by Children's Services Regulation 2004. Carers are also to adhere to Samaritans Five Star Family Day Care Policies and Procedures

6.10.2 Definitions

Regulation: That which is stated in the Children's Services Regulation 2004.

Scheme register: A list of childcare providers that are currently registered to operate.

6.10.3 Principles

Samaritans Five Star Family Day Care needs to ensure children are cared for using best practice. Carers need to work within the guidelines, policies and procedures set down by the governing bodies.

6.10.4 Policy

All Scheme members are to comply with Samaritans Five Star Family Day Care Policies, Standards and guidelines. All carers and staff are to comply with the Children's Services Regulation 2004

6.10.5 Procedures

If a regulation and/or policy is breached the following procedure will be implemented.

- The breach will be documented immediately, time, date, place and if possible rectified or management systems put in place.
- The informant will be interviewed at a suitable time within the week, and may have a support person present if required.
- Depending upon the seriousness or nature of the breach the carer will be invited to discuss the breach with the Child Development Officer/Authorised Supervisor/or representative from Samaritans Foundation Management.
- Support will be offered by Carer Support Group, if required.
- The carer may bring a support person (either Carer Support or an independent person) to the discussion if they require.
- If not already aware Samaritans Human Resource Officer will be contacted.
- If necessary, strategies to ensure the breach doesn't occur again will be discussed at the meeting and agreed upon.
- If necessary, the carer will receive a letter noting the breach, a copy of this letter will also be placed in the carers file.
- The informant will be notified of the outcome of the complaint whilst ensuring that confidentiality is maintained.
- The strategies in regard to the breach will be followed up each month or bi monthly if required, by staff members on their visits.

- The breach will be reviewed after three (3) months and the need for any further action evaluated.
- If the breach is of a serious nature, care may be terminated immediately and suspended until further investigation is undertaken.

6.10.5.1 REMOVAL OF CARER'S NAME FROM SCHEME REGISTER

A carer's name will not be removed from the Register until a process of three warnings has been implemented unless Immediate Removal is warranted (see separate section on Immediate Removal of name from Register)

The carer will have the option of having a support person present at any formal meeting that is held with regard to Carer Registration.

Written Records

Staff involved in the procedure will ensure written records are kept of all stages of discussion. The records are to be signed by participants.

First Warning

A staff member (Authorised Supervisor - if available) will raise the concern with the carer. The concern will be specific with examples of the breach/breaches.

A letter of warning (signed by the Licensee Representative) will be sent to the carer within 5 days. A period of no more than two (2) weeks will be given to the carer to comply and rectify the breach.

Samaritans Five Star Family Day Care Staff will assist the carer wherever possible.

Second Warning

At the end of the 2 week period in the first warning letter Samaritans Five Star Family Day Care Staff (including the Authorised Supervisor) will meet to review the situation.

If the carer has only made partial progress towards correcting the situation, a further period of review may be agreed to, provided that the concern is related to physical issues on the carer's premises and not on a quality of care issue.

Any period of extension of time allowed to the carer will be in writing signed by the Licensee Representative.

Final Warning

If the time period lapses from the second warning and no progress has been made the carer will be asked to meet with the Scheme Authorised Supervisor and the Licensee Representative.

At this meeting the issues will be discussed in a final attempt to resolve the situation.

The carer will be given no more than one week to comply with the requirements of the Scheme.

The Samaritans Director and the Department of Community Services will be notified of the situation.

6.10.5.2 Notice of Removal of Carer's Name from Scheme Register

If the final notice referred to above is not complied with to the satisfaction of the Samaritans Five Star Family Day Care Scheme, the carer will be notified, verbally and in writing by the Scheme Licensee Representative (Samaritans Foundation) that the carer's name has been removed from the Register of Carer's with the Samaritans Five Star Family Day Care Scheme. The notification will state the reasons for the removal of the carer's name from the Register.

The parent's of the children in care with the carer will be notified (by a staff member) that their carer is no longer registered with our Scheme.

The parent's will be offered alternative care if available.

The Department of Community Services will also be notified in writing (by the Authorised Supervisor) within seven (7) days. Carers may also appeal to the Administrative Decisions Tribunal.

Appeal against having name removed from the Scheme Register

A carer who feels that their name has been unreasonably removed from the Scheme Register may appeal, in writing to the Samaritans Director or the Department of Community Services. They may also appeal to the Administrative Decisions Tribunal for Family Day Car.

The contact details are:

ADT

DX DX 1523 SYDNEY

Telephone (02) 9223 4677

Facsimile (02) 9233 3283

TTY (02) 9235 2674

Freecall 1800 060 410

Internet <http://www.lawlink.nsw.gov.au/adt>

e-mail ag_adt@agd.nsw.gov.au

Immediate Removal of Name from the Scheme Register

Immediate removal of a carer's name from the Scheme Register will take place should any of the following occur:

- the use of corporal punishment on a child in care.
- emotional, physical or sexual abuse of a child.
- a criminal act.
- being under the influence of drugs (including alcohol) whilst children are in care.
- breach of either State or Federal laws pertaining to safety or well being of a child. E.g. Failure to use an approved safety restraint in a vehicle.
- any other circumstances in which a child's life may be endangered.
- fraudulent claims for payment under the Child Care Management System..

Procedure for Immediate Removal of a Carer's Name from the Register

The Scheme Authorised Supervisor and the Licensee Representative will discuss the situation with a Department of Community Services Officer (if available) and the Samaritans Director and will decide if Immediate Removal of a carer's name is warranted.

If agreed the carer will receive verbal notification (by the Licensee Representative)

immediately after the decision is made and written notification (signed by the Licensee Representative) within five (5) days. The notification will include the reasons for the decision.

The parent's of the children in care with the carer will be notified (by a staff member) that their carer is no longer registered with our Scheme.

The parent's will be offered alternative care if available.

The Department of Community Services will also be notified in writing (by the Authorised Supervisor) within seven (7) days.

Appeal against Immediate Removal of a Carer's Name from the Scheme Register

A carer who feels that their name has been unreasonably removed from the Scheme Register may appeal, in writing to the Samaritans Director or the Department of Community Services. They may also appeal to the Administrative Decisions Tribunal. The ADT contact details are:-

DX DX 1523 SYDNEY

Telephone (02) 9223 4677

Facsimile (02) 9233 3283

TTY (02) 9235 2674

Freecall 1800 060 410

Internet <http://www.lawlink.nsw.gov.au/adt>

e-mail ag_adt@agd.nsw.gov.au

Suspension of a Carer's Name on the Scheme Register

Will take place in the following instances:

- when the carer or any member of the carer's household is subject to investigation by any State or Federal Authority relating to offenses against children or matters that may affect the children in care or their families e.g. Drug investigations.

The carer will be notified verbally and in writing of any such suspension by the Licensee Representative.

6.10.6 References

Children's Services Regulation 2004

6.10.7 Person Responsible

Carers: The carer is responsible for ensuring policies and procedures are complied with.

Coordination Unit: The staff and authorised supervisor are responsible for the monitoring of care provided, and ensuring the above procedures are followed.

6.10.8 Implementation and Evaluation

Child Development Officers do random checks on home visits. When a carer is either terminated or terminates their registration. Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development

6.10.9 Documentation

- Home visit sheets.
- Exit surveys
- Parent feedback and surveys.
- Attachment 1 - Breach in regulations letter.
- Carer files.
- Letter of resignation.
- Documentation in regard to the breach, and whether the breach has been rectified.

Attachment 1

**Samaritans Five Star Family Day Care
Notification of Breach**

Carer Name

On this date _____ there has been identified that a breach in regulations/
policies has occurred.

According to information supplied by _____ the breach that
occurred was

The Regulation/Policy breached was _____

Please see attached copy of current Regulation/ Policy

All breaches of regulations/policies are viewed seriously. Further breaches of
regulations may result in disciplinary action and deregistration may be considered.
Plans and strategies we will be implementing to ensure that no further breach occurs
are as follows:

- *
- *
- *
- *

This breach in regulations/policies will be reviewed in three months.

If you wish to discuss this matter further please contact the coordination unit.

Signed:

(Authorised Supervisor)

Relevant Regulation/ Policy attached.

Standard 6.11

GRIEVANCES AND COMPLAINTS

6.11.1 Purpose and Scope

The purpose of this document is to ensure that Samaritans Five Star Family Day Care have an open and transparent Complaints Procedure which is easy to understand and is comprehensive and timely in application. This policy and procedure applies to all staff, clients, visitors, families and all others who wish to provide feedback, make a complaint or have a grievance related to any aspect of Samaritans business.

6.11.2 Definitions

- Client:** Any person for which Samaritans provide a service.
- Complaint:** Anytime that our staff, clients, visitors, families or others feel that Samaritans staff and/carer's have not acted in an appropriate manner, or that Samaritans policies and procedures have not been implemented in a manner according with Samaritans stated philosophy and ethos.
- Grievance:** A wrong, real or fancied, considered as grounds for complaint.

6.11.3 Principle

Easy to use and Consistent – Samaritans policy will be user friendly and be applied consistently in all cases.

Confidentiality – only the people directly involved in the complaint as part of the nature of the complaint or in the resolution of the complaint will have access to the information about the complaint. Information will only be recorded on a persons file if they are disciplined as a necessary action in the resolution of the complaint.

Fair (Impartial) – No-one will make assumptions or will take any action until all sides have had a chance to tell their story and all information has been considered.

Free of unfair repercussions or victimisation – Samaritans management will take all necessary steps to ensure that people are not victimised for making legitimate complaints. Samaritans will, however, discipline staff for breaching policies and standards, including making false complaints.

Important – all complaints are treated seriously. No-one will be ridiculed or treated badly for making a complaint.

Support - All people have a right to support during the complaint process.

Timely – Samaritans aim to address complaints as quickly as possible and, at least, within four weeks. Time limits have been set for different stages of the process. This policy acknowledges all persons have the right to voice their concerns.

6.11.4 Policy

Samaritans Five Star Family Day Care aims to provide a fair and consistent problem solving mechanism for carers, families and staff. Our service encourages positive relations between Families, Carers, Scheme Operator and Staff. Every person has the right to a response to their concerns. Solutions are sought to resolve all disputes, issues or concerns that impair or affect the day to day well being of the service in a fair, prompt and professional manner.

6.11.5 Procedures

Each grievance received either by the Co-ordination Unit or Program Manager/Licensee will be dealt with in a fair, prompt and confidential manner, with steps being taken to address the complaint:

- within seven working days of the date of receiving the complaint either verbally or in writing.
- In the first instance by ensuring the parties have made a concerted effort to resolve the matter themselves.

Each party shall have the right to appoint and have present an independent advocate during any interview or discussion. Each independent advocate may provide support and assistance to the party, however must abide by Samaritans Five Star Family Day Care Confidentiality Policy in relation to any matters discussed or information obtained in the course of acting as an advocate.

VERBAL COMPLAINTS

- Step 1 - Complaint is taken by Co-ordination Unit Staff
- Step 2 - Relevant staff member establishes that a concerted effort has been made by the complainant to address the matter with the other party involved.
- Step 3 - Complaint is brought to the attention of the other party, by the Authorised Supervisor or her/his delegate.
- Step 4 - On resolution complete the complaints register form and forward to Human Resources Manager within one working day.
- Step 5 - If issue cannot be resolved a complaints register form is to be commenced, signed by the complainant, and the matter referred to the Program Manager and the Human Resources Manager – see step 3 written complaints.

WRITTEN COMPLAINTS

Level 1 *Receipt of written complaint*

- Step 1 - On receiving a written complaint, a complaints register form is to be commenced and the Program Manager or Human Resource Manager advised of the matter within one working day.
- Step 2 - Authorised Supervisor to establish that a concerted effort has been made by the parties to resolve the matter themselves
- Step 3 - An interview shall be arranged by the Authorised Supervisor to discuss the matter with the parties involved and a copy of the complaint shall be made available to each party.
- Step 4 - The Authorised Supervisor shall offer mediation with the parties concerned (at the FDC premises or such other premises as may be agreed upon between the parties) to develop a plan of action for resolution of the complaint. Each party shall have the opportunity for equal representation. A third person, preferably a representative of the Licensee must be present, as a witness and to record the proceedings.

FDC Policies – Standard Six

- Should a complaint be found to be frivolous or malicious parents shall be required to pay all relevant holding fees or notice fees in accordance with the Scheme's fees schedule for the period of suspension of care.
- Every attempt shall be made by all parties concerned to reach a satisfactory resolution to the complaint and to agree on a plan of action for overcoming any areas of concern to provide quality consistent care for the child, however, should a complaint be found to be justified and the parent seeks permanent alternate care for the child, notice of termination of care shall be deemed to have been given on the date the complaint was received and no notice fees shall be payable by the parent to the carer for the period of suspension of care.

CARER COMPLAINTS

- Any complaint received either verbal or in writing shall be dealt with in accordance with the procedures above.
- During the course of dealing with any complaint carers shall have the right to suspend booked care until the matter has reached a conclusion.
- Should a complaint be found to be frivolous or malicious carers shall forego payment of any fees for the period of suspension of care or notice of termination fees usually payable by the parent should the parent seek permanent alternate care for their child.
- Every attempt shall be made by all parties concerned to reach a satisfactory resolution to the complaint and to agree on a plan of action for overcoming any areas of concern to provide quality consistent care for the child, however, should a complaint be found to be justified and the carer seeks termination of care, notice of termination shall be deemed to have been given on the date the complaint was received and usual notice of fees shall be payable by the parent to the carer.

STAFF COMPLAINTS

- All staff complaints shall be dealt with in accordance with Samaritans Staff Grievance, Harassment and Disciplinary Policies.

COMMUNITY COMPLAINTS

- All complaints shall be dealt with in accordance with the above procedures.

SUSPENSION OF SERVICE

- Either the parent or the carer shall be at liberty to suspend care and/or seek alternate care of a child while a complaint is dealt.
- Fees payable during a period of suspension of service shall be in accordance with sections Family Complaints and/or Carer Complaints above.

TERMINATION OF ACCESS TO SCHEME

- The Authorised Supervisor and/or Licensee shall have the right to immediately suspend access to the scheme to carers, families or staff members pending the outcome of grievance procedures as set out in the SFDC Terminating Access to Scheme Policy

BREACH OF CHILDREN'S SERVICES REGULATION 2004

- All suspected cases of breach of regulations will be documented on a Samaritans Five Star Family Day Care Carers Suspected Breach Report Form
- All information will be recorded and stored on the carer's personal file.
- Further action will be in accordance with the above grievance procedures

ADMINISTRATIVE DECISIONS TRIBUNAL

- Carers can apply to have a decision reviewed by the Community Services Division of the Administrative Decisions Tribunal, after meeting their requirements, within 28 days of the decision. An application form is available on the Tribunals website www.lawlink.nsw.gov.au/adt or from the ADT Registry.

If, after this process there is still dissatisfaction with the outcome, the following Government Department's could be contacted.

Family Assistance Office: 136150

Department of Community Services: 49 901277 (Cessnock)

6.11.6 References

- Children's Services Regulation 2004
- Samaritans Grievance Policy

6.11.7 Person Responsible

Staff:

- To report and encourage carers, visitors and families to provide feedback, register complaints and grievances.
- To ensure the Authorised Supervisor is informed in all matters to do with the complaint and to maintain confidentiality.

Authorised Supervisor:

- To be responsible for working with staff, clients, visitors and families to resolve workplace issues and to accurately report complaints, grievances and feedback to their Manager and Human Resources Manager by the next working day of receipt.
- To ensure confidentiality is maintained at all times.

Coordination unit:

Is responsible for investigating complaints, unless the complaint is about a member of the Coordination unit - The Samaritans will then investigate.

6.11.8 Implementation and Evaluation

Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development. All grievances will be formalized and documented.

6.11.9 Documentation

- Administrative Decisions Tribunal Flowchart
- Samaritans complaints register form
- Samaritans Staff Grievance, Harassment and Disciplinary Policies.
- Grievance Form

Standard 6.12

STUDENT/VOLUNTEER PLACEMENTS

6.12.1 Purpose and Scope

- To ensure families and children that attend the Scheme receive the best possible care using current best practices.
- To provide guidelines for visitors and for the inclusion of volunteers and students into Samaritans Five Star Family Day Care carer and scheme environments.

6.12.2 Definitions

Student: One who studies.

Volunteer: One who enters into any service of his own free will and receives no remuneration.

6.12.3 Principles

Samaritans Five Star Family Day Care welcomes and appreciates all students and volunteers. We appreciate that students and volunteers need guidelines to work within. Children to be provided with a safe and secure environment.

6.12.4 Policy

Samaritans Five Star Family Day Care welcomes and encourages the participation and contribution of volunteers, students and visitors in offering a safe, diverse and stimulating program to the children in care.

6.12.5 Procedures

CONFIDENTIALITY

Any details concerning the children and their families or the carer and her family must not be discussed outside the carers home. This includes discussing these things with your own family, your teacher and your classmates. Any written work must include first names of the children and/or the carer only. Photographs may only be taken with parent & carers permission.

REGULATIONS AND POLICIES

Carers are bound by Children's Services Regulation 2004.

These Regulations cover a range of issues such as

- Record keeping
- Child numbers
- Licensing Standards
- Code of Conduct

All Carers have a copy of the Regulations / Policies / Procedures.

All interactions of volunteers, students and visitors with children in care shall be in accordance with the scheme policies and procedures (see Care Provision Procedures - Interactions).

SUPERVISION

You are not permitted to be left in sole charge of supervising an individual child or a small group of children. Your interactions with the children should always be in view of the carer. While assisting the carer with supervision please DO NOT walk around while carrying babies or young children. ALWAYS remain seated when nursing babies or young children.

NUTRITION / HYGIENE

As young children often have allergies of which you might not be aware please check with the carer before offering food or drink to a child. You should also be aware that children DO NOT share food or drink with each other or with an adult for hygiene reasons. Please remember the importance of hand washing. No student is to toilet or change nappies of the children.

DISCIPLINE

It is the carers sole responsibility to discipline the children.

If you are having concerns about a child displaying difficult behaviour please discuss it with child's carer confidentially, as there may be underlying reasons or behaviour management strategies may already be in place.

NO CHILD MAY BE SMACKED, PLACED IN A ROOM ALONE, MADE IMMOBILE, FRIGHTENED OR HUMILIATED.

Please use children's names (not nicknames). Swearing and/or shouting at children is not permitted.

PROGRAMMING

All carers prepare a written program based on the children's needs/interests each week. We encourage you to be familiar with the program and assist the carer in setting up and presenting the planned experiences to the children. When you feel confident we will encourage you to make some contributions to the children's day in the form of planned experiences. All planned experiences you wish to provide are to be authorised with the carer and/or staff prior to presenting.

BEFORE PLACEMENT CAN BE MADE

Interview with staff to ensure suitability for working with young children and also to possibly match carer with application if required.

Parents of children in care need to sign permission notes prior to students and volunteers attending.

Carers shall make parents / guardians aware of their intention to include volunteers, students and visitors in the provision of activities to the children in care.

Student / volunteer to contact the Authorised Supervisor, carer or playgroup and attend an information session with Staff to discuss issues such as:

- Confidentiality
- Regulations
- Discipline
- Supervision
- Programming
- Our expectations.

WHAT THE PLACEMENT INVOLVES - OUR EXPECTATIONS

- A staff member will be visiting you to observe how the placement is progressing.
- Each carer shall keep a record of the days and times attendance at their premises of volunteers, student and visitor. Such record shall be provided to the Authorised Supervisor on request.
- If unable to attend your placement for any reason or are going to be late, please contact your Carer / Co-ordination Unit as soon as possible.
- We ask you to sign in on arrival, and out on departure, each placement day
- Please dress appropriately for working with young children. Do not wear excessive jewellery or thongs, covered in shoes are preferred. Clean and neat casual dress is the most appropriate.
- If any concerns arise through the day please discuss these with the carer.

If still concerned please contact the Office

- Use your initiative wherever possible while staying within the guidelines of being a voluntary / student worker.
- Please be discreet. If carers are discussing issues with parents you should move to another area of the room while this takes place.
- You will be required to assist the carer in providing a smoke free environment for the children at all times. Smoking either indoors or outdoors while children are in care is not permitted. You should also be aware that smoking immediately prior to commencing your placement often leaves smoke residue on clothing and personal belongings.
- Alcohol consumption prior to attendance is in breach of the Regulations.
- While on placement you will be in a work situation, please be aware that friends or other adults may NOT visit you at the carer's home / playgroup while on placement.
- No personal phone calls unless urgent.
- All volunteers, students and visitors will comply with the requirements of the NSW Children's and Young Persons Act 1998 and Regulations 2000
- Volunteers and students will comply with Confidentiality.
- All interactions of volunteers, students and visitors with children in care shall be in accordance with the Scheme's Policies and the Children's Services Regulation 2004.
- Carers shall make families aware of their intention to include volunteers, students or visitors in the provision of activities to the children in care. Families shall provide their consent to the inclusion of volunteers, students and/or visitors in the care environment offered to their child on enrolment with the Scheme and are at liberty to alter this consent at any time on completion of a new enrolment consent form.
- Volunteers, students and visitors attending playgroup sessions shall sign in the Playgroup Fire Evacuation/Attendance Register immediately on entering and on leaving any playgroup session.
- Volunteers, students and visitors shall participate in any evacuation drill conducted at the carer's premises or playgroup session during their presence.

6.12.6 References

- Children’s Services regulation 2004
- NSW Children and Young Persons (Care and Protection) Act 1998
- NSW Children and Young Persons (Care and Protection) Act Regulations 2000
- NSW Commission for Children and Young Persons Act 1998

6.12.7 Person Responsible

Carers:

- To keep a record of all students, volunteers and visitors and ensure that all students, volunteers and visitors comply with these guidelines and requirements while on the carers’ premises.
- The carer is responsible for maintaining the care environment.
- The volunteer is responsible for adhering to the volunteer guidelines.

Staff:

To confirm appropriate interactions of volunteers, students and visitors when observed.

Authorised Supervisor:

- To provide guidelines to volunteers, students and visitors and ensure all staff and carers are aware of these.
- To ensure compliance with all requirements by students, volunteers and visitors.
- To keep a record of all students, volunteers and visitors to the scheme premises.
- The Coordination unit is responsible for supervising all student/ volunteer placements.

6.12.8 Implementation and Evaluation

Feedback forms from parents, carers and volunteers.

Policy review will take place in accordance with Samaritans Five Star Family Day Care Policy Development.

6.12.9 Documentation

- Attendance records
- Visitors’ book
- Student Supervision forms
- Prohibited Persons Declaration
- Working With Children Check Consent
- Confidentiality Agreement
- Playgroup Fire Evacuation/Attendance Register
- Family Registration Agreement
- Carer Visitors Record