

Kids Club Dalby

KIDS CLUB DALBY OSHC

Policies & Procedures





Contents

Policy Area 1 – Service Philosophy & Goals	8
1.1 Philosophy Statement	10
1.2 Goals	11
Policy Area 2 - Children's Health and Safety	12
2.1 Providing a Child Safe Environment	13
2.2 Water Safety	20
2.3 Sun Safety	24
2.4 First Aid Administration	30
2.5 Infectious Diseases	37
2.6 Medical Conditions in Children.....	44
2.7 Emergencies and Evacuations	54
2.8 Safe Arrivals and Departures of Children	63
2.9 Incidents, Illness, Injury, and Trauma	71
2.10 Nutrition, Dietary Requirements, and Food Safety	81
2.11 Safe Transportation Policy	90
2.12 Child Protection and Mandatory Reporting	94

2.13 Safe Online Environments for Children	100
Policy Area 3 - Physical Environment	104
3.1 Work Health and Safety	105
Policy Area 4 - Staffing Arrangements	112
4.1 Code of Conduct	113
4.2 Volunteers and Students.....	119
Policy Area 5 - Relationship with Children	122
5.1 Interactions and Relationships with Children	123
Policy Area 6 - Collaborative Partnerships with Families and Communities	128
6.1 Enrolment and Orientation	129
6.2 Acceptance and Refusal of Authorisations	136
6.3 Feedback and Complaints	141
Policy Group 7 – Governance and Leadership	146
7.1 Governance and Management	147
7.2 Privacy and Confidentiality of Records	150
7.3 Managing Notifications	156
7.4 Fees and Statements	162
7.5 Determining the Responsible Person	168

7.6 CCS and ACCS Management and Compliance
171

7.7 Managing Concerns of Harmful Sexual Behaviours
175

**Appendix - Forms and Resources
180**

Excursions Risk Assessment Template
181

Sleep and Rest in KIDS CLUB DALBY - Risk Assessment
188

Swimming Ability Form
192

Example - KIDS CLUB DALBY First Aid Requirements Assessment
193

Medical Risk Minimisation and Communication Plan
198

Kids Club Dalby Emergency Situation Risk Assessment
201

Safe Arrival of Children - Risk Assessment
204

Risk Assessment – Safe Arrival of Children
205

Incident, Illness, Injury, and Trauma Record 212

Complaint Record 215

Responsible Person Checklist, Delegation and Consent
216

Introduction

Kids Club Dalby OSHC have been delivering a quality Outside School Hours Care since 2005.

Ensuring the safety, well-being, and positive development of children in out of school hours care (OSHC) settings is of paramount importance. To achieve this goal, it is essential to establish clear and comprehensive policies and procedures that outline the standards, expectations, and protocols for all aspects of OSHC operation.

These policies and procedures serve as a framework to guide OSHC staff, volunteers, parents, and children in understanding their roles and responsibilities within the program. They cover a wide range of areas including health and safety, child protection, behavior management, emergency procedures, program activities, communication protocols, and more.

Developed in accordance with relevant legislative requirements, industry best practices, and the unique needs of the OSHC community, these policies and procedures aim to create a safe, nurturing, and inclusive environment where every child can thrive. They are continuously reviewed and updated to reflect changes in legislation, emerging trends, and feedback from stakeholders.

By adhering to these policies and procedures, Kids Club Dalby demonstrate their commitment to promoting the well-being and development of children, fostering positive relationships with families, and upholding the highest standards of care and professionalism. They also provide a foundation for consistency, accountability, and continuous improvement within the OSHC setting.

In this document, we present an overview of the key policies and procedures that govern our OSHC program. Through clear articulation of our values, principles, and practices, we aim to create a safe, supportive, and enriching environment where every child can learn, grow, and thrive outside of school hours.

Regulation 168 Education and care service must have policies and procedures

Policies and procedures are required in relation to the following—

1	(a) health and safety, including matters relating to—	(i) nutrition, food and beverages, dietary requirements	2.10 Nutrition, Dietary Requirements, and Food Safe
2		(ii) sun protection	2.3 Sun Safety
3		(iii) water safety, including safety during any water-based activities	2.2 Water Safety
4		(iv) the administration of first aid	2.4 First Aid Administration
5		v) sleep and rest for children, including the matters set out in regulation 84B	1.2 Sleep and Rest
6	(b) incident, injury, trauma and illness procedures complying with regulation 85		2.9 Incidents, Illness, Injury, and Trauma
7	(c) dealing with infectious diseases, including procedures complying with regulation 88		2.5 Infectious Diseases
8	(d) dealing with medical conditions in children, including the matters set out in regulation 90		2.6 Medical Conditions in Children
9	(e) emergency and evacuation, including the matters set out in regulation 97		2.7 Emergencies and Evacuations
10	(f) delivery of children to, and collection of children from, education and care service premises, including procedures complying with regulation 99		2.8 Safe Arrivals and Departures of Children
11	(g) excursions, including procedures complying with regulations 100 to 102		1.1 Excursions
12	(ga) if Kids Club Dalby transports or arranges transportation of children other than as part of excursions, transportation including procedures complying with Division 7 of Part 4.2 of Chapter 4.		2.11 Transportation Other than Excursions

13	(gb) the safe arrival of children who travel between an education and care service and any other education or early childhood service within the meaning of regulation 102AA, including the matters set out in regulation 102AAB	2.8 Safe Arrivals and Departures of Children
----	--	--

KIDS CLUB DALBY Policy Requirements Matrix

14	(h) providing a child safe environment, including matters relating to—	(i) the promotion of a culture of child safety and wellbeing within Kids Club Dalby	2.1 Providing a Child Safe Environment 2.12 Child Protection and Mandatory Reporting 3.1 Work Health and Safety
15		(ii) the safe use of online environments at Kids Club Dalby	2.13 Safe Online Environments for Children
16	(i) staffing, including—	(i) a code of conduct for staff members	4.1 Code of Conduct
17		(ii) determining the responsible person present at Kids Club Dalby	7.5 Determining the Responsible Person
18		(iii) the participation of volunteers and students on practicum placements	4.2 Volunteers and Students
19	(j) interactions with children, including the matters set out in regulations 155 and 156		5.1 Interactions and Relationships with Children
20	(k) enrolment and orientation		6.1 Enrolment and Orientation
21	(l) governance and management of Kids Club Dalby, including confidentiality of records		7.1 Governance and Management 7.2 Privacy and Confidentiality of Records 7.6 CCS and ACCS Management and Compliance 7.3 Managing Notifications
22	(m) the acceptance and refusal of authorisations		6.2 Acceptance and Refusal of Authorisations
23	(n) payment of fees and provision of a statement of fees charged by the education and care service		7.4 Fees and Statements
24	(o) dealing with complaints	(i) the provision of a complaint handling system at Kids Club Dalby that is child focused	6.3 Feedback and Complaints
25		(ii) the management of a complaint that alleges a child is exhibiting harmful sexual behaviours.	7.7 Managing Concerns of Harmful Sexual Behaviour



ACKNOWLEDGEMENTS

Kids Club Dalby respectfully acknowledges the traditional owners of Barunggam Country as custodians of this land, on which we live, work and play each and every day, and their continuing connection to land, waterways and community. We pay our respects to them and their cultures, and to Elders past, present and emerging.

We also acknowledge our Ancestors of all cultures and race, who with their mental foresight and manual labour, forged our Country to what it is today to enable us to live off our land and commodities. We also acknowledge our armed forces who fought for our Country and freedom.

Policy Area 1 – Service Philosophy & Goals

1.1 Philosophy Statement

The laws and other provisions affecting this policy include:

- Education and Care Services National Regulations
- National Quality Standard
- 'My Time, Our Place': Framework for School Age Care in Australia
- United Nations Convention on the Rights of the Child

The service's statement of philosophy provides the foundation for all activities, policies and procedures of the service. Wherever there is uncertainty about policy or procedures, the service will reflect on the principles captured in their philosophy statement to help resolve the issue. The written policies and procedures of the service have been developed in consultation with all stakeholders of Kids Club Dalby, and will be monitored and reviewed with these values and principles in mind regularly. Kids Club Dalby welcomes any input/suggestions from all Parents/Carers and the wider Community.

Kids Club is here to nurture your children's desire to learn and to help parents/carers with the important work of guiding your child's intellectual, emotional and physical development. We aim to ensure that our enrolment and orientation processes meet the unique needs of each child and family.

The children at Kids Club are encouraged to explore, investigate and fulfil their natural curiosity within their environment and within their community & Culture. At Kids Club, children develop and participate at their own pace and learn that school & life can be an unending adventure by developing collaborative partnerships and promoting a sense of belonging to Kids Club Dalby and the wider community.

Date	Ratified by	
11.02.2025		

1.2 Goals

The laws and other provisions affecting this policy include:

Education and Care Services National Regulations
National Quality Standards
'My Time, Our Place' Framework for School Age Care (MTOP) (MTOP)

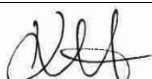
Our Goals

Kids Club aims that we are a 'home-away-from-home' for the children. Whilst the program is reflective of the MTOP practices, we also strive to meet the ethical and moral standards of society for the children whilst delivering consistency from school and KIDS CLUB DALBY therefore giving them stability and purpose.

Kids Club Dalby strives to provide the children with an environment of structured time and leisure through play based activities, group games and life skills. All Educators strive to guide and nurture all children to be themselves whilst learning how to mould into society and the wider community

Kids Club Dalby has a number of goals on which our service is based. These goals are based on the outcomes for children as outlined in the 'My Time, Our Place' Framework for School Age Care (MTOP). Our goals are to encourage children to:

- **Have a strong sense of identity** – aims to teach children to demonstrate a capacity for self regulation, negotiating and sharing behaviours by motivating and encouraging children to succeed when they are faced with challenges.
- **Be connected with and contribute to their world** – Kids Club Dalby demonstrates awareness of connections, similarities and differences between people and how to react in positive ways by encouraging children to listen to others and to respect diverse perspectives.
- **Have a strong sense of wellbeing** – Kids Club Dalby aims to teach children to show selfregulation and manage their emotions in ways that reflect the feeling and needs of others by showing care, understanding and respect for all children.
- **Be confident and involved learners** – Kids Club Dalby aims to teach children to use reflective thinking to consider why things happen and what can be learnt from these experiences by encouraging children to communicate and make visible their ideas, theories, collaborate with children and model reasoning, predicting and reflecting processes and language.
- **Be effective communicators** – Kids Club Dalby aims to teach children to convey and construct messages with purpose and confidence, including conflict resolution and following directions by modeling language and encouraging children to express themselves through language in a range of contexts and for a range of purposes including leading and following directions.

Date	Ratified by	
11.02.2025		

Policy Area 2 - Children's Health and Safety

2.1 Providing a Child Safe Environment

Policy Statement

Statement of Commitment to the Safety and Protection of Children

Kids Club Dalby is unwavering in its commitment to ensuring the safety, wellbeing, and empowerment of all children in our care. We acknowledge that children have the right to grow, learn and thrive in an environment that is safe, supportive, and free from harm. Our approach is child-centred, informed by the voices of children, and responsive to emerging risks.

This policy reflects our legal, ethical and regulatory responsibilities to uphold and embed the **new Child Safe Standards** and **National Principles for Child Safe Organisations**, as endorsed by the Council of Australian Governments. These standards require organisations to have child-safe cultures, embed child safety in leadership and governance, promote equity and diversity, and empower children to participate in decisions affecting them.

We acknowledge our responsibility to:

- Create environments where children feel safe, supported, and heard.
- Identify and manage risks of child abuse, neglect, or harm.
- Empower children and families to voice concerns and participate in decisions.
- Ensure all staff are equipped to prevent, identify and respond to child safety concerns.

This policy supports consistent implementation across our service and guides all staff—including the Approved Provider, Nominated Supervisor, educators, volunteers and students—in creating and maintaining a safe environment for all children. All aspects of this policy are underpinned by a zero-tolerance approach to child abuse.

Key Updates Reflecting the New Child Safe Laws

- Kids Club Dalby has **embedded the 11 Child Safe Standards**, including: *child empowerment and participation, family and community engagement, equity and inclusion, child-focused complaint handling, and ongoing risk management*.
- Child safety is actively integrated into **leadership, governance and continuous improvement processes**.
- We uphold **cultural safety** for Aboriginal and Torres Strait Islander children, children from diverse backgrounds, and children with disabilities.
- We ensure all staff and volunteers **meet screening, training, and behavioural expectations** under the new child safe requirements.

- Kids Club Dalby recognises **children as capable and active contributors** to their own safety and protection. Opportunities for participation and feedback are built into program design and risk management planning.
- Clear, age-appropriate and culturally inclusive **child-friendly reporting mechanisms** are provided and promoted.
- Concerns are responded to with **child-focused, trauma-informed and fair processes**, minimising the risk of re-traumatisation or retaliation.
- The **Child and Youth Risk Management Strategy** is reviewed annually and aligns with updated legislation and regulatory guidance.

Professionalism and Conduct *(Updated to reflect new Child Safe Laws)*

Kids Club Dalby enforces clear procedures to ensure all interactions and relationships with children are supportive, safe, and respectful. Educators use positive guidance to support behaviour and create environments that uphold dignity, promote self-worth, and reflect cultural and psychological safety. These practices align with our core values of wellbeing, inclusion, and equity.

All persons who engage with children at Kids Club Dalby must comply with strict behavioural expectations as outlined in our **Code of Conduct (4.1)** and are monitored to ensure their actions align with child safe principles and organisational standards.

In line with updated child safe legislation and internal policy:

- **All Educators are required to sign a contract** acknowledging that:
 - **No personal phones or electronic devices are to be used** while working with or supervising children.
 - **All personal belongings**, including mobile phones, must be securely **stored in the provided locked staff lockers** for the duration of their shift.
- This practice supports effective supervision, protects children’s privacy, and ensures educators remain present and engaged.
- Breaches of this agreement are treated seriously and may result in disciplinary action in accordance with child protection and employment policies.

• Physical • Environment	The Approved Provider is responsible for implementing effective risk management systems and controls to ensure a physical environment that is safe, inclusive, and responsive to children’s needs. These systems will be guided by the Child Safe Standards and regularly reviewed for effectiveness. The Nominated Supervisor is responsible for monitoring and evaluating these systems to ensure they remain fit for purpose and align with current child safety legislation and sector best practices. All Educators will actively identify, report, and manage physical risks in the environment, ensuring a culture of prevention and safety is embedded across all practices.
---	--

Child Safe Practices	The Approved Provider will establish and maintain policy frameworks, training, and induction processes that ensure all staff understand their obligations under the Child Safe Standards and associated legislation. The Nominated Supervisor will model best-practice behaviour, provide supervision and mentoring, and ensure that child safe practices are consistently implemented and reviewed. All Educators will act in accordance with the policies and procedures, uphold professional boundaries, engage respectfully with children, and maintain a vigilant approach to recognising and responding to risk or harm.
Children in Need of Protection	The Approved Provider will ensure that all educators receive clear policies, procedures, and ongoing training to support understanding of their legal responsibilities as mandatory reporters. The Nominated Supervisor is the designated Child Safety Contact and will be responsible for responding to, recording, and reporting any concerns or disclosures, in accordance with state-based mandatory reporting laws and internal procedures. All Educators will immediately report any concerns about a child's safety or wellbeing to the Nominated Supervisor and follow the required reporting procedures without delay.

Procedures

Procedures to Promote Child Safety

The **Approved Provider**, **Nominated Supervisor**, and **Educators** will work collaboratively to uphold an organisational culture that prioritises the safety, rights, and wellbeing of every child. This will be achieved through the implementation and regular review of the following interconnected policies and systems:

- **Child Safe Environment Policy**
- **Code of Conduct**
- **Staff and Volunteer Screening & Supervision Policy**
- **Risk Assessment and Management Policy**
- **Reporting Harm and Responding to Allegations Policy**
- **Participation and Empowerment of Children Policy**
- **Staff Mobile Device and Belongings Policy**
- **Complaints and Feedback Management Procedure**

All policies will be reviewed annually or as required to ensure compliance with changes to legislation, including the updated Child Safe Laws introduced nationally.

A Safe Physical Environment

Risk Assessment Methodology

Kids Club Dalby's foundation for a safe and healthy physical environment is informed by best practice and standards set out in our policy [3.1 Work Health and Safety](#), which establishes —

- A risk assessment methodology to systematically identify and control for harm and hazards likely to cause injury.
- The routines and practices to monitor the physical environment to ensure it meets documented standards and expectations, such as safe, clean and good repair, to ensure safety.

External Environments

Complementary risk assessment practices are adopted in situations where Kids Club Dalby operates outside the premises. These procedures are set out in [1.1 Excursions](#), and where relevant, [2.2 Water Safety](#) policies and address--:

- The relevant risks in any public environment accessed by Kids Club Dalby,
- Parent's access to information for informed consent for their children's participation.

Reducing Exposure to Hazards

Procedures to address specific hazards are set out in the following policies—

- For emergency situations, the planning and rehearsal for steps to rapidly assemble in a safe location is set out in [2.7 Emergencies and Evacuations](#).
- To ensure children have access to facilities to treat any injuries is addressed in procedures set out in [2.9 Incidents, Illness, Injury, and Trauma](#) and [2.4 First Aid Administration](#).
- For illness, disease and infection risks are primarily set out in [2.5 Infectious Diseases](#), which establishes protocols for limiting exposure as a primary intervention, complemented by health and hygiene practices.
- Setting up an environment to reduce exposure to UV hazards is set out in [2.3 Sun Safety](#).
- Ensuring there is a safe and suitable eating environment; steps to address associated hazards are set out in [2.10 Nutrition, Dietary Requirements, and Food Safety](#).

Practices to Promote Children's Safety and Wellbeing

The practices of Kids Club Dalby are the operationalised reflection of our service's commitment to a culture of child safety and wellbeing. These practices include—

Employment and Induction¹

A careful and considered approach is taken to attract and select appropriate people to interact and care for the children of our service. This includes-

1. Interview protocols that assess the candidate's merit for the position, including evidence they have the suitable knowledge and ability to meet Kids Club Dalby's requirements.

2. Judgements and decision-making for selection and recruitment are transparent, free from bias and undue influence, as set out in Kids Club Dalby's Code of Conduct.
3. All employees must comply with blue card requirements, including holding a positive notice, that is linked to Kids Club Dalby, prior to commencement.

Once offered employment, staff members are thoroughly inducted to ensure they have a sound understanding of the key requirements to appropriately work with children and discharge their responsibilities. The induction material and processes are designed to demonstrate the staff member's understanding and ability as being suitable and appropriate to provide education and care.

Staffing Arrangements

A roster and coordination of duties is coordinated to ensure the regulatory requirements for ratios, qualifications, leadership and supervision are met. Educators are not left alone at Kids Club Dalby, with a requirement of at least two staff members² being present at all times Kids Club Dalby operates.

Leadership and Management forms a key element of the staffing arrangement mix. People with management and control of Kids Club Dalby are fit and proper for the role, as set out in [7.1](#)

¹ Services will often have a recruitment policy that details these steps. The suite of policy examples does not provide a specific and detailed example of procedures around recruitment and selection.

² Services, especially small services, might operate with a single staff member. If this is the case, a standalone policy and corresponding plans need to be created to ensure a safe environment. Where a service can practically commit to at least two staff members, they will have a more robust system to ensure safety and compliance. [Governance and Management](#). Likewise, where the Nominated Supervisor is not present at Kids Club Dalby, a suitable Responsible Person is appointed. The assessment of the suitability of the Responsible Person is set out in [7.5 Determining the Responsible Person](#).

Supervision and Duty of Care

Effective supervision practices play a pivotal role in ensuring children are safe, observed, and engaged, thus preventing incidents, injuries, and potential harm. Effective supervision is ensured by—

- Coordinating staffing arrangements to maximise resources, including the consideration of educator skill, knowledge and capacity¹.
- Provide clear instructions to ensure educators are vigilantly monitoring children's activities, interactions, and environments, and are responding promptly to any potential risks or concerns.
- Protocols are established and monitored around supporting children where privacy and dignity are important considerations (i.e. toileting) and facilities support appropriate boundaries (staffing toilets)².

¹ There are various ways to plan and set out systems for work to coordinate supervision practices. Often services will have specific policies. This suite of policy examples do not detail specific supervision practices. It is advisable to extend on the example to point to where educators can find supervision plans/instructions.

² Services may have standalone policies around toileting practices. It is possible to set these out within this policy or another relevant instruction.

- Consider the relevant risks and hazards associated with activities, including the needs of children who are or may participate.
- The risk assessment and procedures to manage their travel, arrival and collection as set out in [2.8 Safe Arrivals and Departures of Children](#).
- Educators are aware of children's individual medical and health needs. Planned and informed practices for their care are set out in [2.6 Medication Conditions in Children](#).
- A planned and coordinated approach for the response to incident and injuries is set out in [2.9 Incidents, Illness, Injury, and Trauma](#).

Professionalism and Conduct

Kids Club Dalby has firm procedures to ensure interactions and relationships with children are supportive, including the practices to support behaviour via positive guidance. Children are to be cared for in an environment that demonstrates respect, upholds dignity and promotes a child's self-regard, as set out in [5.1 Interactions and Relationships with Children](#). These practices also consider the role of psychological and cultural safety to reflect our values of wellbeing and inclusion.

All persons positioned to interact and build relationship with children have clear guidelines for their behaviour ([4.1 Code of Conduct](#)), with all staff supervised to ensure their actions are consistent with Kids Club Dalby's Code of Conduct.

Collaboration and Transparency

Parents remain well informed of potential hazards and relevant risk management plans. With informed consent required for participation in Kids Club Dalby as set out in [6.2 Acceptance and Refusal of Authorisation](#).

Kids Club Dalby also has established requirements and expectations for children and young people's participation and attendance at Kids Club Dalby. Should any child compromise the safety and wellbeing of others, formal mechanisms allow for review of additional support and/or enrolment as set out in [6.1 Enrolment and Orientation](#).

Likewise, formal mechanisms are established to encourage children and families to speak up about any concerns or discomforts they may have through the [6.3 Feedback and Complaints](#) and [7.7 Managing Concerns of Harmful Sexual Behaviours](#) policies, which ensure families are not exposed to retribution or victimisation as a result of having concerns raised.

Identifying Children in Need of Protection

Providing suitable training and instruction for staff on their duty as Mandatory Reporters to identify and respond to allegations or suspicion of harm and abuse (see [2.12 Child Protection and Mandatory Reporting](#)).

Online Environments

To ensure children at Kids Club Dalby are provided with a safe environment at all times, including online environments, Kids Club Dalby has set out relevant procedures in [2.13 Safe Online Environments for Children](#).

Secure Handling of Children's Documentation and Media

Confidentiality and On-Site Storage of Children's Documentation and Media

Policy Statement

Kids Club Dalby OSHC is committed to protecting the confidentiality, privacy, and safety of all children and families using our service. In line with our duty of care, regulatory requirements, and ethical standards, all documentation, records, and media (including photos) related to children enrolled in our service must remain on-site at Kids Club Dalby. Staff are **not permitted** to take any such materials off the premises under any circumstances.

Purpose

To ensure all children's information and media are kept secure and confidential, and to minimise the risk of loss, misuse, or unauthorised access. This policy supports compliance with the **Education and Care Services National Regulations**, the **Privacy Act 1988**, and the **National Quality Standard (NQS)**.

Scope

This policy applies to:

- All permanent, part-time, and casual staff
 - Volunteers and students
 - Contractors or visiting professionals working with children at the service
-

Procedures

1. Storage of Documentation

- All child-related documents (including enrolment forms, medical records, incident reports, learning documentation, attendance records, etc.) must be securely stored within the service premises.
- Digital records must be stored on secure, password-protected devices/systems authorised by management.

2. Use of Photos and Media

- All photographs and media taken of children must remain on Kids Club Dalby OSHC devices (e.g., centre tablets or cameras) and must not be transferred to personal devices or external drives.
- Any printing or use of photos must be conducted on-site.

3. Prohibited Actions

- Staff are strictly prohibited from:
 - Taking children's documentation, files, or photos home
 - Saving, copying, or transferring any child-related documents or images to personal devices
 - Sharing child documentation or images via personal email, social media, or messaging apps

4. Authorised Access

- Only authorised staff may access children's documentation and media for legitimate educational, safety, or administrative purposes.
- Any access or sharing of information with external parties (e.g., health professionals) must be authorised by the Director/Nominated Supervisor and parent/guardian consent must be obtained where appropriate.

5. Breaches of Policy

- Any breach of this policy will be taken seriously and may result in disciplinary action, including termination of employment.
- Suspected breaches must be reported immediately to the Director/Nominated Supervisor.

Responsibilities

- **Staff:** To comply with this policy and ensure that all documentation and media stay on-site and are handled with confidentiality.
 - **Director/Nominated Supervisor:** To ensure staff are aware of this policy, provide training if needed, and monitor compliance.
 - **Approved Provider:** To support the implementation and review of this policy and ensure it meets regulatory requirements.
-

Related Documents

- Privacy and Confidentiality Policy
 - Code of Conduct
 - Record Keeping and Storage Policy
 - Child Protection Policy
 - National Quality Standard (QA 5 & 7)
-

Policy Review

This policy will be reviewed every 12 months or as required due to legislative or procedural changes.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.165 Offence to inadequately supervise children
 - s.166 Offence to use inappropriate discipline
 - s.167 Offence relating to protection of children from harm and hazards
 - s.170 Offence relating to unauthorised persons on education and care service premises
 - s.171 Offence relating to direction to exclude inappropriate persons from education and care service premises
 - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
 - s.174 Offence to fail to notify certain information to Regulatory Authority

-
- **Education and Care Services National Regulations:**
 - R.12 Meaning of serious incident ○ R.82 Tobacco, drug and alcohol-free environment ○ R.83 Staff members educators not to be affected by alcohol or drugs ○ R.84 Awareness of child protection law ○ R.85 Incident, injury, trauma and illness policies and procedures ○ R.86 Notification to parents of incident, injury, trauma and illness ○ R.87 Incident, injury, trauma and illness record ○ R.88 Infectious diseases ○ R.89 First aid kits ○ R.90 Medical conditions policy ○ R.91 Medical conditions policy to be provided to parents ○ R.92 Medication record ○ R.93 Administration of medication ○ R.94 Exception to authorisation requirement—anaphylaxis or asthma ○ R.95 Procedure for administration of medication ○ R.96 Self-administration of medication ○ R.97 Emergency and evacuation procedures ○ R.98 Telephone or other communication equipment ○ R.99 Children leaving the education and care service premises ○ R.103 Premises, furniture, and equipment to be safe, clean and in good repair ○ R.115 Premises designed to facilitate supervision ○ R.122 Educators must be working directly with children to be included in ratios ○ R.123 Educator to child ratios – centre-based services ○ R.136 First aid qualifications ○ R.168 Education and care services must have policies and procedures ○ R.170 Policies and procedures to be followed ○ R.171 Policies and procedures to be kept available ○ R.172 Notification of change to policies or procedures ○ R.175 Prescribed information to be notified to Regulatory Authority
- **National Quality Standard:**
 - QA1 – Educational program and practice ○ QA2 – Children’s health and safety ○ QA3 – Physical environment ○ QA4 – Staffing arrangements ○ QA5 – Relationships with children ○ QA6 – Collaborative partnerships with families and communities ○ QA7 – Governance and leadership.

Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld) • Child Protection Act 1999 (Qld)
- Department of Education - [Child Care Provider Handbook](#)
- Council of Australian Governments - [National Principles for Child Safe Organisations](#)
- [United Nations Convention on the Rights of the Child](#)
- ACECQA - [Factors to consider when planning for adequate supervision](#)
- ACECQA – [Active Supervision: Ensuring safety and promoting learning](#)
- Department of Children, Youth Justice and Multicultural Affairs - [Information sheet 1 – Mandatory reporting by early childhood education and care professionals](#)
- ACECQA - [Providing A Child Safe Environment Policy Guidelines](#)

Related policies and procedures

[1.1 Excursions](#)

[1.2 Sleep and Rest](#)

[2.1 Providing a Child Safe Environment](#)

[2.2 Water Safety](#)

[2.3 Sun Safety](#)

[2.4 First Aid Administration](#)

[2.5 Infectious Diseases](#)

[2.6 Medical Conditions in Children](#)

[2.7 Emergencies and Evacuations](#)

[2.8 Safe Arrivals and Departures of Children](#)

[2.9 Incidents, Illness, Injury, and Trauma](#)

[2.10 Nutrition, Dietary Requirements, and Food Safety](#)

[2.11 Transportation Other than Excursions](#)

[2.12 Child Protection and Mandatory Reporting](#)

[2.13 Safe Online Environments for Children](#)

[2.14 Use of Personal Devices \(Mobile Phones, Wearables, etc.](#)

[3.1 Work Health and Safety](#)

[4.1 Code of Conduct](#)

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[6.2 Acceptance and Refusal of Authorisations](#)

[6.3 Feedback and Complaints](#)

[7.1 Governance and Management](#)

[7.5 Determining the Responsible Person](#)

[7.7 Managing Concerns of Harmful Sexual Behaviours](#)

Date	Ratified by	
26/08/2025		

2.2 Water Safety

Policy Statement

Kids Club Dalby acknowledges that water activities are a significant part of both our Queensland culture and typical leisure activities for children. Kids Club Dalby has an opportunity to include water activities as part of the program to promote health, play and leisure. The procedures contained in this policy are designed to address the inherent risks associated with swimming and water-based activities.

Kids Club Dalby recognises that the safety of children in and around water is of the highest priority, with effective supervision being a key determinate of safety. Throughout all water activities, children will be closely supervised. Likewise, risk assessment and planning will be fundamental to ensure the environment and systems to protect children are adequate.

To remove any doubt, the scope of this policy includes swimming activities, water play and excursions in or near water. The safe consumption of water is addressed in [2.10 Nutrition, Dietary Requirements, and Food Safety](#).

Key Tasks and Responsibilities

Risk Assessment	The Nominated Supervisor will be responsible for developing the relevant risk assessment that must be endorsed by the Approved Provider. The Nominated Supervisor will also be responsible for the collection of authorisations and swimming ability information.
Swimming Supervision	The Nominated Supervisor is responsible for developing a suitable supervision plan for the activity and educators are responsible for collectively working together to follow these instructions, including sun safety.

Procedures

Identifying Hazards and Assessing Risk

Generally speaking, Kids Club Dalby's premises will be free from water hazards. The relevant procedures, including risk assessment and authorisation will be followed (see [1.1 Excursions](#)).

Specific Practices for Swimming Activities

The choice to and where swimming will occur by the assessment of Kids Club Dalby's capacity to ensure the activity can be carried out safely. All bodies of water present a significant risk to children, therefore, the implementation of swimming activities will also ensure the following procedures are followed:

Risk Assessment and Supervision

A comprehensive risk assessment of the swimming venue and activity will be conducted to determine the required educator to child ratio and skills/qualifications required. A plan for supervision in and out of the water will also be developed. It is expected that during the swimming activity educators will be positioned both in and out of the water to promote a complete, coordinated and active level of supervision of children in and around the pool area.

Kids Club Dalby will also consider the needs for first aid and CPR trained educators beyond the minimum regulation requirements. When available there will be Lifeguards present on the side of the pool.

Safety Equipment and Inspection of Environment

Consideration will also be given to the capacity of educators to rescue children from water and any relevant equipment required. A list required items will be created within the risk assessment. On the day of the swimming activity a suitably experienced educator will inspect all listed safety equipment and the pool area to ensure all required elements are available and in good repair.

Understanding Ability

Parents/guardians must complete a 'Swimming Ability Form' for each child attending a swimming activity. Information gained through this form will identify children's swimming competence and assist educators to manage their safety while in the water:

- The swimming ability form will direct the supervision, support and water depth of the children will access throughout the activity.
- Parents will be informed of any the practices to support the safety of children as a result of their ability.

To remove any doubt, Kids Club Dalby will ensure children requiring any additional support are considered. Kids Club Dalby will collaborate with parents to address specific support plans, where relevant. Swimming will not occur unless it can be carried out safely.

Sun Safety

Kids Club Dalbys' Sun Safety policy will be followed throughout. This includes the use of sunscreen and sun-safe swimwear. Educators will role-model the same expectations.

Practices for Other Non-Swimming Water Activities

While non-swimming water activities are far less likely to contain the same level of drowning risks, consideration will be given to any relevant hazards. Should an activity present with increased risk to health and safety, a risk assessment will be created and followed.

- Ensure water troughs or containers for water play are filled to a safe level and emptied onto garden areas after use;
- Buckets of water used for cleaning are emptied immediately after use. Buckets are not to be left in play areas or accessible to children unless they are being used as part of a program experience; and
- Encourage children to play in or near water safely, giving appropriate instructions and guidance.
- If grey water systems and/or water tanks are located within the service environment they will be labelled with 'do not drink' signage to ensure children are not accessing this water for drinking or hand washing.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law** ○ s.165 Offence to inadequately supervise children ○ s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
 - R.89 First aid kits ○ R.90 Medical conditions policy
 - R.97 Emergency and evacuation procedures ○ R.98 Telephone or other communication equipment ○ R.99 Children leaving the education and care service premises
 - R.100 Risk assessment must be conducted before excursion ○ R.101 Conduct of risk assessment for excursion ○ R.102 Authorisation for excursions ○ R.168 Education and care service must have policies and procedures ○ R.170 Policies and procedures to be followed ○ R.171 Policies and procedures to be kept available ○ R.172 Notification of change to policies or procedures
- **National Quality Standard:**
 - QA1 – Educational program and practice ○ QA2 – Children's health and safety ○ QA3 – Physical environment

Additional Regulatory Context and Guidance

- Work Health and Safety Act 2011
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- [Managing risks at publicly accessible pools - Information guide for owners, operators and controllers of public swimming pools](#)

Related policies and procedures

[1.1 Excursions](#)

[2.1 Providing a Child Safe Environment](#)

[3.1 Work Health and Safety](#)

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[6.2 Acceptance and Refusal of Authorisations](#)

[7.2 Privacy and Confidentiality of Records](#)

Appendices and Forms

[Swimming Ability Form](#)

Date	Ratified by	
11.02.2025		

2.3 Sun Safety

Policy Statement

Kids Club Dalby's sun safety policy is to ensure that all children attending Kids Club Dalby are protected from the harmful effects of the sun (UV radiation). We also recognise the opportunity to promote and establish excellent health and safety practices for children - Kids Club Dalby views its sun safety practices as a chance to form good life-long habits and educate children about sun smart behaviour. Likewise, Kids Club Dalby expects that all children, staff and visitors attending our service are protected from skin damage caused by harmful UV radiation from the sun and will follow Kids Club Dalby's procedures.

The rationale for this policy was provided by the Queensland Cancer Council and is consistent with their Sun Smart Policy Guidelines for Education and Care Settings. Our sun safety policy ensures the approach is integrated – there is alignment between procedures, the program and the environment.

The scope of our sun-safe practices is intended to support–

- all children, educators and staff are protected from damaging to UV radiation,
- the outdoor environment provides shade for children, educators and staff,
- children are encouraged and supported to develop independent sun protection skills, and
- compliance with regulatory requirements, and Work Health safety responsibilities.

Due to our location and the sustained levels of UV radiation throughout the year, our sun-safe practices are adopted all year round, regardless of season. The dominant guide for the level of sun protection is the relative UV rating. Kids Club Dalby will ensure proportionate sun protection is utilised where the UV rating is above Level 3 or more.

Where activities are held outdoors, Kids Club Dalby will maximise the opportunity to access shade. Where shade is unavailable (i.e., excursions), higher levels of sun protection will be adopted.

Families are required to meet their responsibilities, including their child is equipped with the appropriate sun safe items for the activities (hats, sleeved shirts etc.). These expectations may vary based on session of care (i.e., vacation care) and the nature of activity (i.e., swimming). Parents will be kept fully informed of specific requirements. At a minimum, hats must be brought to every session of care.

Key Tasks and Responsibilities

Monitoring UV Rating	The Nominated Supervisor or Responsible Person will be responsible for understanding the relevant times of high-risk UV ratings to enforce sun safety measures.
----------------------	---

Supervising Sun Safety	All educators are responsible for modelling sun-safe practices and be wearing a hat while outdoors. The Nominated Supervisor or Responsible Person will ensure educators are enforcing expectations for sun safety and that children are using the relevant sun safe measures.
------------------------	--

Procedures

Understanding Daily UV Rating

Kids Club Dalby will monitor daily UV rating times via the 'Sunsmart App' which is downloaded on the Kids Club Dalby mobile. with the Nominated Supervisor being aware and communicating the specific times the level of sun protection is required. A display of the UV index will be filled in each day and available on the entrance door of Kids Club Dalby.

Requirements for Sun Safety

Practices for UV Rating 1 and 2

Some form of sun protection (typically shade or hats), to promote embedded sun-safe behaviours, will be expected when UV ratings are at non-damaging levels. This expectation is balanced with the benefits of physical activity.

Practices for UV Rating 3 and above

Kids Club Dalby will adopt proportionate sun-safe measures where UV ratings are at potentially damaging levels. Generally, this will mean multiple sun-safe measures appropriate to the circumstance. The utility and School expectation of wearing a hat means that it is a requirement for outdoor play during sun protections times (UV Rating of Level 3 or more).

Where UV ratings are Level 6 (high) and above, **all accessible sun-safe measures** will be expected to be used.

Sun Safe Measure	Requirements
Hats	• No hat – no outdoor play (where there is a risk of sun damage) will be enforced. Children without a hat can play in shade where UV Rating are Level 1 or 2. • Children must bring their own hats to Kids Club Dalby. However, in emergency cases only, spare hats are available. Borrowed hats must be placed in KIDS CLUB DALBY laundry basket at the end of the session. • Wide-brimmed or bucket hats are the preferred hat. Caps will be accepted during vacation care when sunscreen is also applied.
Shade	• Where possible, educators will operate outdoor activities, including excursions, in shaded areas. • The availability of shade is considered when planning all outdoor activities. • Children are encouraged to choose and use available areas of shade when outside. • Play activities will be set up in the shade and moved throughout the day to take advantage of shade patterns. • Children who do not have appropriate hats or outdoor clothing are asked to choose a shady play space or a suitable area protected from the sun.
Sunscreen	• Children and staff will be provided with minimum SPF30 sunscreen. Parents can supply a suitably alternative (e.g. where a child is sensitive to sunscreen). • All sunscreen will be applied as per manufacturer's directions, including time before entering sun and re-applying. • Sunscreen must be worn for outdoor activities between 10am and 3pm or where UV Levels are 6 or above. • Generally, children will be expected to apply their own sunscreen with the supervision of educators. Assistance from educators may be offered, where required.

Clothing	• Children and staff must wear a top with sleeves to Kids Club Dalby – ideally, covering as much skin as possible when UV rating is 6 or more. • Singlets or sleeveless tops are not permitted. Any child with a singlet top or sleeveless top will remain undercover or in the shade for any outdoor activities.
Swimwear	• For swimming and water play activities, a sleeved swim top (i.e. a rashie) must be worn over swimwear that does not cover an equivalent area. A Lycra top is preferred option.
Sunglasses	• The use of sunglasses is accepted (where children/parents wish these to be worn). However, Kids Club Dalby recognises sunglasses often aren't practical for children.

Supporting Sun-Safety and Policy Compliance

Kids Club Dalby, where possible, will attempt to have spare items available. When parents do not provide appropriate clothing and equipment for children, the first step is for the Nominated Supervision or Responsible Person to have a gentle 'prompting' conversation with the parent. Where this does not impact a change, the Nominated Supervisor will correspond formally with the parent to address the concerns. Ongoing enrolment is subject to parents complying with Kids Club Dalby's expectations for health and safety.

Role-Modelling

Educators will ensure that all personnel including themselves, children and visitors attending Kids Club Dalby are protected from the harmful UV effects of the sun during periods of increase UV rating. This includes adopting the same practices expected of children. Educators will be supplied with hats as part of the uniform or provide their own hats consistent with the uniform code and are expected to wear them while outdoors.

Excursions and Swimming Activities

Potential exposure of UV radiation will form part of Kids Club Dalby's risk assessment. Where possible, plans for access to shade will be created. However, Kids Club Dalby recognises that there are often limitations during these types of activities. Where shade is not readily available, Kids Club Dalby will mitigate risks by selecting more appropriate times of the day (where possible) or using strictly using all available sun protection measures (hats, sunscreen, appropriate clothing/swimwear). Any child who is unable to swim, will be given an activity at the pool in a shaded area with sunscreen applied and a hat.

Promoting Learning and Skill Development

Opportunities to incorporate sun protection into the program will be continually explored. Displays will reinforce the expectations and positive sun-safe messaging.

Children are encouraged to be involved in initiatives to promote and model sun protection measures at Kids Club Dalby including taking leadership roles in managing sun protection e.g. accessing daily UV levels and sun protection times, hat reminders and management of sunscreen.

Physical Environment – Quality Improvement

Kids Club Dalby will continue to explore opportunities to enhance the environment for additional shade. Where aspects of the environment are in the control of Kids Club Dalby (i.e. use), the most unsafe option to carry out activities will be selected.

Collaboration with the school to seek further development of shaded play spaces to enhance the environment will be continually explored.

Engaging Families and the Community

Enrolment information will provide information around Kids Club Dalby's Sun Safety Policy. Parents wishing further information can contact one of Kids Club Dalby's identified management personnel.

Ongoing feedback and support will be sought from parents/guardians and the school community for the sun safety policy and its implementation through newsletters and, parent meetings etc.

Where possible, alignment with school expectations will be sought, to ensure a consistent message and expectation for children.

The sun safety policy will be reviewed periodically with children, staff, parents and the Approved Provider.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
 - R.114 Outdoor space—shade ○ R.155 Interactions with children ○ R.161 Authorisations to be kept in enrolment record ○ R.168 Education and care service must have policies and procedures ○ R.170 Policies and procedures to be followed ○ R.171 Policies and procedures to be kept available
- **National Quality Standard:**
 - QA2 – Children's health and safety ○ QA6 – Collaborative partnerships with families and communities

Additional Regulatory Context and Guidance

- [Cancer Council Queensland's SunSmart Policy Guidelines – Early Childhood Cancer Council Australia](#)

Related policies and procedures

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.2 Privacy and Confidentiality of Records](#)

Date	Ratified by	
11.02.2025		

2.4 First Aid Administration

Policy Statement

Kids Club Dalby acknowledges its responsibility to ensure appropriate procedures are in place for managing incidents, including injuries and illnesses where first aid treatment is required. Ensuring the workplace has established systems that provide the resources and expertise to ensure care is provided in a way that maintains children's safety and wellbeing is a critical duty of Kids Club Dalby.

Broadly, Kids Club Dalby has two areas of first aid administration— •

- First aid facilities and equipment, and
- First aid expertise - qualified staff.

Fundamentally, the specifics of these requirements are created from a risk assessment (requirements assessment) procedure. In establishing the requirements of Kids Club Dalby, the implemented procedures are followed to ensure the content, design, accessibility and visibility of equipment is managed to a compliant and quality standard.

To reflect our commitment to children's safety and protection, the expectations for our educators to hold approved qualifications exceed the regulated minimum standard. We recognise the importance of timeliness and availability to care and treatment when first aid is required and resource our service accordingly.

For the purposes of first aid qualifications (including emergency asthma and anaphylaxis), 'approved' means qualifications set out in the NQF approved qualifications list (Regulation 137), completed within the relevant timeframes, with training outside of this list being seen as irrelevant. All evidence of a staff member's first aid qualifications will be kept on file, in their employee record.

Key Tasks and Responsibilities

First Aid Facilities	The Approved Provider is responsible for ensuring the relevant analysis of first aid needs is carried out. The Nominated Supervisor is then responsible for ensuring the equipment needed is purchased and maintained by Kids Club Dalby.
First Aid Information and Training	The Nominated Supervisor will maintain employee records for first aid qualification and coordinate any training needs. Educators are to submit relevant evidence of first aid qualifications.
Applying First Aid	Qualified first aid educators are to apply first aid as per training. Any educator who is not first aid trained is to alert the need for a first aid qualified educator to respond to an incident. The person treating any injuries must complete the
	relevant report, with the Nominated Supervisor or Responsible Person notifying parents.

Procedures

First Aid Facilities

The Approved Provider recognises their responsibility to ensure Kids Club Dalby's first aid kits are (Regulation 89) —

- of an appropriate number considering the number of children being educated and cared for by Kids Club Dalby,
- suitably equipped, and
- easily recognisable and readily accessible to adults.

The Nominated Supervisor is supported to ensure the first aid supplies are well-stocked. Routine inspection of supplies occurs weekly, and a comprehensive re-stock is completed annually and when required. Out of an abundance of caution, Kids Club Dalby is committed to ensure resources exceeds likely needs. As well as a large comprehensive first aid kit located in the KIDS CLUB DALBY building, additional smaller kits are available to have on hand to take to outdoor or other areas regularly used by Kids Club Dalby (e.g. shared alternative spaces).

Guided by the First Aid in the Workplace Code of Practice 2021, the contents of our first aid kits have been developed based on a workplace first aid assessment, which has identified the relevant needs for our context. The assessment will be monitored and reviewed, should additional information prompt a change in needs, relevant policies and plans will be updated.

The first aid assessment has identified the kits will contain as a minimum⁵:

Central First Aid Kit Contents		
# of	Item	Use/Purpose
1	Instructions for providing first aid, including CPR flowchart	in the event CPR is required, proper technique is applied.
50	Adhesive strips (assorted sizes)	for minor wound dressing.
3	Splinter probes (single use, disposable).	for removing foreign bodies.

⁵ There are no specific requirements to have these particular items or amounts per se. These should be formulated based on the workplace first aid assessment. The details included are a general guide.

2	Hypo-allergenic micropore adhesive tape	for securing dressings and strapping.
---	---	---------------------------------------

3	Eye pads	to protect eye injuries.
2	Triangular bandage	for slings, support and/or padding.
6	Crepe and conforming bandages (various sizes)	to hold dressings in place and provide support and compression.
3	Wound/combine dressings	to control bleeding and for covering wounds.
5	Non-adherent dressings/pads	for wound dressing.
5	Safety pins	to secure bandages and slings.
1	Scissors	for cutting dressings or clothing.
1	Kidney dish	for holding dressings and instruments.
1	Small dressings' bowl	for holding liquids.
5	Gauze squares packets	for cleaning wounds.
2	Forceps/tweezers (one metal, one plastic)	for removing foreign bodies.
10	Disposable nitrile, latex or vinyl examination gloves	for infection control.
1	Sharps disposal container and tongs	for infection control and disposal purposes.
8	Sterile saline solution or sterile water	for emergency eye wash or for irrigating eye wounds. The solution must be discarded after opening.
1	Resuscitation mask	to be used by qualified personnel for resuscitation purposes.
5	Antiseptic solution	for cleaning wounds and skin.
4	Plastic bags	for waste disposal.
1	Note pad and pen/pencil	for recording the injured or ill person's condition and treatment given.
5	Instant ice-pack	for the management of strains, sprains and bruises.
2	Emergency rescue blanket	for shock or hypothermia.
1	Digital thermometer	to assess for illness/infection.
2	Emergency asthma puffer (Ventolin)	to be given in emergency asthma situation.

2	Disposable asthma spacer	to be used when administering emergency asthma medication.
1	Emergency EpiPen	to be given in emergency anaphylaxis situation.

Portable First Aid Kit Contents		
# of	Item	Use/Purpose
1	Instructions for providing first aid, including CPR flowchart	in the event CPR is required, proper technique is applied.
10	Adhesive strips (assorted sizes)	for minor wound dressing.
1	Conforming bandage	for support and compression.
1	Disposable CPR mask	for resuscitation.
4	Disposable latex gloves	for infection control.
2	Plastic bags	for waste disposal.
1	Gauze squares packets	for cleaning wounds.
5	Alcohol swabs	for cleaning wounds.
1	Note pad and pen/pencil	for recording the injured or ill person's condition and treatment given.

Kit Location

The central first aid kit kept in the main office on top of the book shelf on the desk (green in colour) Educators will be shown the location of the first aid kit during induction. Kids Club Dalby complements the central kit with more accessible portable kits that are taken by educators to other environments for the purpose of delivering the program (e.g. outdoors or shared/alternate spaces). The portable kits are designed to be identified as such and are clearly labelled). These are located in the red backpack that is taken to every incursion/excursion.

First Aid Information and Training

For the purposes of an educator being considered as currently first aid qualified, the educator will need to have completed an approved course of the following type, within the stated timeframes (Regulation 136)-

First aid qualification	Life support training and cardiopulmonary resuscitation (CPR) training that forms part of the first aid qualification	1 year
	Any other training that forms part of the approved first aid qualification	3 years
Approved anaphylaxis management training		3 years
Approved emergency asthma management training		3 years

While Kids Club Dalby would typically exceed first aid (and emergency asthma/anaphylaxis) qualification requirements, the Nominated Supervisor will ensure that, at least one educator with the current first aid/emergency qualification is in attendance and immediately available in an emergency, at all times children are being cared for. To ensure Kids Club Dalby maintains compliance, any Nominated Supervisor or Responsible Person must maintain their relevant qualifications.

Staff Records

Kids Club Dalby will retain evidence of all educator's first aid and emergency management qualifications and a summary of this information will be maintained in the staff schedule.

Availability of Information

First aid information will be made accessible to educators, with a variety of resources and displays positioned throughout Kids Club Dalby. Additionally, educator induction will also include relevant information and verbal instruction. Current information about specific risks in the workplace and any changes affecting the provision and use of first aid will be provided to educators on a regular basis and documented in staff meetings.

Applying First Aid – Critical Incidents

Only suitably qualified educators are to apply first aid to children. All administration of first aid will be consistent with the level of training and competency of the educator's qualification. Any child who sustains (or suspected to have sustained) an injury will be attended to by a first-aid qualified educator, this may require an educator to seek the appropriate assistance.

Principles for Serious First Aid Incident

When a need is identified to give first aid, the person will ensure that ill or injured persons procedures for administering first aid will be in accordance with the [2.9 Incidents, Illness, Injury, and Trauma](#) policy. The educators should make sound judgement in treating incidents to—

- Preserve life as an immediate priority.
- Ensure the child is stabilised and comforted until medical help intervenes, including monitoring the ill or injured persons (where needed, in the recovery position).
- Ensure that the environment is safe and that other persons (especially children) are not in danger of becoming ill or injured.
- Seek support to assist in the care and response.

Emergency Services

Any incident or injury requiring a greater care and treatment than first aid, an ambulance/emergency services (000) will be immediately called.

Treating Wounds – Minimise Cross Contamination

When treating open wounds, educators will—

- Remove required items to be used to manage first aid from the first aid kit.
- Place items in/on a non-contaminated dish or surface.
- Wash hands and use gloves before treating wounds.
- When cleaning wound with a sterile swab or other disinfectant, follow the relevant training and instructions.
- The used swab or like will be placed in a first aid waste bin for isolation and disposal.
- If changing the type of first aid activity, e.g. cleaning to bandaging, gloves will be changed and placed in the first aid waste bin.

Treating Suspected Concussion

Where an incident occurs and there is a suspicion of concussion, once the situation is stable, parents will be called to collect the child. The child will be closely monitored while parents arrive. Should there be an escalation of symptoms, emergency services (000) will be called.

Injury Reporting

Where first aid is applied because the child has sustained an injury, an Incident, Illness, Injury or Trauma Report must be completed. Parents must be notified of any injury as soon as practicable, but within 24 hours. For **serious incidents** (hospital/medical treatment needed or ought to have been needed) an additional notification to the Regulatory Authority is required as soon as practicable, but within 24 hours – see [2.9 Incidents, Illness, Injury, and Trauma](#) Policy for these steps.

First Aid Waste Management

Manage first aid waste and corresponding biohazards to effectively prevent cross infection or contamination from waste materials forms an important element of the whole first aid procedure.

A clearly labelled first aid waste bin will be available and maintained in the following way—

- Fitted with a bag that can be sealed and removed each day (if required).
- Cleaned and sanitised daily (if required).
- Located in a suitable place that is not readily accessible to children.

Any material used, including gloves and packaging will be properly disposed. The location where first aid was administered will be inspected for any remaining biohazards (body fluid, waste). If needed, the area will be blocked off while relevant cleaning and sanitisation occurs.

Injuries to Employees or Visitors

Any employee (or other adult) injuries will follow steps compatible with Kids Club Dalby's policy. Any significant injury requiring medical treatment will be managed in collaboration with the Nominated Supervisor or Responsible Person. Just as expected with children, where an injury requires greater response than first aid, an ambulance will be called.

Documentation of educator or visitor injuries will be recorded on the appropriate form. Reporting to Work Health Safety Queensland (WHSQ) may be required where an incident reaches a notifiable threshold. Details of reporting requirements and methods can be found on the WHSQ website.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Regulations:**

- R.89 First aid kits ○ R.86 Notification to parents of incident, injury, trauma and illness ○ R.87 Incident, injury, trauma and illness record ○ R.136 First aid qualifications ○ R.168 Education and care service must have policies and procedures ○ R.170 Policies and procedures to be followed ○ R.171 Policies and procedures to be kept available ○ R.174 Time to notify certain circumstances to Regulatory Authority ○ R.183 Storage of records and other documents
- **National Quality Standard** ○ QA2 – Children’s health and safety
 - QA4 – Staffing arrangements

Additional Regulatory Context and Guidance

- Work Health and Safety Act 2011
- Privacy Act 1988 (Cth)/Information Privacy Act 2009 (Qld) • First Aid in the Workplace Code of Practice

Related policies and procedures

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.2 Privacy and Confidentiality of Records](#)

Appendices and Forms

[First Aid Requirements Assessment](#)

Date	Ratified by	
11.02.2025		

2.5 Infectious Diseases

Policy Statement

The purpose of this policy is to establish guidelines for preventing and controlling the spread of infectious diseases in our service. We recognize that infectious diseases can pose a significant risk to the health and well-being of children, families, and staff, and therefore, we are committed to implementing effective measures to prevent and control the spread of infectious diseases in our service.

Limiting the spread of infection is a shared responsibility – it requires parents to partner with Kids Club Dalby to isolate (exclude) children who are contagious to ensure they remain away from KIDS CLUB DALBY. Likewise, Kids Club Dalby has duties to ensure the environment remains clean, and parents are aware of any occurrences (to monitor for symptoms). Immunisation also has a strong role to play in limiting the spread of infection. Kids Club Dalby has created expectations for immunisation for this purpose.

Kids Club Dalby may implement further strategies and protocols in accordance with relevant government health guidelines relevant to public health, including any pandemic response.

Key Tasks and Responsibilities

Information Sharing	The Nominated Supervisor will be the primary contact for communicating the requirements of Kids Club Dalby, including notifying any occurrences to parents.
Exclusion Requirements	Should a child be required to isolate from Kids Club Dalby, the Nominated Supervisor or Responsible Person will communicate these requirements to the parents.
Health and Hygiene Practices	All educators are to follow Kids Club Dalby's health and hygiene practices, especially when carrying out tasks that may spread infection or illness.

Procedures

Monitoring for and Responding to Occurrences of Infectious Disease

The Nominated Supervisor will ensure they keep up to date with information on infectious diseases within the community through accessing the Commonwealth Government Department of Health (see www.health.gov.au) and Queensland Health (www.health.qld.gov.au).

The current NHMRC resource 'Staying Healthy in Childcare' will be referred to when making decisions in regard to communicable diseases and/or exclusion periods. Fact sheets may also be accessed through Queensland Health website.

Informing Kids Club Dalby of Infectious Disease

It is the responsibility of parents/guardians to inform the Nominated Supervisor of any infectious disease that their child, or other immediate family members may be suffering. Parents/guardians are advised through the enrolment process and the Family Handbook⁶ that children who are ill are not to be brought to Kids Club Dalby.

Notwithstanding the responsibilities of parents, the presentation of an illness may not commence in the home environment but during a session of care. Children becoming ill at KIDS CLUB DALBY will be managed by the steps contained in [2.9 Incidents, Illness, Injury, and Trauma](#). Fundamentally, Kids Club Dalby cares for the child's wellbeing while Kids Club Dalby limits any potential spread, including a request to collect the child.

It is the responsibility of educators to inform the Nominated Supervisor of any infectious disease that the staff member, and if appropriate, immediate family/household members [of the educator], may be suffering. The Nominated Supervisor, Approved Provider and staff member will consult on risk and suitable management plans (including exclusion), if necessary. It is expected that an employee will not present to the workplace where there is a risk of spreading an infectious condition.

Notifications and Information Sharing

Parents

Where Kids Club Dalby has been informed of an instance of infectious disease being potentially exposed to children attending Kids Club Dalby, the following will occur—

- A notice stating the occurrence will be displayed at Kids Club Dalby in a prominent location.
- The Nominated Supervisor (or relevant delegate) will send an email to all parents notifying of the occurrence.

To remove any doubt, in the communication of the occurrence of an infectious disease, the privacy of the individuals will remain confidential. Parents will be informed of the symptoms and any treatments or relevant exclusion periods.

⁶ Having relevant and concise information available to parents when they enrol not only great practice but a very practical investment. The nature of infectious disease and illness makes exclusion timeframes critical information to set out from the beginning.

Responding to Occurrences

The Nominated Supervisor is to use their professional judgement to inform the Approved Provider, via email or agreed method of communication, of any significant infectious disease occurrences reported to Kids Club Dalby. The Nominated Supervisor will also provide details of Kids Club Dalby's response including relevant guidelines to prevent the spread of the infectious disease. The Approved Provider will express any additional action to be undertaken to ensure all reasonable steps have been followed.

Additional Reporting

Depending on the circumstances, Kids Club Dalby may be responsible for reporting to Queensland Health. The Nominated Supervisor will notify the Approved Provider when intending to report an infectious disease case to Queensland Health.

Depending on the seriousness and circumstance, the Nominated Supervisor may be required to follow the 4.3 Incident, Illness, Injury or Trauma policy and report a notification to the Regulatory Authority. Records of infectious disease will be compiled and retained by the Nominated Supervisor (4.3 Incident, Illness, Injury or Trauma). These records will include:

- Child's name.
- Child's age.
- Symptoms.
- Date and time when educators first noticed the illness.
- Date and time the record was written.
- What action was taken.
- Details of notification to parents.

This record will be stored confidentially (see [7.2 Privacy and Confidentiality of Records](#)).

Exclusion Due to Occurrence of Infectious Disease/Illness

All people, including children and educators, who are suffering from any infectious diseases need to be excluded from Kids Club Dalby to prevent others from being introduced to the infection. When any such person is found to be showing signs of any infectious disease:

- For children, their parents will be asked to immediately collect their child, and if relevant, asked to seek medical advice. When child has a temperature or is presenting with symptoms of an illness.
- For educators (or any other adult), they will immediately be released from work (or requested to leave) and not return for at least the period set out for the symptom/infectious disease.
- If a medical practitioner diagnoses an infectious disease, the child/educator will be excluded for the recommended period set out in the NHMRC guidelines or as otherwise advised.
- For diseases which are published as requiring a doctor's certificate clearing the child/educator, the doctor's certificate will be provided before the child/educator is re-admitted to Kids Club Dalby.

Consistent with the NHMRC guidelines, people with the following symptoms must not attend Kids Club

Dalby for at least the relevant exclusion period (may be longer if multiple cases)-

Vomiting	24 hours without symptoms.
Diarrhoea	24 hours without symptoms (or 48 hours where confirmed norovirus).
Influenza and influenza-like illness	Until symptoms have resolved, normally 5–7 days.
Head Lice	No return until after first treatment

Immunisation

All children must meet the Australian Federal Government's immunisation requirements or have a valid exemption for the family to be eligible for Child Care Subsidy (CCS). Parents will be asked to verify their child's immunisation status when they enrol, with a copy of relevant evidence potentially sighted.

While Kids Club Dalby will accept enrolments of children who are not immunised, children will be excluded from Kids Club Dalby if there is an outbreak of an infectious disease against which they have not been immunised. Relevant cancellation periods and absences still apply ([7.4 Fees and Statements](#)). The period of exclusion will be in accordance with the National Health and Medical Research Council's recommendations.

Hygiene Practices

As an enduring protective measure, and consistent with the recommendations of 'Staying Healthy in Childcare', Kids Club Dalby will implement routine hygiene practices to prevent the spread of infectious disease. These practices include:

Effective Hand Hygiene

A very effective method to prevent the transmission of disease and illness is through effective hand hygiene. Washing hands with soap and water is the preferred method as it removes both dirt and germs/viruses from the hands. Where soap and water is not available, then alcohol-based hand rub (sanitiser) can be used as alternative (or in combination).

Facilities	• The Approved Provider will ensure adequate handwashing facilities are available for children and educators to wash their hands readily. • The Nominated Supervisor will manage supplies and resources. Kids Club Dalby will ensure enough stock is kept on-site to replace items like soap and paper towel as needed. • Appropriate signage will be displayed near the handwashing facilities to encourage effective handwashing behaviours.
Hand Washing Practices and Expectations	• Educators and children will wash and dry their hands with soap, water and disposable towel when: ○ Handling, preparing, and eating of food. ○ Before and after administering first aid. ○ After toileting, handling of animals or other activities which could lead to the spread of infection. ○ After coughing, sneezing, or blowing their nose. • After contact with/cleaning of body fluids (blood, mucus, vomit, urine, faeces etc.). • In the first instance, soap and running water is the preferred method to ensure clean hands. • Hand washing (scrubbing hands) should last at least 20 seconds. • Where possible, children will be supervised or otherwise monitored during handwashing to promote effective techniques and skills.
Hand Sanitisers	• Hand sanitisers will not typically replace soap and running water, however, in certain situations such as on excursions when soap and running water are not available a hand sanitiser may be used. • Hand sanitisers will only be available with adult supervision.

Personal Hygiene

General hygiene practices that are not only courteous but are effective in limiting the spread of illness will be modelled by educators and promoted amongst children. These include:

- Everyone (children and educators) should cover their mouth and nose with a tissue, sleeve or a flexed elbow when coughing or sneezing.
- Children will be reminded to avoid touching their eyes, nose or mouth.
- Children who become sick will be isolated from other children, while the parent is called to collect them.

Personal Protective Equipment (PPE)

Gloves	• Gloves will be used— ◦ When coming into contact with bodily fluids (e.g. blood, mucus, faeces etc.). ◦ Food preparation. ◦ Cleaning activities. • Used gloves are to be disposed of immediately after use and will be inaccessible to children. • Educators will thoroughly wash their hands once gloves are removed.
Masks	• Masks will only be required when stipulated by a relevant public health directive. • However, masks can be worn (and are made available) for children and educators who wish to wear them.

Physical Environment

Hygiene and Health Promotion

- Signs and posters will be strategically placed around Kids Club Dalby to alert children to the need for and the steps to follow for effective hand hygiene.
- Educators will endeavour to observe children's practices when washing hands and any relevant activities to support hygiene. Educators will provide verbal reminders of effective procedures to follow.

Service Cleanliness

- Work health and safety practices, including daily routines and checklists will support Kids Club Dalby's commitment to maintain a hygienic and clean environment for children and others.

Routine cleaning and disinfecting includes:

- The kitchen environment.
- Frequently touched surfaces (e.g. door handles).
- Toilet facilities.

This will additionally be supported by:

- Ensuring all toys, dress-up clothes, paint shirts and other materials and resources are routinely maintained to be clean and functional. Where possible, these will be washed with disinfectants.
- Tables, benches, floor surfaces and toilets will be cleaned daily and sanitised as required.
- The kitchen and eating areas will be cleaned and swept before and after each session.
- The refrigerator and pantry area will be cleaned weekly.
- The premises will be routinely treated for the control of pests.
- All personnel will ensure that contaminated items (e.g. tissues) are disposed of immediately after use.
- There will be suitable bins available for waste disposal. These are emptied daily.

- Recycled items (e.g. toilet rolls for craft activities) will not be used if they were or may have been used in a non-hygienic environment.
- There will be suitable disposal facilities for first aid waste.
- There will be suitable facilities for the storage of soiled clothing. Soiled clothing will be placed inside a plastic bag and sealed. Soiled clothing will be returned to the family when the child is collected.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.167 Offence relating to protection of children from harm and hazards
 - s.172 Offence to fail to display prescribed information
- **Education and Care Services National Regulations:**
 - R.77 Health, hygiene and safe food practices
 - R.85 Incident, injury, trauma and illness policies and procedures
 - R.86 Notification to parents of incident, injury, trauma and illness
 - R.88 Infectious diseases
 - R.103 Premises, furniture and equipment to be safe, clean and in good repair
 - R.104 Furniture, materials and equipment
 - R.160 Child enrolment records to be kept by approved provider and family day care educator
 - R.168 Education and care service must have policies and procedures
 - R.170 Policies and procedures to be followed
 - R.171 Policies and procedures to be kept available
 - R.173 Prescribed information to be displayed
- **National Quality Standard:**
 - QA2 – Children’s health and safety

Additional Regulatory Context and Guidance

- A New Tax System (Family Assistance) Act 1999 (Cth)
- Public Health Act 2005 (Qld)
- Work Health and Safety Act 2011
- NHMRC - [Staying healthy: Preventing infectious diseases in early childhood education and care services.](#)

Related policies and procedures

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.2 Privacy and Confidentiality of Records](#)

[7.4 Fees and Statements](#)

Date	Ratified by	
11.02.2025		

2.6 Medical Conditions in Children

Policy Statement

Kids Club Dalby recognises the prevalence of children attending Kids Club Dalby who have health needs and relevant medical conditions including asthma, diabetes or at risk of anaphylaxis, requiring sound practices and planning to ensure their health and wellbeing are cared for. Kids Club Dalby is committed to a planned approach to the management of relevant medical conditions, and one that meets the legislative compliance of an education and care service.

Importantly, Kids Club Dalby recognises some children attend Kids Club Dalby with both highly sensitive and potentially life-threatening conditions. Management and responsiveness of these medical needs is a critical aspect of their care. All children with additional health needs or relevant medical conditions will have medical management plans provided and displayed. Additionally, Kids Club Dalby will work collaboratively with parents and families to ensure Kids Club Dalby understands and address risks associated with a child's need/condition (risk minimisation plans). Embedded within these plans are the outlined procedures to update information and actions as required (communication plans).

Kids Club Dalby is committed to ensuring our educators are equipped with the knowledge and skills to support children's medical needs. The Approved Provider will seek to ensure all children in attendance receive the highest level of care and protection. Where relevant, additional training, resources and knowledge will be provided to educators to support the practices of Kids Club Dalby to attend to relevant health and medical needs.

Key Tasks and Responsibilities

Development and Coordination of Plans	The Nominated Supervisor is responsible for liaising with parents to obtain and create the required plans to support a child with a relevant medical or health need.
Management of Conditions	The Approved Provider is to ensure the practices required for the management of specific health conditions is set out in policy. The Nominated Supervisor is to ensure these practices are communicated to educators during their induction.
Self-medication	All educators are to support children who self-administer medication and notify the Nominated Supervisor or Responsible Person, so the relevant records are completed.

Procedures

The procedures to manage children's medical conditions are contained within the following documents:

- Individualised medical needs and planning—
 - Management/action plans,
 - Risk-minimisation plans, and
 - Communication plans.
- Practices for the management of specific medical conditions—
 - Emergency asthma management.
 - Emergency anaphylaxis management.
 - Diabetes emergency management.
- Self-administering of medication.

Individualised Health and Medical Need and Planning

As set out by Regulation 90, any child enrolled in Kids Club Dalby who has been identified with a relevant health or medical need will require the following medical plans for Kids Club Dalby to care for the child:

- A **medical management plan** to be supplied by the parent,
- The development of a **risk-minimisation plan** in consultation with a parent, and
- The development of a **communication plan** (for staff members to be informed of the health and medical needs of children and for parents to understand how to update health/medical information and/or relevant plans).

Requirements for Medical Plans

Kids Club Dalby's enrolment forms will outline a child's health and medical needs. Where the parent indicates a child has relevant need, the Nominated Supervisor will communicate with the family to confirm the requirement for medical plans (management/action plan, risk-minimisation and communication plan). A parent may notify Kids Club Dalby at any time to update Kids Club Dalby of a child's medical or health needs, which may also trigger the requirement of medical plans. Relevant health or medical needs, includes but is not limited to:

- one of the following conditions:
 - asthma, ◦ diabetes, ◦ diagnosed at risk of anaphylaxis.
- any allergy or health care need requiring—
 - specific action to be taken during an incident/occurrence, or
 - there are relevant risk factors which attenuate the child's health, or
 - there are health or medical conditions relating to food safe handling, preparation, and/or consumption.

The Nominated Supervisor will liaise with parents to understand specific circumstances and navigate Kids Club Dalby's requirements for medical plans.

Supply and Development of Medical Plans

Except for the management/action plan (that is supplied by the parent), all other plans are prepared by Kids Club Dalby in collaboration with parents. Parents of children with relevant medical or health needs are encouraged to be actively involved in the development and contents of these important documents.

Plan Type	Details and Requirements
Medical Management (or action) plans	- The purpose of these plans is to set out the information that signals symptoms of the medical condition and health need and the actions must be followed in the event of an incident relating to the child. - Unless there are extenuating circumstances, the medical management plan should be developed by the child's registered medical practitioner, ideally using specialist templates. - At minimum the management/action plan should include the following: A photo of the child. Details of the specific health care need, allergy or relevant medical condition including the severity of the condition. Any current medication prescribed for the child. What may trigger the allergy or medical condition (if relevant). Signs and symptoms to be aware of as well as the response required from Kids Club Dalby in relation to the emergence of symptoms. Any treatment/medication required to be administered in an emergency. The response required if the child does not respond to initial treatment. When to call an ambulance for assistance. Contact details of the doctor who signed the plan.
Risk-Minimisation Plans	- These plans are developed by Kids Club Dalby, in consultation with parents of the child. - Kids Club Dalby will use standardised templates to ensure all information is addressed. - All risk-minimisation plans are to ensure: the risks relating to the child's specific health care need, allergy or relevant medical condition are assessed and minimised. if relevant, include measures to address the safe handling, preparation, consumption, and service of food. if relevant, the parents are notified, through this documentation, of any known allergens that pose a risk to a child and strategies for minimising the risk. to ensure all staff members and volunteers can identify the child, the child's management plan and the location of the child's medication. if relevant, the child does not attend Kids Club Dalby without medication prescribed by the child's medical practitioner for the condition.
Communication Plans	Typically, embedded within the risk-minimisation plan, the communication plan sets out the practices for — staff and visitors will be aware of relevant risks and plans to support the child's condition (including the location of the management/action plan). parents to update any relevant details regarding a child's medical condition or particular of the medical plans.

Communication and Collaboration

Copy of Policy Provided (Regulation 91)

Parents will be provided copies of the medical risk-minimisation plan and asked to confirm their approval. Attached to all each medical risk-minimisation and communication plan will be a copy of this policy ([2.6 Medical Conditions in Children](#)). These records will be stored with the child's enrolment.

Communication of Plans and Policies

Medical Management Plans are located in main room. All staff are shown the specific location on induction and are provided with opportunity to read and understand the content of each plan. The specific location of plans will be made with the agreement of parents. Any location will be discreet from public view and accessible for all educators of Kids Club Dalby.

In addition, any children enrolled with medical needs are communicated to staff in team meetings and daily communication. The Nominated Supervisor is responsible for ensuring all educators, other staff and volunteers are able to identify a child with a specific health care need, allergy or other relevant medical condition and be able to locate their information, plans and medication/s easily.

Risk-Minimisation Plans will be stored with enrolment forms. All risk-minimisation plans will be communicated with staff. Educators will be asked to read and acknowledge the risk-minimisation plan in their management software e.g. OWINA and/or Deputy. This will document the communication and subsequent understanding of what is required.

Practices for the Management of Specific Medical Conditions

Induction and instruction of this policy will be provided to every staff member or volunteer engaged at Kids Club Dalby. Each person must acknowledge they have been trained, read the policy and understand the practices required to support children's health and medical needs.

Individual children's relevant health needs and corresponding plans will be discussed on a regular basis with all educators at team meetings to ensure staff have sound knowledge of practices and emergency management actions.

Kids Club Dalby will ensure that at least one educator with a current first-aid and CPR qualification, anaphylaxis management and emergency asthma management training is in attendance at any place children are being cared for, and immediately available in an emergency, at all times that children are being cared for by Kids Club Dalby. Kids Club Dalby is committed to exceeding the required minimum standards through providing asthma management training for all educators at least annually.

Educator Training and Qualifications

The Nominated Supervisor will ensure that educators have appropriate education or training to enable them to undertake basic support of the health needs of children, including administering medications, responding to allergic reactions, basic first aid and adhering to special dietary requirements.

Additionally, children who are enrolled in Kids Club Dalby with medical conditions and needs requiring specialist knowledge or training will be supported. Educators will have access to training relevant to children's medical needs.

Asthma Management (Regulation 90 (1)(a))

Responding to Emergency Asthma Incidents

The procedure outlined in the child's medical management plan should be followed in the first instance. Any enrolled child diagnosed with asthma will have a **medical management/action/care plan** setting out the steps to follow during an asthma flare-up (also referred to as an asthma attack).

However, if this does not alleviate the asthma symptoms, or where a child is not known to have asthma (therefore no plan has been provided), an educator will provide first aid following the steps outlined by Asthma Australia. If the treating educator is not trained in emergency asthma management, an emergency asthma qualified educator should be immediately sought by any persons identifying any relevant symptoms.

Asthma Flare-Up Symptoms

An asthma attack can start slowly (over hours to days) or can get worse very quickly (in seconds to minutes). The most common symptoms of asthma are:

- Wheezing – a high-pitched sound coming from the chest while breathing. Not all people wheeze during an asthma attack.
- A feeling of not being able to get enough air or being short of breath.
- A feeling of tightness in the chest.
- Coughing.

Treating an Asthma Flare-up (Asthma Attack)

- 1 Sit the child upright.
- 2 The educator will be calm and reassuring.
- 3 Give four (4) puffs of **blue reliever medication** (Ventolin) with slow and deep breathing in after each puff. If using a spacer, follow each of 4 puffs with 4 breaths in and out following each puff.
- 4 Wait four (4) minutes. If there is no improvement, give four (4) more puffs as above.
- 5 If there is still no improvement, **call emergency services** (000).
- 6 Keep giving four (4) puffs every four (4) minutes until the emergency services arrive.

Authorisation for administering asthma medication is not required in an emergency.

Once an educator has administered emergency asthma medication, they must notify the parent and emergency services as soon as practicable (Regulation 94)

Emergency Asthma Equipment

If a child has their own asthma medication, this should be used in the first instance. For any other reason. Kids Club Dalby's first aid kit contains Ventolin (blue puffer) and a spacer.

Anaphylaxis Management (ASCIA-Aligned)

Policy Statement

Kids Club Dalby acknowledges that anaphylaxis is a severe, rapidly progressing allergic reaction that is potentially life-threatening and requires immediate medical treatment. The safety and wellbeing of children at risk of anaphylaxis is of the highest priority.

Kids Club Dalby is committed to implementing prevention, risk minimisation and emergency response procedures that align with the most current **ASCIA Action Plans for Anaphylaxis** and the **ASCIA First Aid Plan for Anaphylaxis**, as endorsed nationally.

Our approach ensures that:

- Children diagnosed as at risk of anaphylaxis are identified at enrolment.
- An individual ASCIA Action Plan is obtained and implemented.
- Adrenaline devices are accessible and appropriately stored.
- Educators are trained and confident in recognising and responding to symptoms.
- Anaphylaxis management is embedded into daily practice, excursions, incursions and program planning.

This policy aligns with Regulation 90 (Medical Conditions Policy), Regulation 94 (Exception to Authorisation – Anaphylaxis), Regulation 136 (First Aid Qualifications), and National Quality Standard QA2 – Children’s Health and Safety.

Key Tasks and Responsibilities

Approved Provider

- Ensure this policy complies with current legislation and ASCIA guidelines.
- Ensure adequate resources, training and emergency equipment are provided.
- Ensure emergency adrenaline devices (where required) are available.

Nominated Supervisor

- Ensure all children diagnosed at risk of anaphylaxis have:
 - A current ASCIA Action Plan for Anaphylaxis
 - A completed Medical Risk Minimisation and Communication Plan
- Ensure educators are aware of children at risk.
- Ensure medication is stored correctly and accessible.

Educators

- Familiarise themselves with each child’s ASCIA Action Plan.
- Monitor food handling, cooking activities, and high-risk environments.

- Respond immediately in accordance with the ASCIA First Aid Plan if symptoms occur.
 - Complete required documentation following any incident.
-

Procedures

1. Enrolment and Identification

Upon enrolment, and whenever a new diagnosis is identified:

- Parents must provide a completed ASCIA Action Plan for Anaphylaxis signed by a registered medical practitioner.
- Parents must supply prescribed adrenaline device(s) and any additional medication listed on the ASCIA plan.
- A Medical Risk Minimisation and Communication Plan will be developed in consultation with the family.
- The child's information will be communicated to all relevant educators while maintaining privacy obligations.

ASCIA plans do not “expire”; however, Kids Club Dalby will request updated documentation annually or when medication changes.

2. Storage and Accessibility of Medication

Adrenaline devices must:

- Be clearly labelled with the child's name.
- Be stored in an unlocked, easily accessible location. First Aide Box
- Be protected from heat and direct sunlight.
- Accompany the child during excursions, outdoor activities and high-risk experiences.

Educators must ensure devices are never locked away or stored in areas that delay emergency access.

3. Daily Risk Minimisation Practices

Anaphylaxis management is embedded into daily routines by:

- Prohibiting food sharing between children.
- Supervising eating environments.
- Washing hands before and after meals.
- Reviewing ingredients before cooking activities.
- Checking allergen risks during excursions and incursions.
- Conducting daily checks to ensure medication is present and accessible.
- Briefing relief educators regarding children at risk.

Risk minimisation strategies are documented and reviewed regularly.

4. Recognising and Responding to Anaphylaxis

Educators must be familiar with signs and symptoms including (but not limited to):

- Difficulty breathing
- Swelling of tongue or throat
- Persistent cough
- Wheeze
- Pale or floppy appearance
- Collapse

If anaphylaxis is suspected:

1. Lay the child flat (do not allow standing or walking).
2. Administer adrenaline immediately using the prescribed device.
3. Call 000 for an ambulance.
4. Contact the child's parent/guardian.
5. If no improvement after 5 minutes, administer further adrenaline if available.
6. Monitor airway, breathing and circulation until emergency services arrive.

If required, commence CPR in accordance with training.

In accordance with Regulation 94, adrenaline may be administered without prior authorisation in an emergency.

5. Training and Qualifications

Kids Club Dalby ensures:

- At least one educator with approved anaphylaxis management training is in attendance at all times.
- First aid, asthma and anaphylaxis qualifications are current (Regulation 136).
- Relief staff are informed of emergency procedures.

Training records are maintained in staff files.

6. Post-Incident Procedure

Following any allergic reaction or anaphylaxis event:

- Emergency services handover is completed.
- Parents are notified as soon as practicable.
- An Incident, Illness, Injury or Trauma Record is completed.
- The Regulatory Authority is notified where required.

- A review of risk minimisation strategies is undertaken.
- Policies and procedures are reviewed if necessary.

A debrief with educators will occur to ensure continuous improvement.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises obligations under:

Education and Care Services National Law

- s.167 Protection of children from harm and hazards

Education and Care Services National Regulations

- R.90 Medical conditions policy
- R.91 Medical conditions policy to be provided to parents
- R.92 Medication record
- R.93 Administration of medication
- R.94 Exception to authorisation requirement – anaphylaxis or asthma
- R.95 Procedure for administration of medication
- R.136 First aid qualifications
- R.168 Education and care service must have policies and procedures
- R.170 Policies and procedures to be followed

National Quality Standard

- QA2 – Children’s Health and Safety
- QA4 – Staffing Arrangements
- QA7 – Governance and Leadership

Related Policies and Procedures

[2.4 First Aid Administration](#)

[2.7 Emergencies and Evacuations](#)

[2.9 Incidents, Illness, Injury, and Trauma](#)

[2.10 Nutrition, Dietary Requirements, and Food Safety](#)

[6.1 Enrolment and Orientation](#)

[6.2 Acceptance and Refusal of Authorisations](#)

[7.2 Privacy and Confidentiality of Records](#)

A copy of the ASCIA First Aid Plan for Anaphylaxis will be stored with the emergency Epipen.

Diabetes Management Practice (Regulation 90 (1)(a))

Children with type 1 diabetes are at most risk from hypoglycaemia, which occurs when blood sugar levels are too low. Elements that can cause a hypoglycaemia include:

- a delayed or missed meal, or a meal with too little carbohydrate,
- extra strenuous or unplanned physical activity, • too much insulin or medication for diabetes, and/or
- vomiting.

Hypoglycaemia Symptoms

- | | |
|------------------|---------------------------|
| • headache | • lethargy |
| • trembling | • crying |
| • looking pale | • being irritable |
| • feeling hungry | • hunger |
| • sweating | • feeling/acting confused |

Generally, specific action to manage any systems will be set out in in the children's medical management plans. However, where the plan does not specify actions the following will occur—

- Support the child to ingest some sugar (.
- The child will be directed to rest (must be actively monitored).
- Kids Club Dalby will phone parents.

Serve hypoglycaemia symptoms can include being—

- extremely drowsy or disorientated and completely refusing food
- unconscious
- having a fit/convulsion
- unresponsive

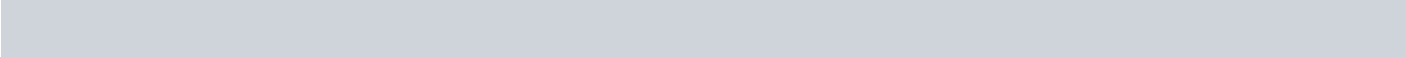
Any child presenting with these symptoms will requires urgent emergency medical attention. The Nominated Supervisor will call **emergency services (000)** for an **ambulance** immediately. Relevant first aid practices will be used in the absence of emergency service advice and/or treatment.

Hyperglycaemia (hyper) occurs when blood sugar levels are too high. It can be caused by not enough insulin administered, eating too many carbs, stress, hormones, weather and physical activity.

Hyperglycaemia Symptoms

- Feeling excessively thirsty • Feeling tired
- Frequently passing large volumes of urine • Blurred vision

Actions to manage this should be outlined in management plans. It is likely that the child will require medication. Educators must follow medication administration policies and authorisations in this instance.



In the event of major concerns regarding insulin levels of a child, the Nominated Supervisor (or Responsible Person or any relevant educator) will respond by calling the parent, or if needed, **emergency services (ambulance) – 000.**

Children's Self-Administering Medication (Regulation 90 (2)&(3))

Kids Club Dalby allows for children to self-administer medication, subject to the following—

- The parents must have provided the relevant authorisation via a medication permission form.
- The child must have the capacity to safely administer the medication.
- An agreed plan around the transportation of medication, including ensuring they are always in attendance must be approved by Kids Club Dalby.
- All medication must be clearly labelled with the child's name, doctor prescribing and expiry date.

Despite authority to self-administer, educators should be aware of any relevant signs and symptoms or schedules relating to a child's medication administration. Where relevant, educator should prompt/remind children to administer their medication on this basis.

Protocols for Self-Administration

Where a child intends to self-medicate, they must:

- Inform an educator of their intention to take medication.
- Collect the medication from where it has safely been stored.

Educators will then:

- supervise the child who is self-administering medication/s.
- ask the child when medication was last administered (and record this information).
- ensure each child follows all administration of medication, health and hygiene procedures.

Self-Administration Records (Regulation 90 (3))

Kids Club Dalby will record all instances of supervised self-administration of medication. Like all medication administration records, details of the date, time and dosage of the medication administration will be documented.

A copy of the medication self-administration record can be provided to the parent at any time.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- Education and Care Services National Law:
 - s.167 Offence relating to protection of children from harm and hazards
 - s.172 Offence to fail to display prescribed information
 - s.175 Offence relating to requirement to keep enrolment and other documents
 - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
- **Education and Care Services National Regulations:**

- R.85 Incident, injury, trauma and illness policies and procedures ○ R.86 Notification to parents of incident, injury, trauma and illness ○ R.87 Incident, injury, trauma and illness record ○ R.90 Medical conditions policy ○ R.91 Medical conditions policy to be provided to parents ○ R.92 Medication record ○ R.93 Administration of medication ○ R.94 Exception to authorisation requirement—anaphylaxis or asthma ○ R.95 Procedure for administration of medication ○ R.96 Self-administration of medication ○ R.160 Child enrolment records to be kept by approved provider and family day care educator
- R.161 Authorisations to be kept in enrolment record ○ R.162 Health information to be kept in enrolment record ○ R.168 Education and care service must have policies and procedures ○ R.170 Policies and procedures to be followed ○ R.173 Prescribed information to be displayed ○ R.171 Policies and procedures to be kept available ○ R.174 Time to notify certain circumstances to Regulatory Authority ○ R.174A Prescribed information to accompany notice

- **National Quality Standard:**

- QA2 – Children’s health and safety

Additional Regulatory Context and Guidance

- Anti-Discrimination Act 1991 (Qld)
- Food Act 2006 (Qld)
- Privacy Act 1988 (Cth)/Information Privacy Act 2009 (Qld)
- Medicines and Poisons (Medicines) Regulation 2021 (Qld)
- NHMRC - [Staying healthy: Preventing infectious diseases in early childhood education and care services](#)

Related policies and procedures

[2.7 Emergencies and Evacuations](#)

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.2 Privacy and Confidentiality of Records](#)

Appendices and Forms

[Medical Risk Minimisation and Communication Plan](#)

Date	Ratified by	
11.02.2025		

2.7 Emergencies and Evacuations

Policy Statement

The emergencies and evacuation policy is designed to ensure the safety and wellbeing of all individuals within the facility, particularly children, in the event of an emergency. The policy outlines the clear and systematic procedures to be followed when an immediate response is required due to a threat, either from an internal or external source. The purpose of such a policy is to manage the risk of harm effectively, safeguarding everyone in and around Kids Club Dalby's physical location.

Kids Club Dalby's emergency plans have been developed from sound risk assessment of potential emergencies relevant to KIDS CLUB DALBY. The procedures derived from the risk assessment set out actions and responsibilities for—

- Emergency evacuation.
- Lockdown.
- Responding to a bomb threat.

The policy also captures the management and integration of these emergency plans, including training and drills for both evacuation and lockdown, ensuring that children and educators are familiar with the procedures and know their roles and responsibilities. This preparation is crucial for ensuring a swift, coordinated response during a real emergency.

Kids Club Dalby recognises the timely and controlled response to emergency events, such as a fire, bomb threat or lockdown contributes significantly to upholding the safety and wellbeing of children, staff and any other relevant individuals onsite.

Key Tasks and Responsibilities

Emergency Plans	The Approved Provider is responsible for ensuring plans have been created from a risk assessment. The Nominated Supervisor will collaborate with the Approved Provider to refine and develop plans as needed.
Inspections for a Safe Environment	Educators will support the Nominated Supervisor by carrying out daily inspections that ensure the safe egress or ingress to assembly areas, should they be required.
Carrying out Evacuation or Lockdowns	The Nominated Supervisor or Responsible Person will lead the emergency evacuation or lockdown response including leading drills. Educators follow their responsibility to gather and transition children to safety and carry out any other support tasks required. Educators will also play a key role in alerting others to the emergency.

Documentation	The Nominated Supervisor or Responsible Person will complete the relevant record for the rehearsal (drill) or in the event of an actual event, the relevant notification report.
---------------	--

Procedures

Emergency Evacuation

For emergencies where the source of the hazard is located inside or otherwise onsite (e.g. a fire, chemical spill, gas leak etc.) and children need to move away from the hazard, the **Emergency Evacuation Plan** will be initiated. To maximise the continuity of emergency plans for children, Kids Club Dalby has an evacuation method consistent with school procedures.

Displaying Plans

Evacuation plans, including a floor plan, will be clearly displayed near the entrances/exits of each room used by Kids Club Dalby.

Inspections of Egress and Equipment

Educators must ensure that all exits are kept clear and unlocked to enable a quick departure in the event of an emergency. The free egress of emergency exits will be included on the daily safety checklists.

Likewise routine inspection of Kids Club Dalby's emergency equipment will be set out in Kids Club Dalby's maintenance schedule.

Priority is the Safe Evacuation

In an emergency situation, the educator who first discovers the emergency will raise the alarm using Kids Club Dalby's emergency equipment. Attempts to extinguish fires will occur only if the fire is very small, and the person has been trained in using the fire equipment. As set out in the evacuation instructions, the priority is to evacuate.

Post-Evacuation Care and Supervision

No one will re-enter, nor be permitted to re-enter, a building in which there is or has been a fire, under any circumstances, unless and until the emergency service advises that it is safe to do so.

Lockdown

A **lockdown** emergency response is initiated where the threat or hazard is in the external environment (a harassing parent/adult, dangerous person on/near premises). Unlike the emergency evacuation plan, the lockdown plan due to the discreet intention is not displayed, therefore rehearsals (drills) are an essential activity to ensure effective preparation.

Daily Inspections for a Safe Egress

Educators must ensure that all entrances for buildings used in a lockdown are kept clear to enable a quick entry in the event of an emergency. The rooms selected for lockdowns are chosen based on their capacity to safely contain children and educators. The free ingress of entrances will be included on the daily safety checklists.

Educator Response to Threats

To remove any doubt, no staff member is to try to physically remove an unwanted or harassing individual.

Bomb Threat

Plan Kept Near Phone

An action plan for the event of a bomb threat will be kept in an accessible location in the OHSC office.

A coordinated approach to maintain communication in order to collect helpful information, while evacuating children to a safe area will be carried out.

Emergency Training and Induction

Before an educator or volunteer commences any duties, they are to know the steps carried out in a relevant emergency situation.

Relevant written induction materials set out the plans to be followed by educators, including the location of relevant alarms and communication methods. It is the responsibility of the Nominated Supervisor (or RP in their absence) to confirm any personnel commencing with Kids Club Dalby has had relevant instructions and can describe their duties.

Emergency Drills

Rehearsal of emergency evacuation and lockdown procedures will be carried out at least once a term (every three months), with both the emergency evacuation and lockdown drill will occur during a BSC session, ASC session, and at the beginning of each Vacation Care program. To maximise the exposure to the widest range of children, families and staff in attendance, it will be expected that the drills will occur on different days of the week.

At the conclusion of a drill, relevant feedback and guidance will be provided to the children. Kids Club Dalby expects drills to be a positive experience for children and educators are to be encouraging in their tone when debriefing a drill.

Each practiced drill will be documented and recorded by the relevant person leading the rehearsal. Each record will include an evaluation of the drill against Kids Club Dalby's plans and responses by staff and children. Any concerns will be reported to the Approved Provider and prompt the review of the emergency situations risk assessment and plans.

Quality Improvement

Emergency plans will continue to be monitored for effectiveness. All staff are encouraged to inform the improvement of emergency plans over time. Consultation and feedback with educators will be sourced following each drill.

The risk assessment for emergency situations will be reviewed at least annually or as soon as practicable after becoming aware of any circumstance that may affect the safe evacuation of children from Kids Club Dalby.

Procedure

Emergency telephone numbers will be clearly displayed within Kids Club Dalby.

For these emergency situations, educators will have access to a telephone outside of the room.

In an emergency situation, the educator who first discovers the emergency will sound the alarm.

The Responsible Person in Charge will take charge of the situation and/or delegate others

- to:-
- Telephone the relevant emergency number;
 - Check and evacuate all rooms including the toilets, storage rooms and near-by buildings on the premises;
 - Collect Ipads with electronic contact details and hard copy;
 - Collect first aid kit;
 - Close all doors and windows (only if able) to help to contain the fire (if relevant);
 - Once at the designated assembly area, check the roll to make sure that all children and staff are accounted for.
 - Notify parents/carers, the Approved Provider and the Regulatory Authority.

Attempts to extinguish fires will occur only when the room is evacuated, if the fire is very small, and the person trained in using the extinguisher is in no immediate danger.

No one will re-enter, nor be permitted to re-enter, a building in which there is or has been a fire, under any circumstances, unless and until the emergency service advises that it is safe to do so.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.167 Offence relating to protection of children from harm and hazards

- **Education and Care Services National Regulations:**
 - R.86 Notification to parents of incident, injury, trauma and illness
 - R.87 Incident, injury, trauma and illness record
 - R.97 Emergency and evacuation procedures
 - R.98 Telephone or other communication equipment
 - R.99 Children leaving the education and care service premises
 - R.168 Education and care service must have policies and procedures
 - R.170 Policies and procedures to be followed
 - R.171 Policies and procedures to be kept available
 - R.173 Prescribed information to be displayed
 - R.176 Time to notify certain information to Regulatory Authority
 - R.177 Prescribed enrolment and other documents to be kept by approved provider
- **National Quality Standard:**
 - QA2 – Children’s health and safety
 - QA7 – Governance and leadership

Additional Regulatory Context and Guidance

- Fire and Emergency Service Act 1990 (Qld)
- Building Fire Safety Regulation 2008 (Qld)
- [Managing the Work Environment and Facilities Code of Practice](#)

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.2 Privacy and Confidentiality of Records](#)

Appendices and Forms

[Emergency Situations Risk Assessment](#)

Date	Ratified by	
11.02.2025		

Emergency Evacuation Plan

Principles for Evacuation Plan Response

R – Remove children and others from danger

A – Alert, call out in a loud voice, sound alarm and call
000

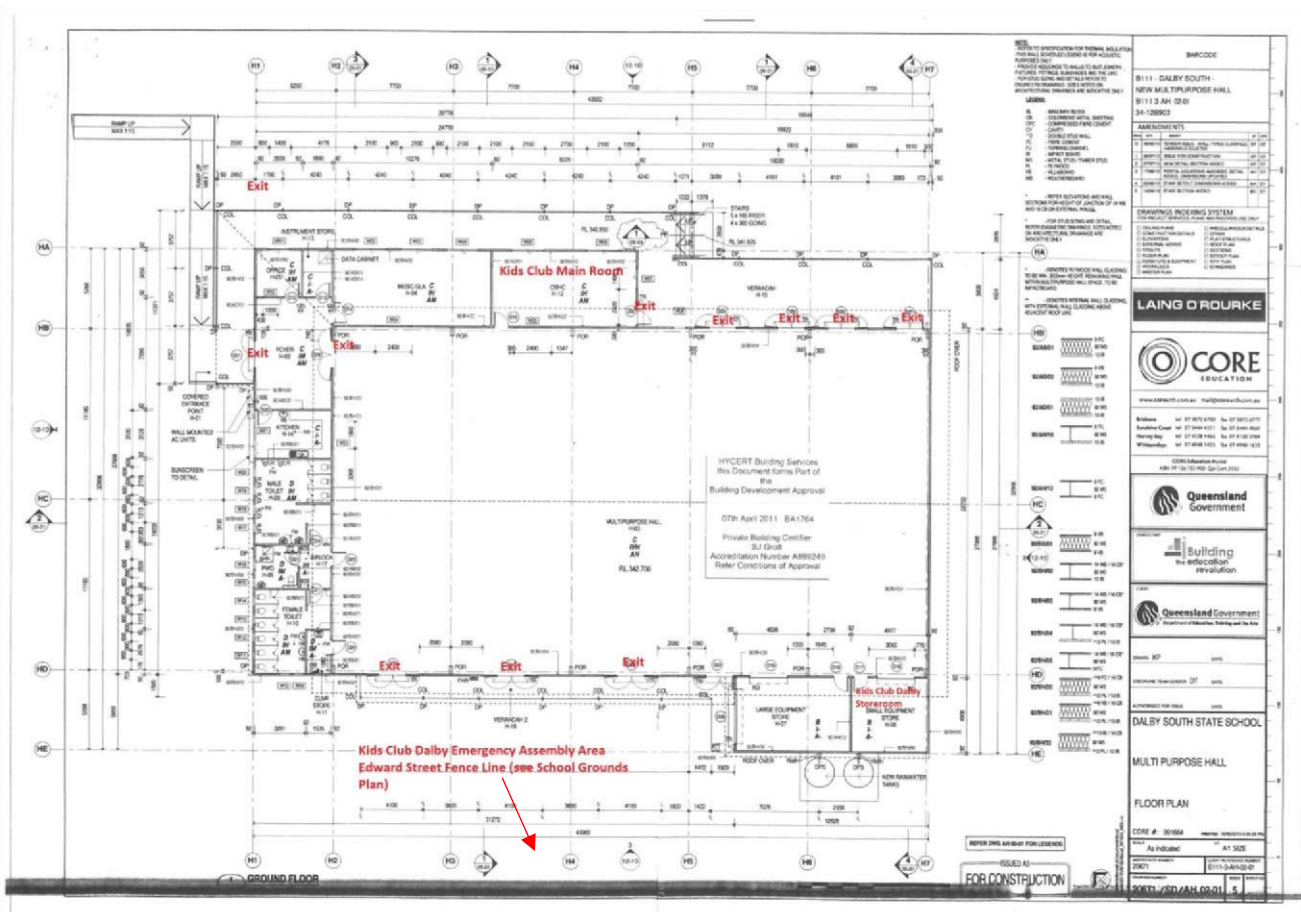
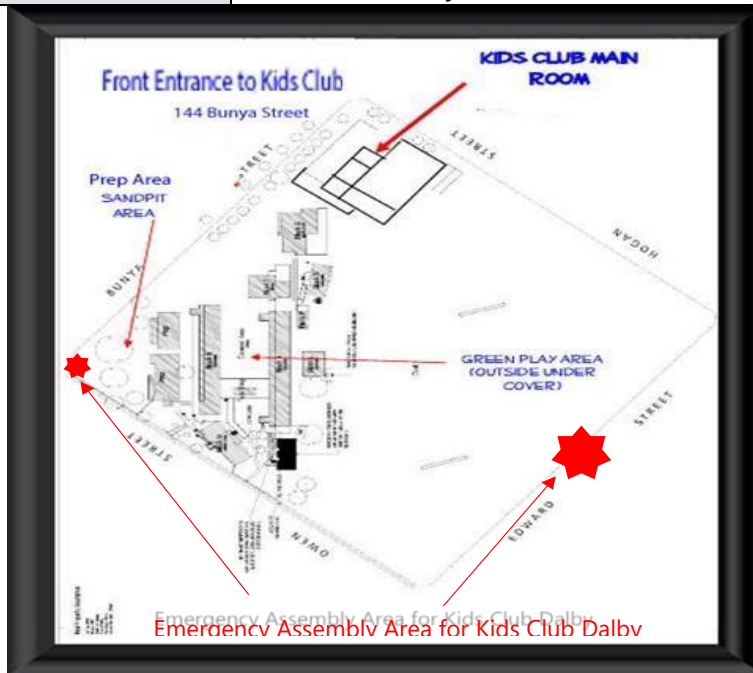
C – Confine the fire/threat. Close doors and windows, if safe

E – Evacuate to the Assembly Area

Steps to follow in the event of a fire or other relevant danger

Step	Responsible Person	Instructions
1	All educators	Maintain awareness of your location and scan for potential hazards.
2	Responding Educator	When a relevant emergency presents (fire etc), sound alarm to alert all students, teachers, educators, and service/site visitors.
3	All educators and children	On hearing the alarm, each educator needs to prepare children to evacuate - muster all children located in their supervised area, directing them to gather (in a line) at the nearest exit point, ready to leave to the Assembly Area .
4	Responsible Person	Put on warden hat and high visible vest, gather emergency medication, evacuation kit and sign in/out record .
5	Lead Educator	One educator from each location leads the children to the relevant Assembly Area .
6	Responsible Person	Check all rooms (including toilets) to ensure no children have been left behind. If safe to do so, close doors (leave unlocked) and windows, turn off air conditioners and TV. Meet all children and educators at assembly point .
7	Responsible Person and Educator	Once at assembly point, delegate an educator to call 000. Account for all children and educators with a roll call – reading out and visually confirming each person in present and safe. Apply first aid, if required.
8	All educators	Wait for emergency services to attend. Responsible Person to nominate an educator to meet emergency services in a prominent location.

No one is to re-enter a building until emergency services have attended and deemed it safe to do so. Children will be cared for at the Assembly Area.



Lockdown Plan

Principles for Lockdown Response

Communication – Discretely make others aware of the threat.

Coordination – Respond as a team to ensure the safety of children.

Care – Calmly approach the assembly of children to support safety and wellbeing.

Steps to follow in the event of outdoor or other external danger		
Step	Responsible Person	Instructions
1	All educators	Maintain awareness of your location and scan for potential hazards.
2	Responding Educator	When a relevant emergency presents (external threat), raise awareness to other educators Using the secret word. If possible, record relevant information (e.g. physical descriptions, car registration).
3	All educators and children	On hearing the signal, each educator needs to prepare children to transition to the lockdown area. Assemble in an orderly manner and move toward lockdown area.
4	Lead Educator	Check other rooms and toilets to ensure all children are accounted for.
5	Responsible Person	Walks to each entrance and once all children are inside, lock the doors. Where possible, draw curtains/blinds.
6	Lead Educator	As children arrive inside, assemble in the safest area and encourage children to calm and still.
7	Responsible Person and Educator	Once everyone is believed to have arrived, delegate an educator to call 000 (if relevant) Account for all children and educators with a roll call – reading out and visually confirming each person in present and safe.
8	All educators	Depending on the circumstances, wait for— • emergency services • the threat to pass (storm etc).
9	Responsible Person	No one is to leave a building until emergency services have attended and deemed it safe to do so.

Bomb Threat Action Plan

Principles for a Bomb Threat Response

Communication – Maintain contact to collect and record helpful information.

Coordination – Respond to evacuate or assemble in a safe area.

Steps to follow in the event of a bomb threat situation

Step	Responsible Person	Instructions
1	Staff member answering the phone	Locate the bomb threat checklist and record key information. Do not hang up the phone. Signal to an educator, without altering the caller, to commence evacuation procedures.
2	Supporting Educator	Raise the awareness of an evacuation.
3	All educators and children	On hearing the signal for emergency evacuation, each educator needs to prepare children to evacuate- muster all children located in their supervised area, directing them to gather (in a line) at the nearest exit point, ready to leave to the Assembly Area .
4	Responsible Person/ Supporting Educator	Put on warden hat and high visible vest, gather emergency medication, evacuation kit and sign in/out record.
5	Lead Educator	One educator from each location leads the children to the relevant Assembly Area .
6	Responsible Person/ Supporting Educator	Check all rooms (including toilets) to ensure no children have been left behind. If safe to do so, close doors (leave unlocked) and windows. Meet all children and educators at assembly point .
7	Responsible Person/ Supporting Educator	Once at assembly point, an educator to call 000. Account for all children and educators with a roll call – reading out and visually confirming each person in present and safe.
8	All educators	Wait for emergency services to advise further actions.

Date	Ratified by	
11.02.2025		

2.8 Safe Arrivals and Departures of Children

Policy Statement

We recognise the critical nature of transition times – especially the routines around arrivals and departures of children – as a key aspect of safety and protection. We are committed to implementing comprehensive practices that ensure every child's safety, security, and wellbeing is maintained by Kids Club Dalby. The purpose of this policy is to set out the specific practice to ensure children's travel is safe, organised, and coordinated, especially when transitioning moving between classrooms (school) and Kids Club Dalby.

This policy serves as a framework for staff, parents, and authorised nominees to foster collaboration and clear communication. It encompasses the procedures for—

- Communicating children's anticipated attendance,
- Accurately recording children's attendance (signing in and out),
- Verifying the identity of persons collecting children,
- Managing individual arrivals and departures (extra-curricular activities etc), and
- Managing incidents or emergencies relating to children's movements or whereabouts.

Our procedures and practices to ensure the safe arrival and departures of children are meticulously developed via a risk-assessment approach to establish clear guidelines, responsibilities, and protocols to manage transition periods effectively, minimising the risk of any child—

- being unaccounted for,
- left unsupervised, or
- collected by an unauthorised person.

Kids Club Dalby is structured to meet the needs of families, allowing for children to arrive or be collected from Kids Club Dalby anytime within the relevant sessions of care for which they are booked—

Before School Care	06.30am – 09.00am	After School Care	03.00pm – 06.00pm
Vacation Care	06.30am – 06.00pm	Pupil Free Days	06.30am – 06.00pm

Due to the nature of the transition between settings (from a school environment), of particular importance, is children's movement between classrooms and an After School Care (ASC) session. Kids Club Dalby has designed procedures to minimise barriers for communication, so parents can efficiently communicate absence. Understanding which children are expected to attend prior to an ASC session maximises the resources of Kids Club Dalby to provide education and care.

Incident Management

Where unexpected events or incidents occur, Kids Club Dalby will have plans and procedures in place to respond in a timely and collaborative manner, upholding the paramount principle of the safety of children.

Key Tasks and Responsibilities

Risk Assessment and Developing Procedures	The Approved Provider is responsible for ensuring a risk assessment has been carried out to ensure the safe travel of children to and from Kids Club Dalby (to school). The Nominated Supervisor is responsible for supervising the effectiveness of the risk assessment and corresponding procedures.
Supervising Arrivals and Departures	The Nominated Supervisor or Responsible Person will lead the procedure for ensuring all children have presented or departed as planned and will phone parents to confirm absences or initiate emergency procedures.
Signing Children in	Educators asked to support the arrival procedures will greet children as they enter Kids Club Dalby (or collect them from classrooms), marking their arrival.

Procedures

Notifying Absences

Before School Care and Vacation Care

Children who do not present for BSC and VC are presumed absent for the session, as they will be travelling to Kids Club Dalby from a home setting rather than school (or other service) and the parent is responsible for the child's arrival.

After School Care - Confirming Absences

Parents are required to notify Kids Club Dalby of any ASC absences prior to the start of the session. The steps to be taken are--

1. Where a child is not attending an ASC session for any reason (or will be late), the parent (or other authorised nominee) is to notify Kids Club Dalby via the app 'Xplor App', text or email.
2. Confirmation of the notification will be returned via the same means.

To remove any doubt, a notification of a child's absence from school does not translate to Kids Club Dalby being notified. Due to the administrative burden and to promote parents to notify Kids Club Dalby of absences, parents may be charged a non-notification fee where confirmation is sought by Kids Club Dalby (see [7.4 Fees and Statements](#)).

Should a child not present as expected, Kids Club Dalby will follow the procedures set out below to confirm a child's whereabouts. Parents (or other authorised nominee) will be contacted to confirm the absence. Where whereabouts cannot be established, police will be notified.

Children's Arrivals

Before School Care and Vacation Care

1. All children are to be signed in by parent or relevant person.
2. All children not signed in at the end of the session will be marked as absent.

Collection and Sign-in - After School Care

1. An assigned educator will collect the Prep and new attending children from their respective classrooms before 3.05pm each day for the first 4 weeks of attendance or until deemed confident in coming over on their own confidently.
2. Prep children will be collected from their classrooms and walked in their respective groups to the Kids Club Dalby building where they will be signed in by the educator escorting them until it is deemed they are confident to walk over on their own or with other children.
3. The Year 1 – 6 students are signed in through lining up and being greeted by educators on tablets to sign them in individually.
4. Children will put away their bags in the allocated area and transition to the afternoon tea.

Confirming Whereabouts

1. At approx. 3.10pm it is expected all children have arrived at Kids Club Dalby.
2. A delegated person is then responsible for confirming the whereabouts of children that have not arrived. Children who would be expected to be attending (they are on the roll) will have their whereabouts confirmed by calling parents and/or emergency contacts. If there is no answer, an 'Absent Call Form' is to be filled in with the times texted and called.
3. Where a child's location cannot be confirmed, the following actions will be taken to locate the child and expected attendance by—
 - a. checking immediate proximity,
 - b. communicating with the school office, and
 - c. phoning all parents/emergency contacts.
4. Where a child cannot be located after reasonable effort to identify their whereabouts and where parents/emergency contact cannot be contacted the Police will be notified.

Children's Departures

Requirements for children leaving Kids Club Dalby (Regulation 99)

The child may only leave the relevant premises if the child:

- is given into the care of—
 - a parent of the child*.
 - an authorised nominee named in the child's enrolment record.
 - a person authorised by a parent or authorised nominee named in the child's enrolment record to collect the child from the premises.
- leaves the premises in accordance with the written authorisation of the child's parent or authorised nominee named in the child's enrolment record.
- is taken on an (approved) excursion, as outlined by policy
- is given into the care of a person or taken outside the premises—
 - because the child requires medical, hospital or ambulance care or treatment.
 - because of another emergency.

*Please note: a parent does not include a parent who is **prohibited by a court order** from having contact with the child.

Before School Care

1. Children who participate in sport or music programs within the school and where a parent has signed a permission for early release (recorded in the enrolment form/file), may be signed out early as the written parent permission indicates.
2. The responsible person will sign children out at 8.20am for Bus Children & 8.30am for Dalby South Students.
3. All Prep students will be transitioned to their relevant classroom by an educator at 8.35am for first couple of weeks of attendance or until deemed capable of transitioning with the other children or on their own.

After School Care and Vacation Care

1. Kids Club Dalby will have a representative positioned in close proximity to the sign-in/out area to supervise children's collection.
2. All parents or persons authorised to collect a child must sign children out via the equipment located in front of the Kids Club Dalby room. All visitors and authorised nominees are requested to report directly to the Kids Club Dalby room or to a Senior Educator when collecting children.
3. All persons signing a child out must be registered with signed authority to collect the child (except in an emergency):
 - a. parent (unless parent is prohibited by a court order),
 - b. authorised nominee (as recorded on enrolment form), or
 - c. where the parent has provided written authorisation and the departure is in accordance with the parent authorisation.
4. Where Kids Club Dalby is not familiar with the person collecting the child, the responsible person supervising collection will request the person to evidence their identity (i.e. drivers licence). This information will be checked against enrolment records or other relevant authorisations and documented.

5. A child will only be permitted to be collected where the authority permits. Where authorisation cannot be established, parents will be called immediately.
6. Written authority (e.g. an email or text) is required for authorisation to collect a child unless the circumstance is an emergency.

Departures due to Emergency (Regulation 99(4)(d))

A child may leave the premises where they have been given into care of a person because:

- the child requires medical, hospital or ambulance care or treatment, or • another emergency

Where the departure relates to an emergency a record of the departure will be recorded in an incident report (or other relevant evidence) attached to the child's enrolment form (by the Responsible Person) documenting the details of the emergency.

Late Collection

A late fee charged will be added to the account in circumstances where a child is collected late (see [7.4 Fees and Statements](#) policy) \$10/min per child.

Parents are to advise Kids Club Dalby, preferably via phone, where unforeseen events have occurred and anticipate they will be unable to collect a child until after closing time.

Where a child has not been collected by 5.50pm, the Responsible Person will contact parents. If parents are not contactable, the Responsible Person will follow any authorisation for contacting other authorised nominee or emergency contacts.

In the event a child has not being collected within 30 minutes after closing time **and** there is no response from a parent, authorised nominee or emergency contact, advice will be sought from the police and an incident report completed (see [2.9 Incidents, Illness, Injury, and Trauma](#)).

Incidents Surrounding Children's Whereabouts or Departures

Child Leaving without Permission

1. If a child leaves Kids Club Dalby without permission or authority, the educator will notify the Nominated Supervisor or Responsible Person immediately to assess the situation and consider the appropriate response.
2. Educators will not leave Kids Club Dalby to follow a child if:
 - a. It will or may leave the other children in Kids Club Dalby with insufficient supervision.

- b. It may increase the risks and hazards by escalating the circumstance.
 - c. It will or may expose the staff member to an unacceptable risk of personal harm.
- 3. Where both possible and practical, educators will continue to supervise the child and encourage their return.
- 4. Should a child be unresponsive to prompts or the situation is dangerous, either the police or parents will be called (or both).
- 5. Should there be concerns, the child may continue to leave without permission, a parent will be called to collect the child.
- 6. In circumstances where the child has been collected, the enrolment will be suspended until appropriate planning has occurred and Kids Club Dalby is satisfied with their capacity to safely care for the child.
- 7. The incident will be documented and notified as per, [2.9 Incidents, Illness, Injury, and Trauma](#).

Child Leaving without Permission

- 1. If a child leaves Kids Club Dalby in a manner that is inconsistent with the authority provided (including being collected by an unauthorised person), any staff becoming aware will immediately report the circumstance to the Nominated Supervisor or Responsible Person.
- 2. The Nominated Supervisor or Responsible Person will assess the situation and will call—
 - a. The police (000) - should there be a concern of immediate danger, and/or
 - b. A parent.
- 3. Where both possible and practical, relevant details such as descriptions of the person collecting the child and/or their vehicle will be noted.
- 4. The incident will be documented and notified as per, [2.9 Incidents, Illness, Injury, and Trauma](#).

Children Unaccounted for During the Program

- 1. In the event that a child is unaccounted for, the Nominated Supervisor or Responsible Person will be notified immediately by the educator as soon as the disappearance is discovered/identified.
- 2. Educators will communicate the centres mobile phones or in person to confirm location or sighting.
- 3. Should the child continue to be unaccounted for, children will be assembled for a roll call which may include implementing a lockdown procedure.
- 4. The Nominated Supervisor will delegate a suitable educator to undertake a rapid and comprehensive search of Kids Club Dalby's premises to locate the child.
- 5. In the event that the child is still not located, and there is an immediate concern for the child's safety, the police (000) will be called. Alternatively, the child's parent will be contacted.
- 6. The incident will be documented and notified as per, [2.9 Incidents, Illness, Injury, and Trauma](#).

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:** ○ s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
 - R.12 Meaning of serious incident
 - R.85 Incident, injury, trauma and illness policies and procedures
 - R.86 Notification to parents of incident, injury, trauma and illness
 - R.87 Incident, injury, trauma and illness record
 - R.99 Children leaving the education and care service premises
 - R.158 Children's attendance record to be kept by approved provider
 - R.168 Education and care service must have policies and procedures
 - R.170 Policies and procedures to be followed
 - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
 - QA2 – Children's health and safety
 - QA4 – Staffing arrangements
 - QA5 – Relationships with children
 - QA6 – Collaborative partnerships with families and communities.

Additional Regulatory Context and Guidance

- Child Protection Act 1999 (Qld)
- Queensland Criminal Code 1899
- Department of Education - [Child Care Provider Handbook](#)

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.2 Privacy and Confidentiality of Records](#)

Appendices and Forms

[Risk Assessment Template - Safe Arrival of Children](#)

Date	Ratified by	
11.02.2025		

2.9 Incidents, Illness, Injury, and Trauma

Policy Statement

The purpose of this policy is to ensure the health, safety, and welfare of all children, staff, and visitors at Kids Club Dalby. The policy outlines the procedures for managing incidents, illnesses, injuries, and trauma events effectively and swiftly to ensure the wellbeing of all individuals involved. Notwithstanding Kids Club Dalby's efforts to proactively prevent injuries or trauma occurring at Kids Club Dalby, where is occurs, Kids Club Dalby will take action to minimise the impact of injuries, illnesses and trauma.

The Nominated Supervisor will typically lead the response to any significant events, in their absence the Responsible Person will take charge. All appropriately qualified educators will support in the initial response to any incidents occurring at Kids Club Dalby. All other educators will provide support within their training and capacity, raising the alarm for additional help.

Kids Club Dalby recognises that parents must be informed of all significant and serious matters impacting their children. Records that are created to document incidents and events will be accurate and concise.

These documents and all relevant information will be provided to parents in timely manner.

Definition of Serious Incident

Kids Club Dalby acknowledges their particular duties when responding to **serious incidents** (as defined in Regulation 12). This includes the following instances—

- Death of a child while the child was educated and cared for Kids Club Dalby or following an incident occurred while the child was at Kids Club Dalby.
- Any incident involving serious injury or trauma to a child occurring while that child is being educated and cared for by an education and care service—
 - which a reasonable person would consider required urgent medical attention from a registered medical practitioner.
 - for which the child attended, or ought reasonably to have attended, a hospital. E.g. a broken limb.
 - any incident involving serious illness of a child occurring while that child was at Kids Club Dalby for which the child attended, or ought reasonably to have attended, a hospital. E.g. severe asthma attack, seizure or anaphylaxis reaction.
- Any emergency for which emergency services attended - this means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person/s at Kids Club Dalby (it does not mean an incident where emergency services attended as a precaution).
- Any circumstance where a child being educated and cared for by Kids Club Dalby—
 - appears to be missing or cannot be accounted for.
 - appears to have been taken or removed from Kids Club Dalby's premises in a manner that contravenes the Regulations.

- is mistakenly locked in or locked out of Kids Club Dalby's premises or any part of the premises.

In addition to ensuring a suitable response to managing critical events, Kids Club Dalby has a duty to notify any **serious incidents** to parents and the Regulatory Authority. Kids Club Dalby will follow the procedures outlined in the policy [7.3 Managing Notifications](#) for reporting serious incidents.

Key Tasks and Responsibilities

Planning Procedures	The Approved Provider will coordinate with the Nominated Supervisor to ensure appropriate plans and resources are established to respond to relevant incidents. This includes induction practices to ensure educators are aware of responsibilities.
Leading Response	The Nominated Supervisor or Responsible Person will take charge in leading the response and management of incidents. They are supported by educators, especially first aid qualified, in caring for children and calling for emergency services.
Documenting Incidents	The person taking the primary role in managing the incident will be responsible for writing the incident report. However, they may be supported by educators who were witness to the events.
Notifications	The Nominated Supervisor or Responsible Person will communicate the incident with parents, and if needed, the Regulatory Authority and Approved Provider.

Procedures

Managing and Responding to Critical Events

The Nominated Supervisor (or Responsible Person) will lead the response to any critical events to ensure the safety and wellbeing of children attending Kids Club Dalby. The management of emergency or critical situations will adopt the following principles:

- Staff providing comfort and reassurance to the child.
- Actively seeking the assistance of a first aid qualified educator.
- All first aid qualified educators administering care within the bounds of their training.
- Ensure all other children are appropriately supervised, actioning an emergency evacuation or lock-down, if required.
- Uphold the dignity and comfort of children, removing them to quiet or private areas of Kids Club Dalby (as needed).
- Providing timely information and notification to parents/guardians as so far as practicable.

- Ensure the child(ren) is/are actively monitored and supervised with the intention to escalate the response, if needed (i.e. additional emergency support).

Injury Responses and Management (i.e. First Aid and Medical Support)

The first steps in responding to a child's physical injury or illness will be first aid. Qualified educators will respond with immediate treatment as outlined by their training. Notification to the Nominated Supervisor (via walkie-talkie etc.) will occur as soon as practicable.

As a guide the following steps will be taken, as necessary:

1. Staff will address any immediate dangers or hazards (to ensure no further injury/harm occurs).
2. Staff will address any life-threatening circumstances as a priority, communicating the need for support. A call to emergency services (000) should occur immediately if the situation is critical or serious.
3. Once and if in a stable condition, staff will seek to comfort and calm the child.
4. The Nominated Supervisor (or Responsible Person) will be notified as soon as practicable.
5. If possible, the parents will be contacted by the Nominated Supervisor or delegated educator to advise of events, seek any emergency authorisations and/or coordinate a plan of action. If paracetamol is to be administered, the enrollment form is to be consulted and if permission has been granted via this form, an additional phone call to parent/carer is to take place. A medication form is to be filled out and parent/carer to sign upon collection.
6. Dependent on authorisations and circumstances, the following may occur:
 - Medication administered. ○ Transportation to hospital. ○ Parents collect the child for medical treatment.
 - Relevant treatment outlined in medical action plan or guided by training or emergency services.
7. As soon as practicably possible, the parent will be called by an available educator to notify of the injury and action taken to manage the circumstances, where appropriate.
8. The child's condition will continued to be monitored by a qualified educator, any changes to the health or condition of the child will be suitably escalated.
9. The child will continue to be monitored until appropriate medical care has arrived or until the parent's arrival (i.e. child's departure).

Actions for managing the response to an anaphylaxis, asthma or diabetic emergency can be found in [2.6 Medical Conditions in Children](#).

Once the circumstances have stabilised, the educator providing care will be documenting the events.

Illness Response and Management

Where a child presents or has been identified as suffering from an illness, the following actions will be taken:

1. Staff are to address any immediate hazards (containing soiled/contaminated areas etc.) and notify the Responsible Person or Nominated Supervisor as soon as reasonably practicable.
2. Staff should attend to the child's needs and apply (or call for) first aid treatment, if relevant.
3. Where a child's illness relates to a medical condition, the relevant Medical Management Plan must be followed.
4. The child will be cared for in Kids Club Dalby office or other suitable space. Management actions should be consistent with the Infection Disease policy and limit the potential exposure to infection.
5. The Responsible Person/Nominated Supervisor will assess the child's illness and contact the parent (or where unavailable, emergency contacts) to discuss a plan for the immediate care and collection.
6. While waiting to be collected the child will be suitably comforted and monitored for change in symptoms or escalation of emergency response.
7. Where a child's illness is significant the Responsible Person/Nominated Supervisor will call 000 for an ambulance or relevant alternative medical treatment.
8. Where possible the details of the illness will be noted to support the completion of illness records.

Once the circumstances have stabilised, the educator providing care will be documenting the events.

Trauma Response and Management

Signs of trauma could include but are not limited to:

- Emotional distress or disassociation.
- Sudden or significant changes in behaviour.
- Physical injury.
- Aggression or avoidance.

Where a child/ren experiences a traumatic event while being educated and cared for the following steps will be taken:

1. Staff will seek to manage the immediate situation, addressing any presenting hazards.
2. Children will be offered emotional support and comfort suitable to the nature of the situation, with staff engaging in actively listening and emotional validation.
3. The Responsible Person/Nominated Supervisor will be informed of the details as soon as reasonably practicable.
4. Staff should attend to any presenting immediate needs, including the awareness of child protection actions (see [2.12 Child Protection and Mandatory Reporting](#) or [7.7 Managing Concerns of Harmful Sexual Behaviours](#))
5. Depending on the circumstances, the child may be invited to a quiet area, such as the Kids Club Dalby office, while escalation or immediate support is occurring.
6. The parents of the child will be called to be notified as soon as reasonably practicable. Should they be uncontactable, consideration will be given the appropriateness of calling emergency contacts.

7. The Responsible Person/Nominated supervisor will be responsible for coordinating a suitable response, where relevant addition or emergency services response may be applicable and called upon.

Once the circumstances have stabilised, the educator providing care will be documenting the events – see steps under Documenting an Incident, Illness, Injury or Trauma Event.

A Child Missing or Unaccounted For

See [2.8 Safe Arrivals and Departures of Children](#)

A Child Mistakenly Locked In or Out of Kids Club Dalby

In an instance where a child has been mistakenly locked in or out of Kids Club Dalby, staff should look to immediately address the situation by opening the locked area. Staff should then:

1. Support the child's immediate wellbeing to ensure they are emotionally supported by the incident.
2. As soon as practicable, the Nominated Supervisor (or Responsible Person), should notify the parent of the event.
3. An incident report will be completed by the staff member initially responding, with support of the Nominated Supervisor.
4. The details of the incident will be reported to the Approved Provider as soon as practicable.
5. The Nominated Supervisor and Approved Provider will coordinate the preparation and submission of the notification, following the steps outlined in [7.3 Managing Notifications](#).
6. Following the submission of the notification, the Approved Provider will coordinate an appropriate investigation into the circumstances of the incident, outlining steps of improvement to mitigate future occurrences.
7. The Approved Provider and Nominated Supervisor will collaborate any necessary additional response as determined by the Regulatory Authority.

Death of a Child

Should the death of a child occur while being cared for or as the result of an incident while being care for, then staff members should:

1. Immediately call emergency services.
2. Evacuate children to the appropriate area (evacuation or lockdown, depending on circumstance).
3. As soon as practicable, the Nominated Supervisor (or Responsible Person), should notify the parent of the event.

Becoming aware a child has died as the result of an incident while being care for by Kids Club Dalby:

4. An incident report will be completed by the staff member initially responding and any witnesses, with support of the Nominated Supervisor.
5. The details of the incident will be immediately reported to the Approved Provider.

6. The Approved Provider will lead the coordination of reporting, including correspondence with the Regulatory Authority, parents, police and Work Health Safety Queensland.
8. The Nominated Supervisor and Approved Provider will coordinate the preparation and submission of the notification, following the steps set out in [7.3 Managing Notifications](#)

Other Circumstances and Actions

1. Where circumstances arise that do not have specific procedures set out to follow, educators must use professional judgement to actively protect the safety and wellbeing of children as a first priority.
2. Possible actions may include:
 - a. Emergency evacuation procedures
 - b. Lock-down/harassment procedures
 - c. Notifying emergency services (police etc.)
3. Following the incident/events being controlled, educators then need to notify the Approved Provider.
4. Should the circumstance present as a risk to health and safety, notification to the Regulatory Authority will be required as set out in [7.3 Managing Notifications](#)

Parent Notification

Parents must be notified of any illness, injury or trauma which occurs while a child is being educated and cared for by Kids Club Dalby. Depending on the circumstance, including the significance of the incident, urgency, and any practical limitation, the notification can be via—

- A phone call,
- In-person (when collecting the child), or
- Via a copy of the Incident, Injury, Illness, or Trauma Report.

Regardless of the method of communication, a parent must be notified as soon as practicable, but not later than 24 hours after the occurrence. The details of this notification are recorded in the Incident, Injury, Illness, or Trauma Report. This report must be signed by the primary carer as soon as possible.

To promote transparency, standard practice is to provide a copy of the Incident, Injury, Illness, or Trauma Report, which contains the ability to record the parent's receipt of the information by way of signing the record. Parents can request and access copies of their children's Incident, Injury, Illness, or Trauma Reports when requested.

Notwithstanding notification requirements, subject to procedures set out in [7.2 Privacy and Confidentiality of Records](#), personal details that do not relate to the parent's child contained within an [Incident, Injury, Illness, or Trauma Report](#) may be redacted where there is not written authorisation to disclose this information.

Documenting an Incident, Illness, Injury or Trauma Event

An [Incident, Injury, Illness, or Trauma Report](#) must be completed, as soon as reasonably possible after a child is involved in any incident, suffers an injury, illness or trauma, but at least within 24 hours. Unless circumstances are unique, records will be documented on the standardised template.

Typically, the person who took the primary lead in managing the incident will be responsible for writing the record. Where this isn't achievable the Nominated Supervisor or Responsible Person will source the person with most direct observation of the incident to complete the record. It is the responsibility of the Nominated Supervisor or the Responsible Person in charge of the session of care to ensure the full record has been completed within the timeframe required.

Report Content

The incident, injury, trauma and illness record must include the following (National Regulation 87) —

- Details of the incident/event, including—
 - The name and age of the child.
 - The circumstances leading to the incident, injury or trauma.
 - The time and date the incident occurred, the injury was received, or the child was subjected to the trauma.
- Details of any illness which becomes apparent while the child is being educated and cared for including—
 - The name and age of the child.
 - The relevant circumstances surrounding the child becoming ill and any apparent symptoms.
 - The time and date of the apparent onset of the illness
- Details of the action taken by Kids Club Dalby, including—
 - Any medication administered or first aid provided.
 - Any medical personnel contacted.
- Details of any person who witnessed the incident, injury or trauma.
- The name of any person whom Kids Club Dalby notified (or attempted to notify), and the time and date of the notifications or attempted notifications.
- The name and signature of the person writing the record, and the time and date report was created.

Confidentiality

All [Incident, Injury, Illness, or Trauma Records](#) will be stored securely as set out in [7.2 Privacy and Confidentiality of Records](#). Disclosure of private information contained within an Incident, Injury, Illness, or Trauma Record will only occur as permitted by legislation, including Regulation 177 and the corresponding written authorisation.

Regulatory Notification – Serious Incidents

Where the circumstances surrounding the incident meet the requirements for regulatory reporting, steps contain in [7.3 Managing Notifications](#) will be followed.

Training and Instruction

Induction material and processes will ensure all educators and volunteers are trained around the requirements and expectations for responding to incidents. This is complemented by ongoing training and debriefing of incident management procedures. All persons with responsibilities to care for children must be able to demonstrate how they will—

- alert service leaders of an incident in a timely manner,
- provide care for children during an incident, and
- their role in supporting Kids Club Dalby to meet relevant reporting requirements.

Quality Improvement

Following any significant event, the Nominated Supervisor will debrief the events with educators, identifying any area of learning or improvement. The actions identified will be reported to the Approved Provider, who will ensure appropriate action is taken.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.167 Offence relating to protection of children from harm and hazards
 - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
 - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
 - R.12 Meaning of serious incident
 - R.85 Incident, injury, trauma and illness policies and procedures
 - R.86 Notification to parents of incident, injury, trauma and illness
 - R.87 Incident, injury, trauma and illness record
 - R.90 Medical conditions policy
 - R.97 Emergency and evacuation procedures
 - R.99 Children leaving the education and care service premises
 - R.160 Child enrolment records to be kept by approved provider and family day care educator
 - R.161 Authorisations to be kept in enrolment record
 - R.162 Health information to be kept in enrolment record
 - R.168 Education and care service must have policies and procedures
 - R.170 Policies and procedures to be followed
 - R.171 Policies and procedures to be kept available
 - R.174 Time to notify certain circumstances to Regulatory Authority
 - R.174A Prescribed information to accompany notice
 - R.177

Prescribed enrolment and other documents to be kept by approved provider ○
R.181 Confidentiality of records kept by approved provider ○ R.183 Storage of records and other documents

- **National Quality Standard:**
 - QA2 – Children’s health and safety

Additional Regulatory Context and Guidance

- Child Protection Act 1999 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[2.4 First Aid Administration](#)

[2.5 Infectious Diseases](#)

[2.6 Medical Conditions in Children](#)

[2.7 Emergencies and Evacuations](#)

[2.8 Safe Arrivals and Departures of Children](#)

[2.12 Child Protection and Mandatory Reporting](#)

[3.1 Work Health and Safety](#)

[6.1 Enrolment and Orientation](#)

[6.3 Feedback and Complaints](#)

[7.2 Privacy and Confidentiality of Records](#)

[7.3 Managing Notifications](#)

Appendices and Forms

[Incident, Injury, Illness, or Trauma Report](#)

Date	Ratified by	
11.02.2025		

2.10 Nutrition, Dietary Requirements, and Food Safety

Policy Statement

Kids Club Dalby provides food as part of Kids Club Dalby's education and care. Kids Club Dalby recognises and acknowledges the importance of providing food that is both nutritious and appropriate to the needs of the children. We encourage and promote the health and wellbeing of children by providing positive learning experiences during meal/snack times where good nutritional food habits are developed in a happy, social environment. Parents are supported to understand the benefits of this approach to nutrition for their children.

The food and meals provided by Kids Club Dalby will be adequate for the situation. Where desired, children will also be able to access food they may have brought to Kids Club Dalby in their lunchbox. Drinking water will always be available and accessible to children.

Safe Food Handling Practices

Kids Club Dalby has strict procedures to ensure food prepared, stored and served by Kids Club Dalby upholds food safety standards, with a food safety program implement to ensure this outcome. While the food safety program covers the entirety of Kids Club Dalby's food handling practices, a key focus is around the safe preparation and storage of potentially hazardous food items, which are— Foods that must be kept at a particular temperature to minimise the growth of food poisoning bacteria that may be in the food, or to stop the formation of toxins. These types of food are typically protein-rich foods (such as meat, dairy products), processed fruit and vegetables. and previously cooked food.

Health and Nutrition Guidelines

Kids Club Dalby's menus and food available will be based on information from recognised health authorities, such as government health department and other organisations with recognised expertise in nutrition (e.g. Nutrition Australia, Heart Foundation, Queensland Health). The primary guidelines for menu items will be based on the National Health and Medical Research Council's 'Australian Dietary Guidelines' and Queensland Education's Smart Choices strategy.

Importantly Kids Club Dalby recognises the following key points from the Australian Dietary Guidelines:

- Children and adolescents need sufficient nutritious foods to grow and develop normally.
- In enjoying a wide variety of nutritious foods. Children adolescents should be encouraged to:
 - eat plenty of vegetables, legumes and fruits.
 - eat plenty of grain (cereal) foods, (including breads, rice, pasta and noodles), preferably wholegrain.
 - include lean meat, fish, poultry and/or alternatives. ○ include milks, yoghurt, cheese and/or alternatives. ○ Reduced fat varieties should be encouraged.
 - choose water as a drink.
- Likewise, care should be taken to:
 - limit saturated fat. ○ choose foods low in salt.
 - consume only moderate amounts foods containing added sugars.

- Prepare and store children's food safely.

The Eating Environment

Outside of the food provided by Kids Club Dalby, we are committed to promoting healthy eating habits and providing nutritious food and drinks that meet the needs of children. We aim to influence children and families about making informed food choices and to create a positive and enjoyable eating environment. Educators will encourage and involve children in conversations and routines that promote healthy eating and good nutrition.

Programming – Food Based Activities

Cooking and preparing food with children also serves as a valuable program activity. Educators will ensure these activities reflect a safe environment for children's participation and consumption. Relevant precautions will be taken to consider the need for specific risk assessment, based on the nature of the activities and environment.

Key Tasks and Responsibilities

Menu Development	The Approved Provider will ensure the relevant guidelines are available to ensure the food available to children is suitable. The Nominated Supervisor is to monitor the menu planning to ensure it reflects the relevant guidelines and expectations.
Food Preparation and Handling	The Nominated Supervisor or Responsible Person will monitor educator practices to ensure the food safety program is followed. The Nominated Supervisor will also ensure educators access relevant training and instruction, and the cleanliness of food preparation area is maintained.
Eating Environment	The Nominated Supervisor and Responsible Person is supported by educators to ensure the eating environment remains a pleasant and suitable space for children to consume meals and socialise.

Procedures

Menu Development

Health and Nutrition

1. The Nominated Supervisor will ensure that educators are provided with adequate training and instruction in relation to food handling and storage procedures, including induction processes to inform educators on Kids Club Dalby's practices for food safety. All staff will complete a 'Food Handling Course' and review it annually.
2. Persons tasked with developing menu plans will have relevant understanding of nutritional guidelines, procedures and requirements of Kids Club Dalby to serve adequate, healthy and nutritious food.
3. Kids Club Dalby will continually consider the additional training needs, and where relevant, educators will be encouraged to attend professional development on food and nutrition themes.
4. All food and use-by dates to be observed at all times.
5. Children or Educators who are unwell are not to partake in preparation of food.

Developing a Menu Plan

Kids Club Dalby provides food –afternoon tea (ASC) or Lunch during Vacation care – for the relevant sessions of care. A weekly menu is prepared to ensure the food provided reflects the relevant guidelines for nutrition and healthy eating:

1. In preparing the weekly menu, the educator responsible will demonstrate a wide variety of nutritious foods, including designing items to encourage plenty of desirable foods (vegetables, fruits, grain).
2. All menus will be planned in advance (at least the week prior).
3. As far as practical, the menu will include plenty of fresh foods, as opposed to pre-packaged and prepared foods.
4. Special dietary needs will be provided for with relevant alternatives or where otherwise impractical, Kids Club Dalby will make individual arrangements with families.
5. Food or beverages provided will take into account any specific cultural or religious requirements.
6. Consideration will be given to preferences of children.
7. Children, families and other educators are encouraged to contribute ideas for the menu.

The weekly menu will be displayed near the entrance of the Kids Club Dalby and will accurately describe the foods to be served throughout the week.

Drinking Water

- The Nominated Supervisor will ensure that children have ready access to safe drinking water.
- Water will be the preferred drink (milk and other drinks may be available on occasions).

- Educators will encourage children to drink extra water during the summer months or after/during vigorous activities.
- Cool Water bubbler is available to all children and staff on the front verandah and in the foyer outside of the kitchen area.

Food Safety Program

Purchasing Food and Receiving Food Items

Kids Club Dalby will purchase food products from reputable food businesses, primarily traditional supermarket businesses. The choice of supplier will be limited to those whose services and products have been found to be reliable. Kids Club Dalby is to be licensed through Western Downs Regional Council with a current Food Licence.

Largely, products are delivered to Kids Club Dalby from the supplier. When products are purchased and are delivered, the following conditions must be met-

1. Food should be covered or packaged (without damage) on arrival.
2. The staff member collecting the food or products should inspect to ensure no food or product is spoiled, has damaged packaging or past used-by date.
3. The staff member should check the temperate of the food including –
 - a. Chilled food is at or below 5°C.
 - b. Frozen Food is hard not partly thawed.
4. Food not meeting these requirements should be disposed of safely.
5. The food or products should be immediately placed in the appropriate storage location, with a strip of masking tape with the date of opening written on the tape.

Food Storage

Food must be stored in an appropriate environment to protect it from contamination and to maintain the safety and stability of the food, including—

Dry Storage (pantry/ cupboard)	• Educators to inspect for signs of pests and the premises is regularly treated by a licensed pest controller. • Opened packaged products are stored in clean, sealed food grade containers (or re-sealable packaging). All opened food to have date of opening written on masking tape and stuck to packaging. • Products are rotated and weekly inspections identify out-of-date stock. • Food is stored in accordance with manufacturer's specifications and not overcrowded.
---	---

Cold Storage (fridge)	• Temperature checked and recorded daily with a thermometer to ensure below 5°C. • All potentially hazardous foods stored in a clean and covered food grade container or wrapped in a protective covering. • Fridge should not be overcrowded. • Raw foods must be separated from cooked or ready-to-eat foods. With ready-to-eat foods stored above raw foods. • Date mark and label stored food.
Frozen Storage (freezer)	• Frozen food needs to be stored frozen hard (not partially thawed). • Frozen food must be stored and covered in clean containers. It should be clearly labelled and dated to allow for stock rotation. • Frozen storage areas must not be overcrowded.

Food is discarded when stored outside of these requirements (contaminated, incorrect temperature, out-of-date etc).

Thawing

Thawing potentially hazardous frozen food may pose a food safety risk if the temperature of the food is between 5°C and 60°C during thawing, allowing food poisoning bacteria to grow. All thawing of frozen food will be planned and either occur via the fridge or microwave.

Preparation and Handling

When preparing and handling food, there is risk of contamination (physical and chemical) and bacteria causing food-borne illness. Kids Club Dalby's safe food handling practices address these risks—

1. Food handlers will have appropriate skills and knowledge for each food preparation task.
2. Clean and inspect food preparation surfaces, equipment and utensils before use.
3. Wash hands properly before starting food handling, long hair to be tied back or a hair net to be worn.
4. Ready-to-eat food is kept apart from raw ingredients during preparation, including:
 - Fruit and vegetables intended for immediate consumption must be washed before preparing, including those where the skin is not intended to be eaten.
 - Use separate utensils and cutting boards when preparing raw food and ready-to-eat food. Washing, sanitising and thoroughly drying cutting boards and utensils between use.
5. Minimise the time that potentially hazardous food is above 5°C and return food to the refrigerator during any break in preparation.
6. Wiping cloths should be replaced daily and cleaned, rinsed and dried between uses.
7. Throw away single use items after one use.
8. Any food contaminated by dirty equipment or other cross-contamination is thrown away.

Cooking

Hot food must be fully cooked to a sufficient temperature to achieve a safe temperature for consumption. Potentially hazardous foods, which are not fully cooked, will not be safe to eat, as

bacteria will not be killed. Where the food handler must use a thermometer to check the internal temperature has reached a minimum of 74°C where they are uncertain the food is cooked.

Maintain potentially hazardous food at a temperature of 5°C or below or 60°C and above.

If food is kept between 5°C and 60°C, this temperature must be monitored and recorded. Where potentially hazardous food that has been kept between 5°C and 60°C for -

less than two hours	must be refrigerated or used immediately
longer than two hours but less than four hours	must be used immediately
longer than four hours	must be thrown out

Cooling

Hazardous food that is intended to be cooled and use later, needs to reach a temperature of 5°C or colder as quickly as possible. When cooling cooked potentially hazardous food, cool the food within the following timeframes:

- from 60°C to 21°C within two hours.
- from 21°C to 5°C within a further four hours.

This means you have a maximum of six hours to cool food from 60°C to 5°C or below.

Reheating

Reheat previously cooked and cooled potentially hazardous food, you must reheat it rapidly to 60°C or hotter. Meaning food must be reheated to 60°C within a maximum of two hours.

Cleaning Schedule

Anything that comes into contact with food must be cleaned and sanitised after use, with a commercial sanitiser (following the manufacturer's instructions).

Items and areas which do not come into contact with food only need to be washed with detergent, using the following schedule —

Floors, rubbish bins	Daily
Fridge, microwave, cupboards and shelves	Weekly
Freezer	Weekly
Windows, walls, ceilings, ovens	Quarterly

Immediate cleaning is necessary for spills and potential hazards.

The Eating Environment

Mealtimes and the interactions that occur when eating contribute to the learning outcomes and experience of children. The eating environment will be shaped to be a calm and enjoyable setting.

Safe and Pleasant Environment

1. Children must wash their hand prior to mealtimes following the steps contained in [2.5 Infectious Diseases](#).
2. Education will promote a calm and hygienic eating setting by encouraging children to sit whilst eating. To promote a suitable environment, meal and snack times will follow a daily routine that is flexible and child-centred.
3. Educators will sit with children during meals to provide supervision, encourage healthy eating, and promote positive behaviour.
4. When children are finished eating, they will follow routines to leave the area tidy and place items in the washing up.

Serving of Food

1. Independence will be fostered by encouraging children to serve themselves food, under supervision from educators, using appropriate equipment.
2. Anyone serving themselves or others food, will use tongs/utensils (or gloves if needed).
3. At meal/snack times, educators will encourage children to try a variety of foods. Children will never be forced into selecting or consuming particular foods.
4. An adequate quantity of food will be available, but children should take an appropriate initial portion and come back if more is required.

Diverse Cultural Experiences

1. Food provided includes food from various cultures particularly those represented in Kids Club Dalby and local community.
2. Families from other cultures within Kids Club Dalby or wider community may be invited to participate in the program, providing children with food experiences from their own culture.
3. Food awareness activities will be chosen from a variety of cultures and may include:
 - a. different ways of serving the food (i.e. chopsticks).
 - b. different varieties of foods (e.g. feta cheese instead of cheddar).
 - c. foods that may have significance within their culture (e.g. Anzac biscuits and their origin).

Allergies and Dietary Restrictions

1. Children with allergies or other dietary restrictions will have specific plans developed as per [2.6 Medical Conditions in Children](#).
2. Consistent with regulatory requirements, educators will be informed of any allergies, intolerances, or specific dietary needs of children and the plans prepared for their management.

3. Suitable alternatives will be provided for children with special dietary needs.
4. Educator's training and risk minimisation plans will capture the management process to minimise cross contamination, with alternative foods kept and prepared separate from other foods.
5. Children with relevant allergies will be monitored throughout food service and eating times to ensure their wellbeing and safety.

Food Experiences

Food will not be used in Kids Club Dalby as punishment or reward for children.

Cooking, Food Preparation and Service with Children

1. Childrens involvement with food preparation and serving will promoted and explored as much as possible.
2. Play and learning activities surrounding food, such as cooking will be included as part of the program.

Safety around food activities

1. All times children are handling food, they must follow Kids Club Dalby's hygiene practice, including handwashing.
2. Children will not be allowed in the kitchen or food preparation area unsupervised. Food activities that require heating and/or cooking will be fully risk assessed and supervised by an educator.
3. Children who are unwell will not be permitted to handle food consumed by others.
4. Risk assessments will be written to manage any significant risks associated with heat, knives and other potential hazards.

Partnering with Families

Sharing Information

1. Parents are responsible for communicating any dietary needs or restrictions. Generally, this information is captured on enrolment. Parents can update Kids Club Dalby at any time, should a condition emerge preferably in writing either by email, text or through the Xplor app.

Food Provided by Parents

1. Where parents provide food for their children, Kids Club Dalby will promote relevant nutritional information as well as suggestions for healthy food and drink choices,
2. Provision for storage of food for children may be available during vacation care,
3. Any issues will be addressed and planned with each individual family directly.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
 - R.77 Health, hygiene and safe food practices ○ R.78 Food and beverages ○ R.79 Service providing food and beverages
 - R.80 Weekly menu ○ R.168 Education and care service must have policies and procedures ○ R.170 Policies and procedures to be followed ○ R.171 Policies and procedures to be kept available
- **National Quality Standard:**
 - QA1 – Educational program and practice ○ QA2 – Children’s health and safety ○ QA3 – Physical environment ○ QA4 – Staffing arrangements

Additional Regulatory Context and Guidance

- Food Act 2006 (Qld)
- Australian dietary guidelines - National Health and Medical Research Council’s • Queensland Education’s Smart Choices strategy

Related policies and procedures

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.2 Privacy and Confidentiality of Records](#)

Date	Ratified by	
11.02.2025		

2.11 Safe Transportation Policy

Policy Statement

Kids Club Dalby provides education and care for children before school and after school and vacation care

. For children to access our Service, we provide transportation between our Service location, primary schools and other locations whilst participating on excursions. Compliance with the Education and Care National Law and Regulations is mandatory to ensure the safety of children at all times and new provisions and amendments to these regulations are reflected in our procedures and policy for transportation and the safe handover of children. We acknowledge our duty of care obligations by adhering to relevant legislation providing adequate supervision of children at all times, maintaining correct educator to child ratios, maintaining accurate attendance records and providing appropriate child restraints for children under our care.

Key Tasks and Responsibilities

Initiating a change in providing transport	The Approved Provider will establish the policy and ability for Kids Club Dalby to provide transport. Should they change their position, they will be responsible for coordinating the update to policy, procedures, risk assessments and notification.
--	---

Procedures

Should the Approved Provider make changes to their policy for providing transportation other than for excursions (including arranging transportation), then the following will occur—

1. A change in policy to comply with Regulation 102A-102F, including:
 - a. Development of risk assessment.
 - b. A process to obtain authorisation.
 - c. Procedures for embarking and disembarking the means of transport.
2. Notification to parents to the change in policy
3. Notification to the Regulatory Authority (within seven day) if there are changes to providing or arranging transportation.

Regular Transport

Regular Transport is where Kids Club Dalby provides a 'drop off' to school for Before School Care, Pick up from School for After School Care and 'Drop Off' for extra Curricular Activities during the After School Pick Up bus run. Any other transportation is not included in the Regular Transport Risk Assessment.

Excursion Transport

Excursion Transport is defined as transportation provided to an excursion venue from Kids Club Dalby and from that venue back to the Kids Club Dalby Centre.

Risk Assessment

An annual Risk Assessment must be completed for any Before School and After School care Regular Transportation. A new Risk Assessment must be completed prior to any excursion.

Bus Induction Checklist

All staff responsible for driving the bus must complete and sign an induction and a Bus induction Checklist prior to driving the bus.

Authorisation for Transport

An authorization for Transport must be completed by the primary carer of each child upon transportation. (regulation 102D). This authorization must include the following information:-

- The child's name
- The reason the child is to be transported
- If the authorization is for regular transportation, the date the child is to be transported;
- A description of the proposed pick-up location and destination;
- The means of transport;
- The period of time during which the child is to be transported;
- The anticipated number of children likely to be transported;
- The anticipated number of staff members and any other adults who will accompany and supervise the children during the transportation;
- Any requirements for seatbelts or safety restraints under a law of each jurisdiction in which the children are being transported;
- That a risk assessment has been prepared and is available at the education and care service;
- The process for entering and exiting the education and care service premises and the pickup location or destination;
- Procedures for embarking and disembarking the means of transport, including how each child is to be accounted for.

Selecting Transport

All vehicles used must be registered in Queensland.

Drivers are to be licensed to carry the required number of passengers for the purpose. The service will request the transport company to provide confirmation and evidence of this fact before engaging the company for the excursion. (when outside transport is sourced).

Educators generally will not be permitted to transport children in private vehicles, but if permitted in any circumstances, the requirements of paragraphs above apply in relation to that educator and the transport used.

"C" Class vehicles will not be used to transport children except in an emergency situation.

In selecting transport, the service will ensure that a communication system is available for use in the event of emergency.

The service will in all cases have a Transportation Risk Assessment completed each year for regular transportation and a new form prior to any excursion.

The service will, wherever practicable and affordable, use buses fitted with seat belts or where this is not possible, ensure that suitable safety precautions are taken.

Children will not be left in the sole care and custody of bus drivers or others. Educator to child ratios as per conducted risk assessment will continue to apply during transportation (see Policy 2.3 – Educator to Child Ratios).

Excursion educator to child ratios will also apply during transportation.

Vehicle breakdown and/or accident

In the event of injury occurring during transporting to an excursion, procedures as set out in the Illness, Injury and Trauma Policy (see Policy 4.5) will be followed.

While waiting for replacement transport/repairs, children will be kept safe, comfortable, and occupied with suitable activities.

In the event of a late return to the service, every effort will be made to notify parents e.g. to arrange for a notice to be displayed at the service or to contact parents individually.

Accountability of children for embarking and disembarking the means of transport

1. Bus List on 'Xplor' app and taken on bus run – this is to include child's name, and carers contact details and school for which pick up is for/from.
2. Checking each child off bus list when child embarks/disembarks the bus and sign in/out through the Xplor application for attendance or departure of care.
3. If child has not presented at Bus within a required time, all attempts are to be made to contact parent/carers for the whereabouts of the child.
4. Once bus has returned to Kids Club Dalby (for ASC or an excursion), children are to be checked off on Xplor and then checked into the centre upon arrival at the centre by a staff member other than the driver. All seats are to be checked with a thorough check of the bus to ensure that no child is hiding under the seats by a staff member who is not the driver. Once second staff member has checked through and lock the bus, they are to end the transport by signing through the Xplor App.
5. Once bus has arrived at the designated School or excursion destination) children are to be checked off through the Xplor app. Once bus has arrived back at the centre or excursion destination, a staff member, other than the driver is to walk through the bus to ensure no children are still on the bus. Once second staff member has checked through and lock the bus, they are to end the transport by signing through the Xplor App.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
 - R.102A Application of Division
 - R.102B Transport risk assessment must be conducted before service transports child
 - R.102C Conduct of risk assessment for transporting of children by the education and care service

- R.102D Authorisation for service to transport children ○ R.102E Children embarking a means of transport—centre-based service ○ R.102F Children disembarking a means of transport—centre-based service ○ R.168 Education and care service must have policies and procedures ○ R.168 Education and care service must have policies and procedures ○ R.170 Policies and procedures to be followed ○ R.171 Policies and procedures to be kept available ○ R.175 Prescribed information to be notified to Regulatory Authority ○ R.176 Time to notify certain information to Regulatory Authority
- **National Quality Standard, Quality Areas:**
 - QA2 – Children’s health and safety ○ QA7 – Governance and leadership

Additional Regulatory Context and Guidance

- ACECQA - Safe transportation of Children Safety Checklist and regular transportation record
- ACECQA - Information sheet – Changes to regular transportation of children
- ACECQA - Information sheet - Guidance for adequate supervision during transportation

Related policies and procedures

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.2 Privacy and Confidentiality of Records](#)

Date	Ratified by	
11.02.2025		

2.12 Child Protection and Mandatory Reporting

Policy Statement

In addition to Kids Club Dalby providing all children with a safe and suitable environment, it has an obligation to report reasonable suspicion of significant harm or at risk of significant harm. Kids Club Dalby recognises that Kids Club Dalby's educators and staff are uniquely positioned to identify concerns about a child's safety and wellbeing in settings beyond Kids Club Dalby.

The Child Protection Act 1999 (section 13E) outlines education and care professionals and mandatory reporters. In the event that an educator (or the Approved Provider) forms a reasonable suspicion that a child has been harmed, is being harmed or is at risk of being harmed and may not have a parent willing and able to protect, they are required to respond to ensure that this information (a reasonable suspicion) is appropriately managed and is reported to Child Safety.

As Queensland has a relevant child protection law that requires educators to report reasonable suspicions, the Approved Provider has a duty to advise educators of the Child Protection Act and their obligations for mandatory reporting (Regulation 84). Kids Club Dalby's procedures ensure this information is covered through induction and complemented by additional periodic training.

While the primary purpose of this policy is to address the requirements of mandatory reporting and support educator's judgements in assessing observations and insights, the policy also sets out the role of reporting relevant harmful incidents that may have come about within Kids Club Dalby.

Kids Club Dalby recognises that there are various types of abuse and harm a child may be exposed to including—

- **Physical abuse** – non accidental injury including beating, shaking, burning, biting, causing bruise or fractures by inappropriate discipline, giving children alcohol, drugs or inappropriate medication.
- **Emotional abuse** – hostile parenting, constant yelling, insults, swearing, criticism, bullying, scapegoating, exposure to domestic violence.
- **Neglect** – failure to provide basic needs including food, clothing, enough sleep, hygiene, medical care, and supervision.
- **Sexual abuse** – grooming, exploitation, penetration, sexual touching, sexual talk and exposing children to pornography.

Key Tasks and Responsibilities

Child Protection Training	The Approved Provider must ensure relevant materials and resources are available for the Nominated Supervisor to instruct educators of the awareness of child protection law and mandatory reporting duties. This is to be updated Annually.
Supervising Educator conduct	The Approved Provider and Nominated Supervisor play the primary role in supervising the behaviour of people in care of children are meeting the expectations set out in policy. Should concerns be raised, the Approved Provider is responsible to ensure appropriate management action is carried out. The Nominated Supervisor should communicate concerns to the Approved Provider to ensure they are aware,
Observing children's wellbeing and experiences	All educators are responsible for observing and looking for signs a child may be in need of protection. They are to report their concerns to the Nominated Supervisor (or other relevant leader) to ensure action is taken to assess reporting requirements or other supports.
Reporting harm	Any educator can report suspicions of harm, however, the typical process should be via the Nominated Supervisor to ensure incidents are documented and handled appropriately.

Procedures

Responding to Harm Occurring at Kids Club Dalby

Kids Club Dalby is committed to ensuring safeguarding the protection and wellbeing of children. All educators will be expected to follow the instruction and procedures to ensure children's safety and wellbeing. Kids Club Dalby has zero tolerance for conduct that risks or otherwise harms children attending Kids Club Dalby, with significant disciplinary action as a consequence of any substantiated incidents.

In circumstances where a Kids Club Dalby employee or volunteer is alleged to have harmed a child (in any nature), the following will occur—

1. Where any educator/representative believes or is otherwise made aware of an educator (or service representative) possibly having harmed a child in any way, the person being aware or holding suspicion will immediately report to the Nominated Supervisor (or Responsible Person), who will immediately notify the Approved Provider.
2. The educator accused or suspected to have harmed a child will be immediately relieved of their duty and be suspended with pay following a workplace investigation.
3. The parent and Regulatory Authority will be notified at the earliest convenience, following the procedures set out in [7.3 Managing Notifications](#). Likewise, recording the incident as set out in

[2.9 Incidents, Illness, Injury, and Trauma](#) will be carried out.

4. The workplace investigation will be carried out by a suitably experienced and qualified person, ensuring relevant lawful requirements are followed.
5. Subject to the information available, service leaders will consider any duties for additional reporting (e.g. police).
6. Where the allegation of harmful conduct is substantiated, significant disciplinary action – almost certainly termination - will occur.

Children In Need of Protection – Mandatory Reporting

Informed of Child Protection Law and Mandatory Reporting (Regulation 84)

1. The Nominated Supervisor is responsible for the management of induction tasks. The induction materials of Kids Club Dalby provides instruction for each educator to understand the existence of the Child Protection and their responsibilities to notify any reasonable suspicion of harm.
2. Kids Club Dalby complements initial guiding material with more robust training opportunities to better equip educators with relevant skills and knowledge to identify and respond to indicators of abuse and harm.
3. The Nominated Supervisor is to lead a supportive culture that ensures educators can seek out support and guidance from Kids Club Dalby's leaders where questions, concerns or suspicions arise.
4. At all times educators will have access to Kids Club Dalby's policies and procedures manual to refer their responsibilities or required actions.

Responding to Disclosures

Where a child discusses information relating to their experience of trauma and harm with an educator (a disclosure), educators are guided to respond using the following principles:

1. **Listen** – try to be in a suitable environment, be calm and patient, let the child use their own words and avoid quizzing. Don't be afraid of saying the 'wrong thing'. Listening supportively is more important than the words you use.
2. **Reassure** – address the concern about the child's safety and reassure the child it's okay that they have told you what's been happening. Reassure the child it is not their fault for any distress.
3. **Respect** – the child may only reveal some details. Acknowledge bravery and strength. Explain in order to keep them safe you'll have to tell someone and avoid making promises you can't keep.

Developing a Reasonable Suspicion

1. An educator or any relevant staff member may develop concerns about a child's wellbeing and safety from a variety of sources – observations, discussions, the child's presentation, behaviour, or interactions with the parents etc.
2. A reasonable suspicion might not develop from one single event but rather a series of indicators combining to result in a concern developing about a child's safety and wellbeing.

3. The key features for a suspicion to signal a child is need of protection is —
 - a. a child has suffered, is suffering, or is at unacceptable risk of suffering, significant harm, and
 - b. may not have a parent able and willing to protect the child from the harm.
4. While the Child Protection Act emphasises physical and sexual abuse for mandatory reporting requirement, educators can also report a child is in need of protection caused by any form of abuse or neglect.
5. Regardless of a concern reaching the threshold of serious harm, educators (or any other staff) are to promptly advise the Nominated Supervisor (or Responsible Person) of any substantial concerns or circumstances relating to a child's safety or wellbeing.

Consultation and Decision-Making

1. Indications of significant harm are not always clear. All staff should be prepared to discuss their suspicions openly (with the appropriate people) to ensure a child is supported and reporting obligations are met.
2. Educators are free from liability and do not breach privacy when sharing confidential information, if they are acting honestly and if their actions in sharing information are consistent with protecting children from harm.
3. The Nominated Supervisor, in either being told of or themselves developing concerns relating to a child's safety or wellbeing are to advise the Approved Provider.
4. The Nominated Supervisor and Approved Provider will consult on a plan of action, which could include:
 - a. discussing concerns with parent/s
 - b. seeking further advice and support from:
 - i. Child Safety.
 - ii. Child Protection Guide [online tool]
<https://secure.communities.qld.gov.au/cpguide/engine.aspx>.
 - iii. relevant other professional
 - c. directly report notification to Child Safety.

Documenting and Recording Information

1. The Nominated Supervisor is to ensure that the reports and documentation of a disclosure/suspicion are written and recorded by the staff/educator involved as soon as reasonably practical. This Form 'Incident Report Form' can be found in the 'Updated Forms' folder or at OneDrive/Forms/Incident Report Form.doc . The report should include:
 - a. any relevant background information
 - b. a factual description of the events/observation/incident
 - c. statements of the child (or others)
 - d. educator/service response to events
 - e. any parent involvement or discussion
 - f. any other matters considered relevant

2. These reports or other documentation will be stored by the Nominated Supervisor in a password-protected file on Kids Club Dalby's computer (consistent with [7.2 Privacy and Confidentiality of Records](#)).

Non-Reportable Concerns

3. Where advice has been received that the suspicion does not meet a threshold for reporting to Child Safety, the relevant person should follow and document any recommendations (e.g., talking to parents about access to support services)
4. However, the following matters should also be considered and if necessary actioned:
 - a. Does the circumstance meet the definition of a serious incident - notifiable to the Regulatory Authority? - see [2.9 Incidents, Illness, Injury, and Trauma](#)
 - b. How are parents best notified and supported?
 - c. What action should be taken to support the child or safety care for children? – see [7.7 Managing Concerns of Harmful Sexual Behaviours](#)

Reporting Reasonable Suspicions

1. Where a report to Child Safety is necessary, the following communication methods can be used—
 - If the child is in immediate Danger – **QLD Police Service** – 000
 - During business hours – **Child Safety Regional Intake Service** – [phone number] • After Hours – **Child Safety After Hours** – 1800 177 135
 - Online Reporting Form via Child Protection Guide - <https://secure.communities.qld.gov.au/cpguide/engine.aspx>
2. While Mandatory Reporters are required to make a written report. If the initial notification is made via phone, the corresponding report can be guided by Child Safety's instructions.

Documentation and Records

1. Any record relating to suspicions of significant harm are to be kept separate from general incident reports, due to the highly sensitive nature. All records containing child protection concerns will be filed within the password protected location as set out in [7.2 Privacy and Confidentiality of Records](#).
2. All persons involved in a case of suspected child abuse will be treated with sensitivity and respect, and all information to the case will remain confidential, unless sharing information is required.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**

- R.12 Meaning of serious incident
- R.84 Awareness of child protection law
- R.85 Incident, injury, trauma and illness policies and procedures
- R.86 Notification to parents of incident, injury, trauma and illness
- R.168 Education and care service must have policies and procedures
- R.170 Policies and procedures to be followed
- R.171 Policies and procedures to be kept available
- R.174A Prescribed information to accompany notice
- R.175 Prescribed information to be notified to Regulatory Authority
- **National Quality Standard:**
 - QA2 – Children’s health and safety
 - QA4 – Staffing arrangements
 - QA5 – Relationships with children
 - QA6 – Collaborative partnerships with families and communities.

Additional Regulatory Context and Guidance

- Child Protection Act 1999 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Criminal Code Act 1899 (Qld)

Related Policies and Procedures

- [2.1 Providing a Child Safe Environment](#)
- [2.9 Incidents, Illness, Injury, and Trauma](#)
- [5.1 Interactions and Relationships with Children](#)
- [6.1 Enrolment and Orientation](#)
- [7.2 Privacy and Confidentiality of Records](#)

Date	Ratified by	
11.02.2025		

2.13 Safe Online Environments for Children

Policy Statement

This policy outlines Kids Club Dalby commitment to protect children and their welfare in online environments. As a service, we recognise the increasing use of digital platforms for learning and communication and develop practices that create security in an online environment, where children—

- Are guarded from harm and exploitation.
- Have their reputation, data and privacy protected.
- Are not exposed to inappropriate content.

Guided by the Best Practice Framework for Online Safety Education and eSafety Early Years program for educators published by the eSafety Commissioner. Kids Club Dalby's policy aims to balance the dignity and affordance of using digital devices, and in a manner that still safeguards child's wellbeing and interests. Kids Club Dalby's procedures will continue to be assessed and improved. We aim to continue collaboration with children (and families) to empower their participation around the design and development of our protocols for safely using devices at Kids Club Dalby.

This policy applies to all children, staff, volunteers, and parents connected to KIDS CLUB DALBY and covers all online activities, digital communications, and use of online learning platforms. The nature of technology means there are many opportunities for online environments to intersect with Kids Club Dalby cross at several junctures and stakeholders including—

- Access to technology and the internet at KIDS CLUB DALBY.
- Taking photos and videos.
- Social media use by the community, including educators.

Kids Club Dalby's policy sets out clear and explicit expectations for the community to use and interact online in a manner that maintains the safety and wellbeing of children. Anyone acting in a manner incompatible with our commitment to the safety and wellbeing of children may be exposed to disciplinary action relevant to the circumstance.

Key Tasks and Responsibilities

Managing Infrastructure	The Approved Provider is responsible for ensuring Kids Club Dalby has suitable protections established, where children may access the internet as part of the program. The Nominated Supervisor or Responsible Person is responsible for ensuring the safeguards are working as intended.
Providing Supervision	All educators, especially those tasked with leading specific activities, are responsible for supervising children using devices and accessing content.

Professional Communication Interactions	All educators are expected to behave in the manner set out in policy to ensure children's safety and wellbeing is not compromised. Any concerns are brought to the attention of the Nominated Supervisor to address.
---	--

Procedures

Infrastructure and Technology

Children

1. Any equipment that the children bring to Kids Club Dalby, must **not** be connected to the internet. If discovered, the item will be removed and sent home with Parent/Carer at the end of the day. – This includes, smart watches, tablets, and gaming consoles.
2. Any Kids Club Dalby equipment which has access to the internet must be only operated by an Educator. Any research required for homework, must be done in the office with FULL supervision of an Educator.
3. In upholding our commitment to health and physical activity, access to devices (i.e. screen-time) will be limited -
 - a. BSC or ASC sessions - devices are only be used for homework or other research activities.
 - b. Vacation Care sessions - some restricted leisure time is made available (but excludes access to the internet), with times set out in the program.
4. Where devices and media are made available these are to only contain content that is appropriate for children, using government classifications (G and PG-rated) as the guiding principle.
5. Children are not to take photos or videos of other children on their personal devices.

Educators

1. Sufficient and suitable equipment is available for educators to complete relevant tasks, such as programming and documentation.
2. Educators are not to use personal devices for any documents or material that may contain the personal information of children and families, this includes—
 - a. Taking pictures on private phones.
 - b. Writing observation on personal devices.
 - c. Emailing/messaging parents from personal accounts.
3. To remove any doubt, personal devices may be used for work activities that do not store or save children and families personal information, for example—
 - a. Attending a webinar.
 - b. Researching programming ideas.
 - c. Communicating staffing arrangements.
4. Where an educator believes additional equipment is needed, they should communicate this to the Nominated Supervisor.

5. All private phones are to be locked in the locker at the beginning of each shift and not allowed access until the end of shift. In the event of a personal emergency, contact can be made through the Kids Club Dalby mobile.

Communication and Information Sharing with Families

Child Care Software

Kids Club Dalby upholds requirements for privacy and data by using reputable child care software to collect and store the substance of family's personal and sensitive information (i.e. enrolment information). This system is password protected and allows parents to more easily access the information retained by Kids Club Dalby.

Email (or other Messaging)

At times, communication with families will occur via email. Where Kids Club Dalby's representatives use email to communicate, must only occur on accounts owned and managed by Kids Club Dalby.

Social Media

Kids Club Dalby will not publish to a public Social Media page/group. The only social media that Kids Club Dalby operates is the **closed** Kids Club Dalby group. Which means every member of this closed group has been verified and approved by Kids Club Dalby management. This group is the major form of communication/newsletter to our parents/carers.

Where an educator becomes aware of a child being impacted or a risk of harm from an online setting (i.e. disclosure of cyber-bullying), then Kids Club Dalby will inform the parent of this information at the earliest convenience.

Employee Social Media and Online Communication

Responsibility

All employees have a duty to uphold the reputation and interests of Kids Club Dalby beyond the hours they are at work (see [4.1 Code of Conduct](#)). Educators have a responsibility to ensure their conduct is compatible with their employment obligations when using social media for personal use.

Communication and information sharing via social media or otherwise has the potential to harm either a child/family or Kids Club Dalby's reputation. Any instances of a child or their family's privacy, reputation or safety being compromised will be treated very seriously. Employees engaging in this conduct will be subject to disciplinary action, up to and including termination.

Boundaries for Online Communication and Interactions

- There should not be any personal interaction with children of Kids Club Dalby via social media, including being 'friends' or following accounts etc. If a child of Kids Club Dalby attempts to interact with an education, they should—

not respond,

review their privacy settings, and notify the Nominated Supervisor who will communicate Kids Club Dalby's expectation with the family.

- Kids Club Dalby name or identity cannot be mentioned in online posts or other online commentary, either directly or implied. (This means the uniform MUST NOT be worn in any photos to personal accounts).
- Employees should not discuss or disclose work-related matters in any public forum.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
 - R.85 Incident, injury, trauma and illness policies and procedures
 - R.86 Notification to parents of incident, injury, trauma and illness
 - R.168 Education and care service must have policies and procedures
 - R.170 Policies and procedures to be followed
 - R.171 Policies and procedures to be kept available
 - R.174A Prescribed information to accompany notice
 - R.175 Prescribed information to be notified to Regulatory Authority
- **National Quality Standard:**
 - QA2 – Children's health and safety
 - QA4 – Staffing arrangements
 - QA5 – Relationships with children
 - QA6 – Collaborative partnerships with families and communities.

Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Criminal Code Act 1899 (Qld)
- Online Safety Act 2021 (Cth)
- eSafety Commissioner - [Best Practice Framework for Online Safety Education](#)
- eSafety Commissioner - [eSafety Early Years program for educators](#)

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[2.9 Incidents, Illness, Injury, and Trauma](#)

[4.1 Code of Conduct](#)

[5.1 Interactions and Relationships with Children](#)

[7.1 Governance and Management](#)

[7.2 Privacy and Confidentiality of Records](#)

Date	Ratified by	
11.02.2025		

2.14 Use of Personal Devices (Mobile Phones, Wearables, etc.)

Purpose

To ensure the safety, well-being, and engagement of children in our care, this policy restricts the use of personal mobile devices and electronic wearables within the centre, in accordance with emerging child safety standards and Queensland reforms—including the Child Safe Organisations Act 2024.

Scope

Applies to all children, staff, families, visitors, volunteers, and contractors within the centre.

Policy Statement

- Children are discouraged from bringing personal mobile phones or wearable devices to the centre.
- Any device brought must be turned off and securely stored upon arrival—exceptions granted only through formal exemption. All devices must not be connected to internet or have a SIM card.
- Personal devices must not be used for capturing images or videos; for centre activities, only centre-issued devices may be used by Educators in accordance with documented procedures.
- Purpose: Reduce distractions, protect privacy, promote social interaction, and keep children emotionally and physically present.

Procedures

4.1 Device Arrival & Storage

- On arrival, devices must be **powered off or set to flight mode**, placed in a sealed envelope or bag labeled with the child's name, and stored securely in the office or designated lockbox.
- Educators will confirm safe storage with parents/guardians.

4.2 Approved Exemptions

Exemptions may be granted for:

- Medical or disability needs (e.g., devices for health monitoring),
- Legal or familial reasons (e.g., contactability during commute).

Parents/guardians must submit a written request; decisions are reviewed by the Centre Director and documented in the child's file.

Use During Care

- Devices are not to be accessed during centre hours unless under an approved exemption and used strictly for that purpose.
- Unauthorized use may result in the device being confiscated and returned to the parent upon pickup.

Photography & Media

- Only **centre-issued equipment** may be used to photograph or record children by an approved Educator—and only with consent and following media permissions policies.
- Personal devices are **strictly prohibited** for capturing such images in any context.

Non-Compliance & Enforcement

- Non-compliance may result in:
 - Confiscation of the device until collection by guardian,
 - A formal warning,
 - A review of centre code of conduct with the family.
- Serious misuse (e.g., bullying or recording inappropriate content) may invoke the **Reportable Conduct Scheme** or other safeguarding actions. • [Queensland Legislation+8Safe Space Legal+8qfcc.qld.gov.au+8](#)

Communication & Education

- Families and children are informed about the policy prior to enrolment and via regular reminders.
- Staff receive training on implementation, including handling exemptions, confiscation protocols, and safeguarding principles aligned with the Child Safe Standards. • [documents.parliament.qld.gov.au+8Safe Space Legal+8qfcc.qld.gov.au+8](#)

Responsibilities

- **Centre Director:** Oversee policy development, communicate with families, approve exemptions, ensure staff training, and monitor compliance.
- **Educators/Staff:** Enforce the policy daily, educate children, manage exemptions, and report issues.
- **Parents/Guardians:** Comply with the policy, submit exemption requests when justified, and support the centre's safeguarding efforts.
- **Children:** Respectfully follow expectations—devices are not for use during care, unless approved.

Alignment with Child Safe Standards

This policy supports the following Standards:

- **Leadership & Culture:** Child safety embedded within centre governance and daily operations.
- **Physical & Online Environments:** Minimizes digital risk by restricting device access and ensuring safe media usage.
- **Suitable Staff:** Ensures staff are trained in protocols and child-safe culture.
- **Policies & Procedures:** Formal, documented procedures reinforce child protection efforts.

Review and Oversight

- This policy is reviewed annually or sooner if legislative changes occur.
- The centre will use QFCC's **Self-Assessment Tool** and **Guidelines** to evaluate policy effectiveness and alignment with the Child Safe Obligations. • [childsafe.org.au+1Safe Space Legalqfcc.qld.gov.au+2qfcc.qld.gov.au+2](https://childsafe.org.au/1SafeSpaceLegalqfcc.qld.gov.au+2qfcc.qld.gov.au+2)

Legislative Context

- The **Child Safe Organisations Act 2024** mandates implementation of 10 Child Safe Standards and the Universal Principle to create safe environments for children. • [The Guardian+15Queensland Legislation+15qbhub.qb.org.au+15AustLII Classic+5Safe Space Legal+5Vocare Law+5](https://www.theguardian.com/australia-news/queensland/legislation/15qbhub.qb.org.au+15AustLIIClassic+5SafeSpaceLegal+5VocareLaw+5)
- Queensland will phase in the standards from **1 October 2025**, and the Reportable Conduct Scheme will roll out progressively by sector. • [The Guardian+9qbhub.qb.org.au+9Safe Space Legal+9](https://www.theguardian.com/australia-news/queensland/legislation/9qbhub.qb.org.au+9SafeSpaceLegal+9)

The **National Model Code & Guidelines** recommend personal devices be used only in limited, well-controlled situations (e.g., emergencies), and that only centre-issued devices be used for photos or videos. • [The Guardian+6Department of Education+6The Sector+6](https://www.theguardian.com/australia-news/department-of-education/6TheSector+6)

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[4.1 Code of Conduct](#)

Date	Ratified by	
26/08/2025		

Policy Area 3 - Physical Environment

3.1 Work Health and Safety

Policy Statement

For the protection of children, educators, management and Kids Club Dalby as a whole, Kids Club Dalby will ensure that its equipment, facilities and premises are safe and clean in keeping with the requirements of the Work Health and Safety Act, 2011. Kids Club Dalby promotes health and safety awareness for all people involved in Kids Club Dalby. Policies and procedures are developed and monitored to reflect safe work practices.

Kids Club Dalby will ensure the space and facilities used for the Kids Club Dalby program are safe, stimulating and enable the provision of quality education and care. Kids Club Dalby will work collaboratively to ensure the environment accessible to all children will positively and safely contribute to their wellbeing, learning and development. Kids Club Dalby recognises the responsibility to ensure the environment and equipment used in providing care and education is safe, clean and in good repair.

Risk Assessment Consultation

Consultation with educators is more than a courtesy, it is a legal requirement and an essential part of managing health and safety risks. A safe workplace is more easily achieved when everyone involved in the work communicates with each other to identify hazards and risks, talks about any health and safety concerns and works together to find solutions. This includes cooperation between the people who manage the work and those who carry out the work or who are affected by the work. By drawing on the knowledge and experience of everyone, more informed decisions can be made about how the work should be carried out safely. Educators are to be actively involved in the risk assessment process to improve the effectiveness of controls and to drive a culture of safety.

WHS Procedures

Kids Club Dalby's duties in maintaining a suitable safe and healthy workplace environment is covered by procedures for—

- managing risks in the workplace (risk assessment process),
- systems to ensure a safe physical environment is established and maintained, and
- routine practices to manage workplace hazards.

Key Tasks and Responsibilities

Risk Assessment Procedures	The Approved Provider is responsible for establishing processes to manage and control risks. They collaborate with the Nominated Supervisor and educators to ensure effective control measures are embedded. The Nominated Supervisor is responsible for maintaining risk assessment records and relevant reports.
----------------------------	--

Daily Checklists	All educators are to inspect the physical environment to ensure Kids Club Dalby is physically suitable for play and leisure. Any identified hazards are brought to the attention of the Nominated Supervisor or Responsible Person and addressed appropriately. Hazard Checklist is to be completed prior to any shift.
Supervising Practices	The Nominated Supervisor or Responsible Person is responsible for the supervision of staff executing tasks to ensure safety, including providing relevant instruction and guidance.

Procedures

Work Health and Safety – Risk Management Process

While the Approved Provider sets out the expectations and processes for ensuring risks are managed, the Nominated Supervisor is responsible for leading the day-to-day work health and safety management and to ensure control measures are followed. In recognising risk management is a shared responsibility, the Nominated Supervisor is supported by educators who will assist identifying hazards and improving the control measures adopted to address relevant risks.

A comprehensive risk assessment process forms the basis of the work health and safety framework for Kids Club Dalby. Our risk assessment procedures are ongoing process that are triggered when there is a change or introduction to anything that might affect work activities, the environment or the health and safety of people at Kids Club Dalby. The Nominated Supervisor will consider a new or revised risk assessment when:

- Changing work practices, procedures or the work environment.
- Purchasing new equipment or using new substances.
- New information about work related risks becomes available.
- Responding to work related incidents (even if they have caused no injury).
- Responding to concerns raised by workers or others at work.
- Required by the relevant regulation or rule.

Managing work risks is a four-stage process to:

Identify hazards	Discover and document what could cause harm.
Assess risks	Understand- • the nature of the harm that could be caused by the hazard, • - how serious the harm could be, and • the likelihood of it happening.
Control risks	Implement the most effective control measure that is reasonably practicable in the circumstances.

Review control measures	Monitor and supervise control measures to ensure they are eliminating or isolating risks as planned.
--------------------------------	--

Once a hazard is identified, the risk assessment will process will identify a control measure that takes every reasonable precaution to control the risk, with the hierarchy of risk control informing the control measure selected. Kids Club Dalby will look to adopt the highest level of control available—

Level 1	Eliminate	Remove the hazard and associated risk.
Level 2	Substitute	The hazard with something safer - replace hazard item.
	Isolate	Physically separating the source of harm from people by distance or using barriers.
	Physical modification or design	Uses a mechanical device or process to physically assist and reduce the chance of physical injury or fatigue.
Level 3	Administrative controls	Work methods or procedures that are designed to minimise exposure to a hazard.
	Personal protective equipment (PPE)	Face masks, gloves, aprons and protective eyewear.

Consultation

Educators will be actively involved in ensuring a safe and healthy work environment, being provided with a reasonable opportunity to express their views and contribute to health and safety decisions. This may involve:

- providing a suitable time during work hours for consultation and discussion.
- allowing opinions and perspectives about health and safety to be regularly discussed and considered in meetings.
- providing educators and parents with multiple ways to provide feedback (e.g. email).

The Approved Provider and Nominated Supervisor will take into account the views of educators and families before making final decisions. However, consultation will not require consensus or agreement, it's purpose is around Kids Club Dalby's leadership to allow contribution for stakeholders before health and safety decisions made.

Safe Physical Environment

The generally design of the facilities is appropriate for quality education and care, and ensures there is adequate temperature control, ventilation, lighting and shade for children and educators' health, safety and comfort.

Risk Assessment

Kids Club Dalby has developed a comprehensive risk assessment for Kids Club Dalby's indoor and outdoor environment, which establishes a standard for the environment's health and safety.

Daily Inspections (Checklists)

Prior to each session an inspection of the facilities is carried out (a daily inspection) to ensure the environment reflects the established standard. These checks are documented, and any issues are brought to the attention of the Nominated Supervisor, with the following remediate actions expected—

- Any equipment that is faulty or broken is removed and/or disposed of.
- Any rubbish or hazards are cleaned, or where this isn't possible, the area is isolated.
- Any playground/building features that are damaged or worn will be isolated and reported on the Kids Club Equipment Monitoring Sheet and the Director is to inform the school for maintenance.

Where an area is isolated because of a hazard-

1. Educators will be informed at the daily meeting/catch up, and
2. The school will be notified at the earliest opportunity by the Director only.

Electrical Safety

The Approved Provider will ensure the building is inspected periodically for electrical safety including relevant electrical safety devices. The Nominated Supervisor will coordinate and ensure:

- Specified electrical equipment is inspected, tested and tagged by a competent person at recommended intervals and immediately withdrawn from use if it is not safe to use.
- Specified electrical equipment is connected to a type 1 or 2 safety switch. The safety switch must be tested at prescribed intervals and withdrawn from use if not working properly.

Educators will be instructed in the safe use and storage of electrical equipment associated with their work.

Managing Workplace Hazards (Routine Practices)

Dangerous Substances

A risk assessment has been developed to addresses the storage and use of any dangerous substances (any chemicals, disinfectants, sanitisers, poisons, corrosive or otherwise toxic substances) located at Kids Club Dalby, and ensures—

- All potential hazardous substances, including cleaning items, are to be—

- clearly labelled as per manufacturer safety instructions.
- kept out of reach of children and placed in a child proof storage facility.
- Any unlabelled, unused or unnecessary substances are disposed of in a safe manner.
- All substances stored at Kids Club Dalby have a safety data sheet (obtained from the manufacturer) and are retained in the SDS register.
- Educators will be trained and instructed on the safe use and storage of any relevant substances.

Manual Handling

While some light physical handling of equipment and resources might be needed from time-to-time, generally, educators will not engage in significant manual handling. However, any time an educator is required to lift objects, they are to do so safely. Educators must inform the Nominated Supervisor if they have any medical or health issues that may place them at risk of injury when lifting or moving objects.

Should lifting equipment (e.g. hoists) be required, relevant training and instruction will be provided. These resources should only be used as intended.

Disposing of Sharps or Other Dangerous Objects

'Sharps' refers to any object that can pierce or penetrate the skin easily, including needles and/or broken glass. An injury from a needle-stick can expose a person to blood-borne viruses.

Where a needle/sharp hazard (including broken glass that may be contaminated with blood) are found on the premises, the safe disposal procedures will be carried out by an educator or responsible person—

1. Move children away from the area.
 2. Ensure there is space to move and clearly observe the sharp.
 3. Put on disposable latex or vinyl gloves that do not interfere with dexterity.
 4. Grabbers or other implements should not be used. A stick may be used to carefully separate multiple sharps.
 5. Bring the sharps container to the syringe, placing it on an even surface beside the object (syringe/sharp)
 6. Use gloved hand to pick up the syringe by the middle of the barrel. Do not use a brush to sweep the syringe, as the sweeping action can cause the object to flick into the air causing additional risk.
 7. Place the syringe in the container sharp end first.
 8. Securely place the lid on the container and ensure it is sealed. Hold the container by the top when carrying.
 9. Dispose of the container by putting in an industrial bin or taking it to a public sharps disposal bin.
- Ensure it is stored appropriately while in transit.

If an educator is injured by a used needle:

- Wash with running water and soap as soon as possible.
- Apply a sterile waterproof dressing.
- Seek medical advice.
- Follow the safe disposal procedures as above and take the needle or syringe with you to the doctor.

A sharps container is available at Kids Club Dalby and is a receptacle intended for the collection and disposal of sharps. It is—

- Rigid-walled, puncture-proof, and sealable,
- Yellow in colour,
- Labelled as 'sharps' or 'infectious waste', and
- Carries the biohazard and AS/NZS symbols.

Biological Hazards

Kids Club Dalby has relevant protocol and procedures for addressing biological hazards. These are set out in [2.5 Infectious Diseases](#).

Psychosocial Hazards

Work-related stress, bullying, violence and work-related fatigue are examples of psychosocial hazards that can present in workplaces. To address these risks, Kids Club Dalby will maintain a supportive environment for its staff, children and families.

Expectations of conduct are clearly contained within relevant policy, including Kids Club Dalby's code of conduct ([4.1 Code of Conduct](#)). At all times interactions between workers will be expected to be respectful, courteous and professional.

Instances of harassment and bullying will be taken seriously. Employees have access to complaints mechanisms to support their access to a fair and reasonable work environment. Any work issues can be addressed to the Nominated Supervisor or Approved Provider free of reprisal or victimisation.

Employee's will be fairly managed and have opportunities to address performance and workload issues in appropriate forums, including regular performance review meetings and plans.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.165 Offence to inadequately supervise children
 - s.166 Offence to use inappropriate discipline
 - s.167 Offence relating to protection of children from harm and hazards

- **Education and Care Services National Regulations:**
 - R.155 Interactions with children ○ R.156 Relationships in groups
 - R.168 Education and care service must have policies and procedures ○ R.170 Policies and procedures to be followed ○ R.171 Policies and procedures to be kept available
- **National Quality Standard:**
 - QA2 – Children’s health and safety ○ QA7 – Governance and Leadership

Additional Regulatory Context and Guidance

- Work Health Safety Act 2011 (Qld)
- [Department of Education Queensland - Safe handling and disposal of needles and syringes](#)
- Workplace Health Safety Queensland Codes of Practice:
 - [How to manage work health and safety risks](#) ○ [Work health and safety consultation, cooperation and coordination](#) ○ [Managing the risk of psychosocial hazards at work](#) ○ [Managing risks of hazardous chemicals in the workplace](#) ○ [Preparation of safety data sheets for hazardous chemicals](#)

Related Policies and Procedures

- [2.1 Providing a Child Safe Environment](#)
- [5.1 Interactions and Relationships with Children](#)
- [6.1 Enrolment and Orientation](#)
- [7.2 Privacy and Confidentiality of Records](#)

Date	Ratified by	
11.02.2025		

Policy Area 4 - Staffing Arrangements

4.1 Code of Conduct

Policy Statement

The Approved Provider expects that all people connected to Kids Club Dalby, in particular employees and other individuals interacting with children to conduct themselves in a manner that is consistent with a high standard of professionalism and ethical practice. Our Code of Conduct serves as a roadmap for professional and ethical behaviour. It is more than just a set of rules; it's a statement of our collective values, the principles that guide our interactions, and the standards against which we measure all conduct. By adhering to this code, personnel are not merely complying with a set of rules, but actively contributing to a culture of respect, integrity, and high-quality care and education.

The dynamic nature of Kids Club Dalby means it is crucial to establish foundational instructions to foster a nurturing, inclusive, and safe environment for all involved. A Code of Conduct serves as this essential framework, outlining the behaviour standards and ethical considerations that underpin a positive and productive community. All stakeholders benefit from clear guidelines that delineate what is expected, what is encouraged, and what is unacceptable.

Commitment to a Culture of Safety

The protection of children and the contribution to their wellbeing is a fundamental principle of Kids Club Dalby. The nature of being a stakeholder to an education and care service means the fostering of positive relationships between adults, children and their families. It is critically important that in forming and maintaining these relationships and interactions we do not compromise children and young people's welfare. Therefore, Kids Club Dalby has developed a clear outline of expected behaviour to support positive interactions and relationship, which forms a significant aspect of the Code of Conduct and address the requirements of our Child and Youth Risk Management Strategy.

A Shared Responsibility

Creating a respectful, supportive, and safe environment is a responsibility that we all share. It requires active participation and collaboration from every individual. While high standards of behaviour are expected for all employees, those in manager/advisory roles have even higher expectations to lead a culture that reflects a positive and professional attitude of their work, act collegially, and support the needs and safety of the children and families accessing Kids Club Dalby.

Compliance and Accountability

Adherence to this Code of Conduct is not optional; it is mandatory for all staff, volunteers, students on placement, and where relevant, parents. Failure to comply exposes families to risks, undermines Kids Club Dalby's values, and impacts the quality of the education and care we provide. Kids Club Dalby maintains systems to ensure compliance, including but not limited to reporting mechanisms, investigation processes, and disciplinary actions.

Key Tasks and Responsibilities

Establishing a clear framework for behaviour	The Approved Provider is responsible for the development and implementation of the Code of Conduct. These are to set out the standards and expectations of behaviour required for stakeholders, especially employees and volunteers of Kids Club Dalby.
Following behaviour expectations	All persons connected to Kids Club Dalby must display behaviours and make judgements compatible with the expectations set out in the Code of Conduct, especially employees and volunteers of Kids Club Dalby.
Reporting concerns	Any educator can report concerns around a person's behaviour, primarily to the Nominated Supervisor, or the Approved Provider if required. The Approved Provider is responsible for ensuring relevant management action is carried out to investigate and respond to concerns or breaches.

Procedures

Application

1. Employees will be provided with both relevant copies of Kids Club Dalby's Code of Conduct prior to commencing employment or when the policy is updated.
2. Employees must demonstrate an understanding and commitment to the Code of Conduct as they will be expected to consistently uphold the agreement during their employment with Kids Club Dalby.
3. The Nominated Supervisor will be primarily responsible for monitoring and immediately addressing the concern of educators and volunteers conduct.
4. Issues relating to educator conduct will be notified to the Approved Provider.
5. Staff with concerns about the Nominated Supervisor's conduct are to communicate directly with the Approved Provider.
6. Breaches to a Code of Conduct will be taken seriously. Allegations of breaches of the Code of Conduct by employees will be managed through relevant management action, which may result in disciplinary action up to and including termination.
7. Staff are to keep all personal items in the provided locker i.e. personal mobile phones, wallets, cigarettes/vapes. Key is to be given to The Responsible Person on Roster for that day and will be returned at the end of the staff members shift.

Parents Interactions with Other Children and Young People

- Kids Club Dalby expects all persons interacting with children connected to Kids Club Dalby (including parents and family during their access) will display the high levels of respect and care.
- While aspects of the Code relate to employment, anyone with paid or unpaid responsibilities for the care of children, will be expected to act consistently with the aspects of interactions, relationships and trust.

- Any persons failing to meet the standard of conduct expected and described in this code will be counselled, and/or be suitably sanctioned or disciplined (as appropriate) up unto and including suspension or exclusion from Kids Club Dalby.

Kids Club Dalby Code of Conduct

At Kids Club Dalby, we ensure a safe, respectful, and professional environment for children, families, and staff. This Code of Conduct sets our expectations for ethical and responsible behaviour.

1. General Expectations

- Follow all policies, procedures, and legal requirements.
- Act professionally and responsibly.
- Represent the organisation positively.

2. Interactions with Children

- Respect children's rights, dignity, and safety.
- Guide behaviour positively.
- Maintain professional boundaries.
- Avoid inappropriate language, punishment, or unsafe situations.

3. Professional Conduct

- Treat everyone with respect and fairness.
- Avoid harassment, discrimination, or bullying.
- Act honestly and in good faith.

4. Teamwork & Relationships

- Foster a supportive, cooperative environment.
- Handle conflicts with integrity and respect.
- Maintain confidentiality and professionalism.

5. Privacy & Stewardship

- Protect personal and organisational information.
- Use resources responsibly and prevent waste.
- Safeguard assets from theft or misuse.

6. Safety & Well-being

- Prioritise health, safety, and duty of care.
- Ensure personal fitness and hygiene.
- Maintain a safe environment for all.

7. Fairness & Ethical Conduct

- Address concerns and grievances fairly.
- Avoid conflicts of interest and declare any potential ones.
- Make decisions with integrity and transparency.

By following this Code of Conduct, we contribute to a safe, inclusive, and professional Kids Club Dalby community. Thank you for your commitment.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.165 Offence to inadequately supervise children
 - s.166 Offence to use inappropriate discipline
 - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
 - R.155 Interactions with children
 - R.168 Education and care service must have policies and procedures
 - R.170 Policies and procedures to be followed
 - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
 - QA2 – Children’s health and safety
 - QA3 – Physical environment
 - QA4 – Staffing arrangements
 - QA5 – Relationships with children
 - QA6 – Collaborative partnerships with families and communities
 - QA7 – Governance and leadership

Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- [United Nations Convention on the Rights of the Child](#) • [National Principles for Child Safe Organisations](#)

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[2.12 Child Protection and Mandatory Reporting](#)

[2.13 Safe Online Environments for Children](#)

[3.1 Work Health and Safety](#)

[4.2 Volunteers and Students](#)

[5.1 Interactions and Relationships with Children](#)

[6.3 Feedback and Complaints](#)

[7.1 Governance and Management](#)

[7.2 Privacy and Confidentiality of Records](#)

[7.7 Managing Concerns of Harmful Sexual Behaviours](#)

Date	Ratified by	
11.02.2025		

4.2 Volunteers and Students

Policy Statement

Volunteers can play a positive role in enhancing the range of activities and supports available, while also embodying our collaborative approach towards education and care. For the purposes of this policy, the meaning of volunteers also includes students in an unpaid role (i.e. practicum placement)

This policy aims to establish clear guidelines around the engagement, responsibilities, and management of volunteers, ensuring that their involvement is aligned with our service's objectives, regulatory compliance, and the highest standards of safety and wellbeing.

All volunteers will be subjected to necessary screening and inductions to ensure the safety and wellbeing of the children. We recognise volunteers have the right to a safe and supportive environment, therefore, clear communication regarding their roles, and respect for their individual skills and contributions will be established.

All volunteers will undergo a sound induction to ensure they understand their responsibilities to adhere to our service's policies and procedures, maintain confidentiality, and engage in interactions that uphold the safety, respect, and inclusivity of our service environment.

Consistent supervision and support will be provided to volunteers to ensure they have clear direction and feel valued within our service. All volunteers will work under the guidance and direction of a designated staff member, ensuring alignment with our programs, practices and service philosophy.

Key Tasks and Responsibilities

Assessing suitability	The Nominated Supervisor is responsible for ensuring any volunteer engaged at Kids Club Dalby meets the relevant requirements for suitability, including holding a working with children check and demonstrating an ability to suitably educate and care for children.
Induction and supervision	The Nominated Supervisor is responsible for ensuring induction procedures are followed and the volunteer is suitably trained prior to education and care responsibilities. The Nominated Supervisor or Responsible Person will ensure the volunteer has a suitable educator to guide practices and provide direct supervision.
Record Keeping	The Nominated Supervisor will manage the administration tasks, including the relevant record keeping.

Procedures

Working With Children Check

Volunteers must hold a Working with Children Check before they begin at Kids Club Dalby in any capacity. An application to 'Link a cardholder to the organisation' will be lodged to Blue Card services upon commencement. Copies of the volunteers Working with Children Check (Blue Card) will be kept on file.

Suitability and Induction

The Nominated Supervisor will meet with any persons interested in volunteering before agreeing to their engagement. The Nominated Supervisor will be satisfied the volunteer is suitable (demonstrates expected knowledge, skill and abilities) to educate and care for children attending Kids Club Dalby.

An induction process will be undertaken prior to participating in Kids Club Dalby and interaction with children. The topics covered in the induction include (but are not limited to):

- Kids Club Dalby's philosophy.
- The location of Kids Club Dalby's policies, including an outline of key procedures.
- Procedures to follow when child in need of protection (although not a mandatory reporter).
- Complaints procedures.
- Plans for emergencies, evacuation, incidents, illness and first aid.
- Expected role for behaviour support and guidance.
- Code of Conduct.

Conduct and Engagement

1. All Volunteers will be asked to acknowledge their understanding and commitment to the Code of Conduct. Volunteers will be held to the same standard of behaviour as all employees.
2. Volunteers will be supported and guided by other Educators while participating in Kids Club Dalby, especially during the initial orientation shifts. Where possible Kids Club Dalby will pair the volunteer with an Educator to mentor and model the role and expectations.
3. If assessed as being both suitable and competent, volunteer workers may be counted towards the educator-to-child ratios for Kids Club Dalby, provided Kids Club Dalby meets the qualification requirements.
4. Volunteers under the age of 18 must be fully supervised at all times.

Record of Volunteer Details

The Nominated Supervisor is to record the personal details of all volunteers including –

- Full name,
- Address,
- Date of birth,
- Blue card details (number and expiry), and
- Record of attendance (recording the details of the date and time each day the volunteer or student participated).

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.169 Offence relating to staffing arrangements
 - s.170 Offence relating to unauthorised persons on education and care service premises
 - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
 - R.145 Staff record
 - R.149 Volunteers and students
 - R.151 Record of educators working directly with children
 - R.168 Education and care service must have policies and procedures
 - R.170 Policies and procedures to be followed
 - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
 - QA2 – Children’s health and safety
 - QA4 – Staffing arrangements

Additional Regulatory Context and Guidance

- Working with Children (Risk Management and Screening) Act 2000 (Qld)
- Work Health Safety Act 2011 (Qld)

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[3.1 Work Health and Safety](#)

[4.1 Code of Conduct](#)

[5.1 Interactions and Relationships with Children](#)

[7.1 Governance and Management](#)

[7.5 Determining the Responsible Person](#)

Date	Ratified by	
11.02.2025		

Policy Area 5 - Relationship with Children

5.1 Interactions and Relationships with Children

Policy Statement

Kids Club Dalby will ensure all educators build positive, supportive relationships with children to make each child feel safe, secure and included in Kids Club Dalby's community. Kids Club Dalby encourages interactions with children to be responsive and be based on fairness, equity, acceptance, empathy and respect for the child's culture, rights and community.

Children will be encouraged, where possible to enhance their sense of agency through empowered decision-making. Children's dignity will be upheld at all times, to feel valued and supported. Practices to support behaviour will be consistent with positive guidance; recognising the goal of self-regulation and pro-social behaviours are enhanced through learning, a supportive environment, secure relationships and positive self-regard. Kids Club Dalby recognizes and acknowledges that the children, their wellbeing, health and safety are our main focus. Children are to be treated by Educators and other staff members at all times as unique and valued individuals and with respect and dignity and are to treat their peers in the same manner.

Kids Club Dalby, through its program and the practices of educators, provide experiences and opportunities for children to interact and immerse themselves in play with their peers. Through experiences and activities fostering group interaction children will enhance their capacity to interact and develop respectful and positive relationship with each other.

Kids Club Dalby recognises the unique contribution Aboriginal and Torres Strait Islander people make to our Australian communities. Kids Club Dalby is committed to acknowledging and respecting the rich history of our First Nations people give to our country. In doing so, Kids Club Dalby looks to provide opportunities for children to experience and develop their understanding of the customs, traditions, and respect for the land, which Aboriginal and Torres Strait Islander culture upholds.

Key Tasks and Responsibilities

Establish guidelines for practice	The Approved Provider is responsible for ensuring there are suitable guidelines and instruction for educator's and volunteer's interactions with children that reflect the requirement of Regulation 155.
Induction procedures	The Approved Provider will ensure the Nominated Supervisor is suitably resourced to provide training and instruction in the skills and strategies required for supporting children, especially around positive behaviour guidance.

Monitor educator practice	The Nominated Supervisor and in their absence, the Responsible Person will supervise and monitor educators as they interact and support children. They will provide relevant feedback to increase skills and address concerns as they occur.
---------------------------	--

Procedures

Establishing Relational Pedagogy

A positive atmosphere and the wellbeing of children attending Kids Club Dalby is promoted through attentive and nurturing care and quality interactions between educators and children. Children's emotional development and social relationships are supported by role-modelling and enhanced by educators through conversation, discussion and promotion of children's language and effective communication.

Central to the interaction and engagement between children and educators is the delivery of Kids Club Dalby's program. MTOPv2.0, describes how relational pedagogy underpins the ways in which educators build trusting and respectful relationships with children and families. These relationships form a strong element of Kids Club Dalby's program.

- Opportunities for children to engage in diverse experiences.
- Exploring and engagement with culture, having regard to the community of families.
- Support for a range of ages, physical and intellectual developmental stages.
- The choice, agency and decision making of children, including contributing to the aesthetics and physical environment.

In designing the program and activities for Kids Club Dalby, educators will consult children about how their input will be used and advised of the outcomes of the decisions made, ensuring children have a voice in their level of participation including:

- Areas of interest they would like to explore.
- Where and how they would like to play, with others, or alone.
- What they would like to use.
- The adults with whom they feel comfortable and secure.
- When and what they would like to eat.
- How they prefer to sleep or rest.

Resources and activities will be sourced as to encourage:

- Expression and creativity.
- Participation and collaboration.
- Reflect and cater to the interests and abilities of children.
- Satisfy for the range of ages and developmental abilities.
- Accessibility to children allowing for independence and development of mastery.

Behaviour Support and Guidance

Educators will receive suitable instruction, support and training to respond to various developmental stages of the differing ages of the children who attend Kids Club Dalby. Educators will apply appropriate behaviour support and guidance techniques which will be consistent with the Philosophy Statement of Kids Club Dalby.

Educators will involve the children as far as reasonably possible in developing behaviour expectations for Kids Club Dalby. These behaviour expectations will be clear, child-focused, consistent, based on supporting the safety and wellbeing of children and others, easy to understand and will be on display throughout Kids Club Dalby. This information is also provided in the Parent Handbook issued to all parents/guardians on enrolment.

Educators are required to:

- Model appropriate behaviour, including the use of positive language, and tone of voice.
- Monitor children's play, pre-empting potential conflicts or challenging situations and directing children to consider alternative behaviours.
- Use positive guidance and encouragement towards acceptable behaviour when prompting Kids Club Dalby behaviour expectations.
- Support children to make choices, accept challenges, manage change, cope with frustration and to experience the consequences of their actions.
- Consider how the environment is impacting on a child.
- Delivering Consistent expectations to ensure that the children are comfortable and feel safe within the Kids Club Dalby environment.

Educators will encourage children to promote their social skills and interaction with each other, including supporting children to develop self-regulation skills. Often this will be through mediation and supporting children to create expectations for their play/games. Educators should be providing adequate supervision to intervene early and reduce the impact of further escalation.

To remove any doubt, educators are not permitted at any time to use corporal punishment or any unreasonable physical force/restraint, or physical, verbal or emotional punishment and practices that demean, humiliate, frighten or threaten a child.

Managing Complex and Exceptional Behaviours

Where exceptional support is required for children to behave in a manner to uphold the safety or wellbeing of themselves or others, the Nominated Supervisor will work with educators to develop a behaviour support plan to set out the specific steps educators will carry out to support the child's participation at Kids Club Dalby.

Where there are instances of a child displaying a pattern of behaviour that impacts on the wellbeing or safety of themselves or others, Kids Club Dalby will meet with parents to gain a better insight into the influences and best response to the behaviour of concern.

Kids Club Dalby will reserve the right to suspend or cancel the enrolment of a child where a child's behaviour is beyond the capacity to keep the child (or other children) safe or where a child is unreasonably impacting the wellbeing of others. Any physical or verbal abuse will not be tolerated at all towards staff or their peers. The safety of other children and staff is paramount at Kids Club Dalby. If after discussions with the child and Their Carer, the behaviour continues, Kids Club Dalby management reserve the right to suspend/Refuse any child threatening the safety and wellbeing of staff/children attending Kids Club Dalby. In the event of a major physical behavioural issue where a child has physically/verbally lashed out at an Educator and or another child, immediate exclusion will be discussed by management and exclusion will take place. This will be at the discretion of Management and decided on a Case-by-Case basis.

Where Kids Club Dalby seeks to activate a suspension or exclusion, the Nominated Supervisor will consult with the Approved Provider for approval. The decision to suspend/exclude a child based on behaviour must be reasonable and considered. Communication of a suspension/exclusion will be in writing.

Inclusion, Diversity and Cultural Responsiveness

Kids Club Dalby will collect information about the diversity of culture and linguistics of the family attending Kids Club Dalby at enrolment. The Nominated Supervisor will follow up on any request for considerations and ensure these matters are actioned in the appropriate way.

In all the interactions and communications with families, Kids Club Dalby will seek to be culturally safe. It is expected that educators will respect the multiple cultural ways of knowing, doing and being, and celebrate the benefits of diversity.

In planning and implementing the program, we will celebrate a wide variety of cultures, paying particular attention to the cultures identified in the local community. Working in partnership with families, we will celebrate culture in ways that are authentic and respectful.

Embedded within Kids Club Dalby's celebration of culture is the recognition of the unique contribution Aboriginal and Torres Strait Islander people make to our Australian communities. Kids Club Dalby's program will seek to offer authentic opportunities to promote the value of Australia's First Nations' histories, knowledge systems, cultures and languages.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.166 Offence to use inappropriate discipline
- **Education and Care Services National Regulations:**
 - R.155 Interactions with children ○ R.156 Relationships in groups ○ R.168 Education and care service must have policies and procedures ○ R.170 Policies and procedures to be followed ○ R.171 Policies and procedures to be kept available
- **National Quality Standard:**
 - QA1 – Educational program and practice ○ QA5 – Relationships with children ○ QA6 – Collaborative partnerships with families and communities.
- **My Time, Our Place - Framework for School Age Care in Australia.**

Additional Regulatory Context and Guidance

- [United Nations Convention on the Rights of the Child](#)
- [National Principles for Child Safe Organisations](#)

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[2.12 Child Protection and Mandatory Reporting](#)

[4.1 Code of Conduct](#)

[6.1 Enrolment and Orientation](#)

[7.1 Governance and Management](#)

[7.2 Privacy and Confidentiality of Records](#)

[7.7 Managing Concerns of Harmful Sexual Behaviours](#)

Date	Ratified by	
11.02.2025		

Policy Area 6 - Collaborative Partnerships with Families and Communities

6.1 Enrolment and Orientation

Policy Statement

Kids Club Dalby acknowledges its duty to ensure accurate and relevant information relating to the specific needs of each child is recorded and available. Kids Club Dalby enrolment process upholds its responsibility to obtain information in relation to the provision of quality education and care.

In addition to collecting enrolment information, the entry of a family into Kids Club Dalby is supported by a welcoming orientation process. Kids Club Dalby recognises that this is a critical step in forming a collaborative partnership with parents, children and families. Kids Club Dalby is committed to ensuring families are provided with relevant information and knowledge to Kids Club Dalby's program, routines, policies and practices.

Accessing sessions of care is a two-part process, complemented by the opportunity to access Child Care Subsidy payment for those entitled. Enrolment is the first step for families. Once enrolled, families can then book sessions of care. In a practical sense, the request for bookings may be submitted concurrent with enrolment, however, these are distinct processes and enrolment must be finalised before education and care can be provided.

Key Tasks and Responsibilities

Managing Enquiries	The Nominated Supervisor will communicate the enrolment procedures and requirements to families.
Enrolment acceptance	The Nominated Supervisor will review enrolment information and assess the need for additional information and supporting documents. Once the Nominated Supervisor is satisfied of Kids Club Dalby's capacity to care for the child and all relevant information is submitted, they can communicate acceptance to the parents.
Orientation	The Nominated Supervisor will implement an appropriate orientation process which includes the provision/access of a Family Handbook to inform families of Kids Club Dalby's policies and procedures and key practices related to their child's participation and engagement in Kids Club Dalby.
Record Keeping	The Nominated Supervisor is responsible for managing the collection, storage and maintenance of enrolment records, including authorisations and health information.

Procedures

Kids Club Dalby Enquires

The Nominated Supervisor is the key contact for parents interested in accessing and enrolling into Kids Club Dalby. All new parents and families will be invited to meet with the Nominated Supervisor (or other delegate) to discuss Kids Club Dalby's operations and program before commencing with Kids Club Dalby.

Families wishing to enrol their child/ren into Kids Club Dalby will be provided with a summary of relevant information about Kids Club Dalby, which will outline key information for families when using Kids Club Dalby. Families will be directed to information on how they can begin the enrolment process or ask further questions.

Applying for Service Enrolment

The enrolment process will commence when a new parent submits an enrolment form. The enrolment form **must be completed in full** and contain the following for **each** child requesting Kids Club Dalby provide education and care for.

The enrolment form is accessed online via Kids Club Dalby's website.

Details to be completed are:

☐ Full name, date of birth and address of the child.

☐ Gender of the child.

☐

Name, address
and contact
details of:

☐ **each** known parent of the child.

☐ any person who is to be notified of an **emergency** (if any parent cannot be immediately contacted). any person who is an **authorised nominee**¹.

☐

☐ any person who is authorised to consent to **medical treatment or medication**.

☐ Details of any court orders, parenting orders² or parenting plans³ relating to powers, duties, responsibilities or authorities of any person in relation to the child or access to the child; or details of any other court orders relating to the child's residence or the child's contact with a parent or other person.

☐ Language used in the child's home.

☐ Cultural background of the child and, if applicable, the child's parents.

☐ Any special considerations for the child, for example any cultural, religious or dietary requirements or additional needs.

☐ Details of any dietary restrictions for the child.

☐ Health and medical information (Regulation 162) including the name, address and telephone number of the child's registered medical practitioner or medical service.

☐ if available, the child's Medicare number.

☐ Any **medical management plan, anaphylaxis medical management plan** or **risk minimisation plan** to be followed with respect to a specific healthcare need, medical condition or allergy referred to above

- specific healthcare needs of the child, including any medical condition.
- allergies, including whether the child has been diagnosed as at risk of anaphylaxis

☐ The immunisation status of the child⁴.

Agreement to the terms and conditions of enrolment, include authorisation for staff/service to:

☐ Obtain medical treatment from a medical practitioner, hospital or ambulance, and ☐ Transport a child by an ambulance.

¹**Authorised nominee** - means a person who has been given permission by a parent or family member to collect the child from the education and care service.

²**Parenting Order** - means a parenting order within the meaning of section 64B(1) of the Family Law Act 1975.

³**Parenting Plan** - means a parenting plan within the meaning of section 63C(1) of the Family Law Act 1975, and includes a registered parenting plan within the meaning of section 63C(6) of that Act.

⁴**Sighting Health Record** - where a staff member has sighted a health record, a notation of the sighting.

Accepting An Enrolment

A child's enrolment **will not be accepted** unless all relevant information (as set out above) is completed in full by parents/carers.

Prior to accepting an enrolment, the Nominated Supervisor will consider relevant information, including-

- Consideration of any priority of access or waiting list.
- The capacity and resources available to provide for the safety and wellbeing of the child(ren).
- The information relevant to Kids Club Dalby's Infectious Disease policy and the child's immunisation status.
- Submission and refusal of authorisations as set out in the Acceptance and Refusals of Authorisations policy.

Additional Health or Medical Needs

Where enrolment records indicate a child has a relevant health or medical condition The Nominated Supervisor is to contact parents to coordinate obtaining/creating relevant plans set out in Children with Medication Conditions policy (management, risk-minimisation and communication plans).

Once the Nominated Supervisor is satisfied all enrolment information is submitted and Kids Club Dalby can safely and adequately educate and care for the child(ren), parents will be informed of the accepted enrolment via email/phone. Typically, confirmation of bookings is acknowledged concurrent with enrolment and communication will confirm the child's first attendance.

Conditions of Enrolment

The conditions of a family's Kids Club Dalby enrolment are structured to safeguard the child and foster a supportive and transparent partnership between Kids Club Dalby and the family. Continued enrolment is subject to adherence to relevant conditions, including but not limited to—

- Supply of relevant information and authorisations, and
- Following the policies of Kids Club Dalby, including— payment of fees, observing operational hours and communication requirements, respecting protocols for sick children, and the behaviour of children and parents.

Where a family does not adhere to these requirements, Kids Club Dalby may suspend or cease enrolment. Any decision to suspend or cease enrolment is treated seriously and will be provided in writing, including setting out any matters required for re-enrolment.

6.1 Enrolment and Orientation – Eligibility Requirements (Prep & Year 6 Transitions)

Policy Statement – Enrolment Age Eligibility

Kids Club Dalby acknowledges its responsibility to ensure that enrolment eligibility aligns with children's developmental needs, service capacity, school transition requirements, and regulatory obligations.

Kids Club Dalby operates as an Outside School Hours Care (OSHC) service for primary school-aged children only. Accordingly, eligibility to access care is guided by school year level and calendar year requirements.

This policy ensures:

- Clear and fair access to the service
- Age-appropriate care environments
- Safe peer group structures
- Compliance with the Education and Care Services National Law and Regulations
- Transparent communication with families

Prep Enrolment Eligibility

Children who are intending to commence Prep at the start of a school year are not eligible to attend Kids Club Dalby OSHC until the 1st of January of that calendar year.

This means:

- Children cannot attend OSHC in the year prior to their Prep year
- Attendance cannot occur before 1st January, even if the child has completed kindergarten or been accepted for school enrolment

This requirement supports:

- Developmentally appropriate participation
- Accurate compliance and reporting
- Consistency across enrolment processes

Year 6 Exit Eligibility

Children who complete Year 6 at the end of the school year are no longer eligible to attend Kids Club Dalby OSHC in the following year once they commence high school.

This means:

- Year 6 children may attend before school care, after school care, and vacation care only up to 31st December of their Year 6 year
- From 1st January of their high school year, attendance permanently ceases

This ensures:

- Appropriate age groupings
- Safe supervision models
- Consistent service boundaries

Procedures – Prep Enrolments

- Families may submit enrolment forms prior to January for administrative purposes.
- Enrolments will be placed in pending status until the child becomes eligible.
- Children may only commence attendance from 1st January of their Prep year.
- Proof of school enrolment may be requested.
- Families attempting to commence prior to this date will be declined attendance until eligibility requirements are met.

Procedures – Year 6 Exits

- Families will be notified during Term 4 that their child's OSHC eligibility concludes at the end of the calendar year.
- Vacation care bookings will only be accepted up to 31st December.
- From 1st January of the high school year, bookings will be cancelled and attendance will no longer be permitted.
- Enrolment records will be archived in accordance with record-keeping requirements.

Exceptional Circumstances

Any exception to this eligibility policy must:

- Be approved in writing by the Approved Provider
- Be supported by documented safety, developmental, or regulatory justification
- Not compromise child safety, insurance requirements, or legislative compliance

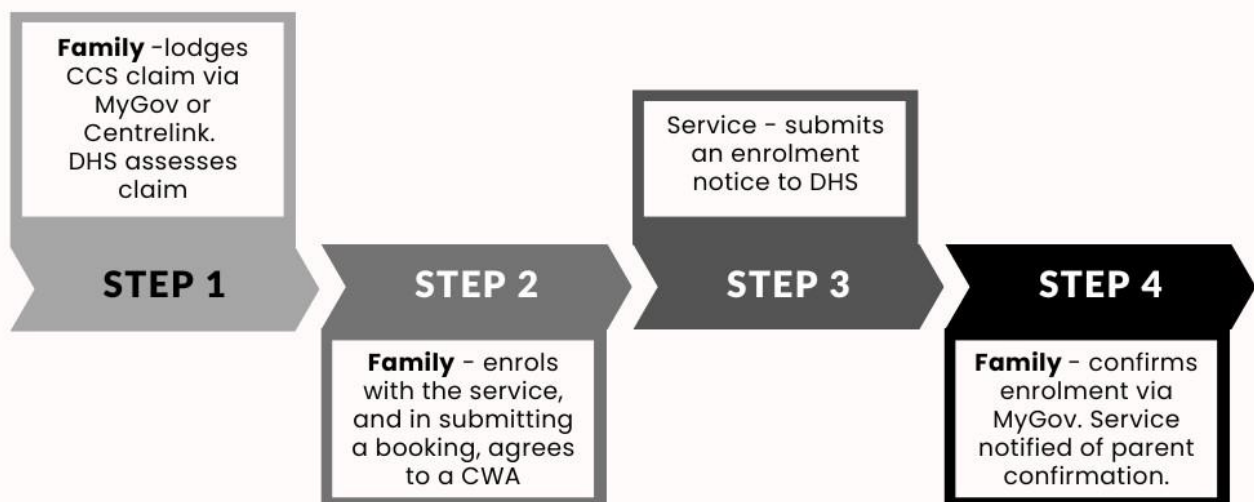
Legal and Regulatory Foundation

- Education and Care Services National Law (s.167, s.175)
- Education and Care Services National Regulations (R.158, R.160, R.162, R.168)
- National Quality Standard (QA2, QA6, QA7)

Child Care Subsidy Enrolment (CCS Claim)

It is the responsibility of the parents to make a claim for CCS. The claim for CCS is initiated via either MyGov or Centrelink. Further information and guidance about submitting a CCS claim can be found at Kids Club Dalby Australia website.

CCS Enrolment Procedure



The process for making a CCS claim involves communication between the family, Kids Club Dalby and Centrelink/Department of Human Services. To ensure funds are applied in a timely manner, it is important parents respond to relevant communication.

Completing the Complying Written Arrangement (CWA) is a critical step and is the agreement on the pattern of care booked. The date the CWA is agreed to will be the start date of CCS enrolment. Once the CWA is signed, the enrolment will need to be confirmed through MyGov as well.

Entitlements and details of absences are set out in the family's statement (see – [7.4 Fees and Statements](#))

Any change in the CCS received towards the fees is not in the control of Kids Club Dalby. After 13 weeks of non attendance, CCS will be removed automatically and full fees charged until the last day of attendance. Also CCS will not be applied until the first day of attendance. So any absences of bookings will be charged full fee until physical attendance.

Record Keeping and Confidentiality

All enrolment records will be stored securely as outlined in the 7.2 Privacy and Confidentiality of Records policy. All information is only to be used for the purpose of which it is obtained. To remove any doubt, parents may access their enrolment information at any time.

Service Orientation

Understanding of Kids Club Dalby's environment, routines, care and education practices are important for new families. When a new enrolment is accepted, parents should familiarise themselves with the Parent/Family handbook. Should the parents wish to visit Kids Club Dalby, the Nominated Supervisor will coordinate a suitable time. During a visit Kids Club Dalby will—

- Explain the routine and program.
- Indicate key facilities like toilets etc.
- Explain the roles and responsibilities communicating with Kids Club Dalby and collecting children.
- Discuss and medical or additional needs, and/or individual considerations to support the child.
- Answer any questions or concerns.

During a child's first attendance at Kids Club Dalby the Nominated Supervisor/Responsible Person will sensitively support and welcome the child and take time to demonstrate Kids Club Dalby's expectations, routines and facilities (including access to toilets, personal items, food, water etc.) in a manner that appreciates the child's needs and preferences. At the start of the year when cohorts of children are commencing, orientation steps may be completed in large groups.

Kids Club Dalby recognises that starting at Kids Club Dalby can be a significant step for some children. In acknowledging children wellbeing, an important orientation step will be showing children who they can approach and talk to if they have a concern or question (typically the Nominated Supervisor or Responsible People). All educators will ensure children are supported and welcomed, especially as they develop their engagement and orientation into Kids Club Dalby.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

• Education and Care Services National Law:

- s.167 Offence relating to protection of children from harm and hazards ○ s.171 Offence relating to direction to exclude inappropriate persons from education and care service premises
- s.175 Offence relating to requirement to keep enrolment and other documents

• Education and Care Services National Regulations:

- R.90 Medical conditions policy ○ R.92 Medication record ○ R.158 Children's attendance record to be kept by approved provider ○ R.160 Child enrolment records to be kept by approved provider and family day care educator

- R.161 Authorisations to be kept in enrolment record ○ R.162 Health information to be kept in enrolment record ○ R.168 Education and care service must have policies and procedures

- **National Quality Standard, Quality Areas:**

- QA1 – Educational program and practice ○ QA2 – Children’s health and safety ○ QA3 – Physical environment ○ QA4 – Staffing arrangements ○ QA5 – Relationships with children ○ QA6 – Collaborative partnerships with families and communities ○ QA7 – Governance and leadership

Additional Regulatory Context and Guidance

- Department of Education - [Child Care Provider Handbook](#)
- Privacy Act 1988 (Cth)/ Information Privacy Act 2009 (Qld)

Related Policies and Procedures

[1.1 Excursions](#)

[2.1 Providing a Child Safe Environment](#)

[2.5 Infectious Diseases](#)

[2.6 Medical Conditions in Children](#)

[2.7 Emergencies and Evacuations](#)

[2.8 Safe Arrivals and Departures of Children](#)

[2.9 Incidents, Illness, Injury, and Trauma](#)

[2.10 Nutrition, Dietary Requirements, and Food Safety](#)

[6.2 Acceptance and Refusal of Authorisations](#)

[6.3 Feedback and Complaints](#)

[7.1 Governance and Management](#)

[7.2 Privacy and Confidentiality of Records](#)

Date	Ratified by	
11.02.2025		

6.2 Acceptance and Refusal of Authorisations

Policy Statement

The purpose of this policy is to set out the compressive process for collecting and managing authorisation, especially those that are sensitive to the needs of children and their families. Written authorisations from parents or authorised nominees help to ensure that the health, safety, wellbeing and best interests of all children are met. Through the authorisation process, parents are informed of risks associated with a matter, and can make an informed choice whether or not to proceed.

Required Authorisations

Kids Club Dalby will only accept an enrolment for a child where the parent has authorised Kids Club Dalby to seek medical treatment for children and transportation by an ambulance service (Regulation 161). A parent failing to submit this authorisation will not have their enrolment progress. Likewise, an enrolment will be cancelled, where the authorisation is retracted.

There is also a responsibility to obtain authorisations from parents, or potentially, an authorised nominee for:

- administering medication to children (Regulation 92 and 96)
- children leaving the premises in the care of the parent or the authorised nominee (Regulation 99)
- excursions (Regulation 102)
- transport provided or arranged by Kids Club Dalby (Regulation 102D)
- sharing information or records with others (Regulation 181)

Where an authorisation is a required for a specific action/procedure to occur, the authorisation must be provided in writing before Kids Club Dalby can carry out the task, except for emergency medication administration, where verbal consent can be provided (Regulation 93(5)).

Additional Authorisations

From time-to-time, Kids Club Dalby may also seek to have informed consent and authorisation for aspects that intersect programming or other elements of education and care (such as displaying photos). Kids Club Dalby will make every effort to include families in the decision-making process and provide relevant information to assist in providing an informed decision.

Where there is a service or regulatory requirement for an authorisation, Kids Club Dalby will require it in writing. All written authorisations (and/or documented refusals) will be handled in accordance with Kids Club Dalby's Privacy and Confidentiality of Records policy and retained with enrolment records.

Refusal of Authorisation

While parents can decide to not provide an authorisation, depending on the nature of the refusal, it may implicate the ability of Kids Club Dalby to educate and care for a child. Where a parent refuses authorisation, Kids Club Dalby reserves a right to also refuse care.

Kids Club Dalby will also maintain their duty for the safety and wellbeing of children. Notwithstanding a parent's authorisation, if Kids Club Dalby believes the action would jeopardise a child's safety and protection, where it is lawful, they may reserve the ability to refuse the parent's authorisation (e.g. leaving Kids Club Dalby in a dangerous manner).

Key Tasks and Responsibilities

Collecting Authorisation	The Nominated Supervisor is responsible for ensuring all required authorisations have been provided to Kids Club Dalby.
Refusing Authorisations	The Nominated Supervisor is tasked with being the primary decision-maker for refusing relevant authorisations on reasonable grounds. Should parents be unsatisfied, they can request review by the Approved Provider.
Maintaining Records	The Nominated Supervisor will maintain the storage of relevant written authorisations.

Procedures

Authorisations for Enrolment

A family's enrolment is subject to the authorisation for the consent of medical treatment, including transportation via ambulance. No enrolment will be accepted without the signed agreement of a parent in the enrolment form.

Additionally, upon enrolment, the parent will have the opportunity to provide authorisation for:

- other persons to collect their child(ren) (authorised nominee), • emergency contact persons, and/or
- regular outings (if applicable).

Upon completing the enrolment form, the parent will be promoted to agree to Kids Club Dalby's terms and conditions of enrolment, which may include-

- Sharing relevant information with school representatives around the care of their child, including—
 - Health and wellbeing information.
 - Significant behaviour incidents.
 - Absences due to sickness or illness.
- Photos of their child taken to document learning outcomes and significant events as part of the program being displayed within Kids Club Dalby to showcase children's learning.

Additional Authorisation

In caring for children and participating in the program, there may be circumstances where additional authorisation are required. This includes—

Medication

Where medication is required, it can only be administered with the written authorisation from a parent - unless an asthma or anaphylaxis emergency or another emergency where authority to provide verbal consent can be given. Parents will need to complete a medication administration form setting out the medication(s) to be administered (Regulation 92). Authority on the Enrollment to administer Panadol must be given on the enrollment form. Prior to administering Paracetamol, the primary parent/carer is to be phoned to gain verbal acknowledgment and then a medication form to be filled in and signed upon pickup.

Where medication is required to be administered in an emergency and prior written consent has not been provided, verbal authorisation can be provided by-

- A parent.
- A person named in the enrolment to provide authorisation for medication administration.
- Or where a parent or other person named in the enrolment records cannot be reasonably contacted in the circumstances, a registered medical practitioner or emergency service.

Details of verbal authorisation will be documented in the Incident, Illness, Injury and Trauma Record.

Excursions and Transport

Authorisation must be provided by a parent for a child to participate in an excursion or any other regular outing. The authorisation for an excursion will set out all the required information to satisfy Regulation 102. Kids Club Dalby will provide parents with relevant information to be fully informed of excursion details and risks see [1.1 Excursions](#).

While Kids Club Dalby does not provide transport other than excursions, and school drop offs and pickups, should this change, authorisation must be obtained prior to a child being transported.

Refusing Authorisations

Parent Refusal of Authorisations

A parent may refuse to provide authorisation for the child; however, this may impact Kids Club Dalby's ability to provide education and care for the child, this includes-

Refusal or non-authorisation for—	Outcome
-----------------------------------	---------

Authorisation for medical treatment, including transportation via ambulance.	Education and care cannot be provided to the child by Kids Club Dalby.
Participation in an excursion.	Where the excursion is the only activity for a vacation care day, care cannot be offered for that day.

Possible withdrawal of enrolment, as procedures for safeguarding children based on coordinated communication with school.

Service Refusal of Authorisations

Kids Club Dalby retains the ability to refuse a parent's authorisation where the authorisation would conflict with another duty, principally, the safety and wellbeing of children. This may include but is not limited to the circumstances where a child is allowed to leave Kids Club Dalby.

Where the Approved Provider, Nominated Supervisor, or Responsible Person believe the authorisation from the parent would jeopardise the safety and wellbeing of a child, they will be informed of Kids Club Dalby's decision to refuse the authorisation.

Updating and Amending Authorisations

Parents/guardians are responsible for and have the right at any time to change authorisations given to Kids Club Dalby in relation to their child and their child's participation in the program. This may be done through completion of an updated enrolment form or other written authorisation. A child's enrolment and participation in Kids Club Dalby will remain subject to relevant authorisations being maintained.

Record Keeping

All authorisations will be retained with the child's enrolment records and will be handled as per [7.2 Privacy and Confidentiality of Records](#).

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
 - R.93 Administration of medication
 - R.94 Exception to authorisation requirement— anaphylaxis or asthma
 - R.99 Children leaving the education and care service premises
 - R.102 Authorisation for excursions
 - R.102D Authorisation for service to transport children
 - R.158 Children's attendance record to be kept by approved provider
 - R.160 Child enrolment records to be kept by approved provider and family day care educator

- R.161 Authorisations to be kept in enrolment record ○ R.162 Health information to be kept in enrolment record
- **National Quality Standard:**
 - QA7 – Governance and leadership

Additional Regulatory Context and Guidance

- Privacy Act 1988 (Cth)/ Information Privacy Act 2009 (Qld)

Related Policies and Procedures

[1.1 Excursions](#)

[2.1 Providing a Child Safe Environment](#)

[2.6 Medical Conditions in Children](#)

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.2 Privacy and Confidentiality of Records](#)

Date	Ratified by	
11.02.2025		

6.3 Feedback and Complaints

Policy Statement

Kids Club Dalby recognises feedback and complaints can be essential to ensuring a high standard of education and care is provided to children accessing Kids Club Dalby as well as the broader community. These mechanisms inform quality improvement practices, promote inclusive access to services required to meet the needs of individuals and uphold the rights of children and families.

Kids Club Dalby acknowledges the right of children, parents, and others to raise a complaint about any issues that impact Kids Club Dalby delivery or the quality of care provided. All individuals will be provided with accessible complaint procedures and information on opportunities to raise a complaint.

Concerns held by stakeholders can range in their level of severity/seriousness. Kids Club Dalby's policy reflects this, recognising that **feedback** can be either positive, affirmative communication or alternatively observations about possible suggestions or improvements, whereas **complaints** are a more serious view that something is unsatisfactory or unacceptable. Kids Club Dalby is committed to ensuring all claims are handled in a manner consistent with principles of natural justice. Individuals should be free to raise a complaint without fear of retribution or victimisation. The Approved Provider is committed to leading a culture that reflects an openness to address concerns held by stakeholders in a fair and reasonable manner.

The Approved Provider also recognises their duty to comply with the Human Rights Act (Qld) 2019 and when relevant follow Departmental policy in handling complaints relating to potential violations of any human right. Additionally, the Approved Provider recognises regulatory requirements to have an established complaints procedure, displaying contact information for complaints, and reporting allegations of Kids Club Dalby's compliance with the National Law.

Key Tasks and Responsibilities

Displaying complaints procedures	The Approved Provider is responsible for ensuring the Nominated Supervisor has relevant complaint information that is appropriately displayed.
Listening to concerns	All educators, and especially the Nominated Supervisor and Responsible Person are responsible for exercising sound judgement in listen to concerns and feedback raised about Kids Club Dalby or it's personnel. The information provided to Kids Club Dalby should be treated with respect and seriousness to ensure relevant procedures are followed.

Investigating allegations	The Nominated Supervisor is primarily responsible for the initial handling and reporting of complaints. The Approved Provider is responsible for ensuring relevant management action is carried out to fairly investigate and respond to complaints raised.
Reporting allegations of non-compliance	The Nominated Supervisor will act on behalf of the Approved Provider to report relevant allegations of contravention of the National Law to the Regulatory Authority.

Procedures

Children

1. All Children should be supported to express and raise concerns freely. Sensitivity may be required to fully understand the Children's perspectives and interests. Educators should demonstrate proactive openness to hear and understand the concerns and feedback raised by children.
2. All issues and concerns expressed by children will result in support and guidance by Educators, who will seek a timely and fair resolution.
3. Educators will communicate resolved and unresolved concerns to the Nominated Supervisor.
4. Where a resolution isn't immediately found, educators will model constructive behaviours and skills by assisting children to define the problem, its cause, discuss options and solutions, assess strategies and arrive at an agreed course of action.
5. Issues of a serious nature will be dealt with by the Nominated Supervisor and/or Approved Provider and in the appropriate forum.
6. Serious concerns raised by children will be communicated to parents at the earliest possible convenience, ensuring this is completed by the Nominated Supervisor or Responsible Person within 24 hours.
7. Serious concerns reaching the threshold for complaint may require incident reporting and notification to the Regulatory Authority (see [2.9 Incidents, Illness, Injury, and Trauma](#) policy and [7.3 Managing Notifications](#)).

Parents, Stakeholders and Employees

Awareness and Display of Complaint Procedures

Parents will be advised of the Feedback and Complaints Policy on enrolment. Details will be contained in enrolment information. Details of the name and position of the person to whom complaints may be directed will be displayed in a prominent location. This will also include their contact information including telephone number and email address.

Feedback

Parent feedback is welcomed and encouraged. Parents are welcome to communicate their feedback constructively at any point. Where concerns cannot be immediately addressed, the Nominated Supervisor will follow up with the parents for discussion and steps to resolution. The person taking the feedback (Nominated Supervisor, educator etc.) should clarify if the person is indeed expressing feedback or if they would like to raise a complaint for further management and/or resolution.

Complaints Process

1. Parents, stakeholders and employees may raise their complaint either verbally or in writing. Any staff member can receive a complaint. Details of the complaint should be directed to the Nominated Supervisor for initial handling.
2. The Nominated Supervisor will be the preferred contact for initial complaints. However, the complainant will have the ability to raise concerns with the Approved Provider directly.
3. The Approved Provider should be the contact for complaints where:
 - a. the complaint is about the conduct of the Nominated Supervisor.
 - b. the complainant is not comfortable to take the complaint to the Nominated Supervisor.
 - c. the complainant is not satisfied with the Nominated Supervisor's handling of the complaint.
 - d. the complaint is regarding a matter of administration, management or governance.
4. Any complaints relating to misconduct of a staff member will be handled in accordance with relevant underperformance or misconduct procedures.
5. All complaints raised are to be documented on the 'Complaints Record' and recorded in the 'Complaints Register'. These records are stored in accordance with Kids Club Dalby's information handling policy – securely, maintaining privacy and confidentiality through password protection.
6. The Nominated Supervisor will notify the Approved Provider of any complaints. The Approved Provider and Nominated Supervisor will discuss and plan who is most suitable to fulfil the role of complaint handler. They should be free from bias, impartial, have the capacity to manage the complexity and conflict, and be suitable within the criteria listed above (item 3).

Where a complaint relates to the possible violation or restriction on a **human right**, the Approved Provider will report the details to Management for handling. Where the complaint is referred for Departmental handling, Kids Club Dalby will be directed by Departmental representatives before proceeding further.

7. Matters of a complaint relating to compliance with the Education and Care Services National Law and/or Regulations or the quality of care provided are required to be notified to the Regulatory Authority. If in doubt, a representative should refer to the Regulatory Authority for further guidance and/or assistance.

8. Where the nature of the alleged complaint is suitable to be managed by the Approved Provider (internally), the complaint handler will contact the complainant to discuss (within 48 hours), seeking to identify:
 - a. the nature and details of the complaint, or
 - b. the resolution sought.
9. Where a resolution can be easily addressed, the complaint handler will collaborate an action plan with the complainant and confirm the resolved status of the complaint. These items will be documented by the complaint handler and the complaint will be considered finalised.
10. Where resolution is not easily sought due to:
 - a. strong dispute of the nature of the complaint or objection to the allegations,
 - b. the conclusion will benefit from procedural fairness,
 - c. previous resolutions have been unsuccessful, or
 - d. there is a conflict of interest.the Approved Provider will take steps to either mediate between the relevant parties (if appropriate) or investigate the matter to conclusion.
11. The complaint handler will notify the complainant of the intention to either undertake mediation or investigation. The complaint handler will also outline anticipated timelines of either process with the complainant at this point. All anticipated timelines should be reasonable in the circumstance.
12. The mediation or investigation may be facilitated by the Approved Provider or outsourced to a third-party. Any mediator or investigator appointed should be free from bias, impartial and have the capacity to undertake the task.
13. Where an investigation is undertaken - the investigator will gather relevant information, including statements from the complainant and/or additional information from relevant parties. The investigator's role is limited to establishing the facts based on the evidence at hand and the balance of probability. The investigator will report back to the Approved Provider addressing if they have found the allegation to be either substantiated or unsubstantiated.
14. The Approved Provider will review the findings of any investigation and provide an outcome to the complainant.
15. All finalised documentation and reports will be stored confidentially (see [7.2 Privacy and Confidentiality of Records](#)).

Quality Improvement

The Nominated Supervisor and Approved Provider will review the complaints register periodically to identify opportunities to enhance the quality and address systemic issues not yet identified.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.172 Offence to fail to display prescribed information
 - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
- **Education and Care Services National Regulations:**
 - R.157 Access for parents
 - R.168 Education and care service must have policies and procedures
 - R.170 Policies and procedures to be followed
 - R.171 Policies and procedures to be kept available
 - R.173 Prescribed information to be displayed
 - R.174 Time to notify certain circumstances to Regulatory Authority
 - R.174A Prescribed information to accompany notice
- **National Quality Standard:**
 - QA2 – Children’s health and safety
 - QA6 – Collaborative partnerships with families and communities
 - QA7 – Governance and leadership

Additional Regulatory Context and Guidance

- [National Principles for Child Safe Organisations](#)
- Department of Education - [Child Care Provider Handbook](#)
- Human Rights Act 2019 (Qld)
- Working with Children (Risk Management and Screening) Act 2000 (Qld)

Related Policies and Procedures

[2.9 Incidents, Illness, Injury, and Trauma](#)

[7.3 Managing Notifications](#)

[7.1 Governance and Management](#)

[7.2 Privacy and Confidentiality of Records](#)

Appendices and Forms

[Complaint Record](#)

Date	Ratified by	
11.02.2025		

Policy Group 7 – Governance and Leadership

7.1 Governance and Management

Policy Statement

The Approved Provider is responsible to ensure that appropriate governance arrangements - the way its business is organised, managed and operated - are in place to guide service decision making, ensuring effective oversight for those with management and control of Kids Club Dalby.

Persons With Management and Control

Guided by regulatory requirements, any persons appointed to relevant leadership and governance responsibilities must be able to demonstrate they are fit and proper people, including—

- Holding relevant working with children checks.
- Evidence of management capability.
- Ability to obtain relevant background/probity checks (National Police Check etc).

Persons with management and control will be guided by the organisation’s constitution and relevant legislation when discharging responsibilities.

Key Tasks and Responsibilities

Governance Decisions	In the case of an individual or incorporated association governance structure this will be worded differently to reflect the governing rules of the association for persons with management and control.
Day-to-day leadership	The Nominated Supervisor, or in their absence, the Responsible Person, will be responsible for managing and controlling the day-to-day functions of Kids Club Dalby and report relevant information to the Approved Provider. However, it should be noted that the day-to-day leadership functions of the Responsible Person do not assume to full level of responsibilities and duties held by the Nominated Supervisor as would be articulated in the position description defining that role.

Procedures

Governance

Fit and Proper Persons

Management capability includes (but is not limited to) the individuals’ qualifications, knowledge, skills and experience in the areas of:

- Governance.

- Employment.
- Quality assurance and compliance.
- Risk management.

Decision-Making

The Approved Provider will ensure that decision making is informed by and consistent with the requirements articulated in the relevant laws and provisions, including (but not limited to):

- Queensland Education (General Provisions) Act if applicable.
- Education and Care Services National Law and Regulations.
- Family Assistance Law.

Day-to-Day Management and Leadership

Structure

Kids Club Dalby has structured its staffing arrangements to ensure an organised, systematic, and effective approach to daily management. While the Nominated Supervisor is the person principally responsible for the day-to-day management and organisation of Kids Club Dalby, they are supported by a leadership team, including Responsible Persons to supervise and coordinate relevant sessions of care.

Responsibilities

Broadly the Nominated Supervisor is responsible for—

Staffing and Supervision	• Develop and implement rosters to always ensure appropriate staff-to-child ratios and adequate supervision. • Conduct daily staff briefings to communicate the day's agenda, any special requirements, and to address queries or concerns. • Encourage and facilitate ongoing professional development for staff to enhance their skills and knowledge. • Review and update staff training needs, ensuring adherence to current best practices.
Maintaining a Safe Environment	• Ensure daily safety checks of indoor and outdoor areas are carried out, ensuring spaces are safe and prepared for children. • Ensure cleanliness and hygiene through a consistent cleaning schedule. • Ensure all staff are trained and proficient in executing emergency procedures and other key procedures.
Child Arrival and Departure	• Ensure procedures are followed for children's arrivals and departures, keeping accurate attendance records. • Verify authorisation and identity of individuals collecting children.
Communication and Collaboration	• Establish clear and consistent communication channels with families, keeping them informed about their child's participation, behaviour and any relevant service updates. • Engage with staff, acknowledging their input, and providing support as needed.

Administration	• Oversee administrative tasks including enrolment management, recordkeeping, and regulatory documentation. • Manage financial operations including fee collection, budgeting, and resource allocation.
Continuous Improvement	• Regularly assess and evaluate Kids Club Dalby's practices and programs, identifying areas for improvement. • Implement strategies for continuous improvement, incorporating feedback from staff and families.
Reporting	• Notify the Approved Provider of relevant information and circumstances. • Where needed, report relevant information to the Regulatory Authority on behalf Kids Club Dalby.

Accountability

The Approved Provider will monitor the Nominated Supervisor's performance in managing Kids Club Dalby's function. Should there be concerns regarding the operations and leadership of Kids Club Dalby, the Approved Provider will take relevant action to address these.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.161 Offence to operate education and care service without nominated supervisor
 - s.161A Offence for nominated supervisor not to meet prescribed minimum requirements
 - s.174 Offence to fail to notify certain information to Regulatory Authority
 - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
 - R.168 Education and care service must have policies and procedures
 - R.170 Policies and procedures to be followed
 - R.171 Policies and procedures to be kept available
- National Quality Standard:
 - QA7 – Governance and leadership

Additional Regulatory Context and Guidance

- Education (General Provisions) Act 2006 (Qld)
- A New Tax System (Family Assistance) Act 1999 (Cth)
- [National Principles for Child Safe Organisations](#)

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.2 Privacy and Confidentiality of Records](#)

Date	Ratified by	
11.02.2025		

7.2 Privacy and Confidentiality of Records

Policy Statement

In providing education and care, Kids Club Dalby collects, uses and stores personal and sensitive information relating to families, children, staff and others. Kids Club Dalby respects the privacy of all individuals and only obtains information which it needs to protect and care for children and handles that information with confidentiality and sensitivity and in keeping with legal requirements.

Kids Club Dalby respects and supports the principles of privacy and confidentiality and complies with the Australian Privacy Principles in relation to information gathered and stored by Kids Club Dalby. The Approved Provider recognises their duty to ensure information collected by Kids Club Dalby is not shared beyond the legislated provision, including:

- to the extent necessary for the medical treatment of a child.
- with the parent of the child.
- with the Regulatory Authority or an authorised officer.
- where authorised or permitted by law.
- with written consent with the person providing the information.

Key Tasks and Responsibilities

Maintaining records and ensuring security	The Nominated Supervisor will act on behalf of the Approved Provider in maintaining the records and systems that retain information on behalf of Kids Club Dalby. The Approved Provider is responsible for ensuring adequate controls are established and discharging responsibilities for maintaining security of these systems.
Archiving and Document Retention	The Nominated Supervisor will act on behalf of the Approved Provider managing the retention schedule and collating documents for archiving.
Maintaining privacy and confidentiality	All staff are responsible for ensuring information they have privilege to access is maintained and handled appropriately. The Approved Provider is responsible for establishing relevant guidelines for the management of information to ensure privacy and security.

Procedures

Kids Club Dalby aims to manage personal and sensitive information in an open and transparent way, with clear guidelines relating to how it is collected, stored and shared.

Kids Club Dalby will only collect and record information it needs in order to deliver its service, including the responsibilities to protect and care for children, families and educators.

Kids Club Dalby is required to maintain the following records and information (see table below):

Record Type		Details	Storage Medium
Child & Family Records	Enrolment Records	• Personal information for children and families. • Centrelink Customer Reference Numbers. • Authorisations. • names, addresses and contact details for family members and authorised nominees. • Court orders/parenting plans. • children's medical/additional needs details.	Child care software Locked Filing Cabinet
	Health and Medication Records	• Medical conditions details (history, diagnosis, support). • Risk management plans. • Action/management plans (including treatment and medication). • Medical practitioner/s details. • Immunisation status.	Child care software Locked Filing cabinet
	Incident, Injury, Trauma and Illness	Details of: • Events including observations, treatment and/or response. • Witnesses. • Notification and communication.	Child care software Locked Filing Cabinet
	Accounts	• Account statement, transactions, and fees paid/owed.	Child care software
Attendance Records		• Days of attendance and absence. • Persons signing in and out.	Child care software
Evaluations of the Educational Program		• Evidence of the development of the program (reflections, observations, learning stories, planning documents). • Evaluations of children's wellbeing, development and learning (reflections, observations, photos and stories).	Electronic file storage and physical evidence Locked filing cabinet

Staff and Volunteer Record	Employee Personal Details	• Personal information on employees such as emergency contact details, qualifications, recognised training and places of previous employment. • Blue card records. • Rosters and timesheets. • Detail of performance reviews and workplace matters • Details of income and payment information. • Records of volunteers and students including personal details and days and hours participating.	Employee Files – electronic storage Locked Filing cabinet
	Volunteer		
	Nominated Supervisor	• Record of the nominated supervisor and any person in day-to-day charge of the education and care, including suitability information.	
	Responsible Person	• A record of the name of the responsible person at each session Kids Club Dalby operates.	
	Educational Leader	• A record of the name of the person designated as the Educational Leader.	
	Work Health & Safety	• Details of accidents, incidents and complaints. • Risk management assessments. • Copies of notifications supplied to WHS.	
Management Records	Records of Kids Club Dalby's compliance with the Law	• Records of any amendment, suspension, compliance notice or compliance direction, including details of the non-compliance or decision.	Electronic & Physical file storage
	Complaints and Feedback Records	Information may contain: • Details of complainants or sensitive feedback. • Investigation details. • Recommendations and outcomes.	Electronic file storage

Informed Consent

Kids Club Dalby sets out the enrolment process to provide informed consent when supply information to Kids Club Dalby. Any use of personal information by Kids Club Dalby is solely for providing care to the child (including communicating learning outcomes of the program) and any other relevant duty to ensure the child's safety, welfare and protection.

Should Kids Club Dalby seek to share information beyond this purpose, additional consent will be obtained from the parent.

Accuracy of Records

Kids Club Dalby will ensure the accuracy of enrolment information by requesting parents to check, update or confirm the accuracy of records from time-to-time.

Access and Requests for Information

Parents may request information from the Approved Provider with regard to their child/ren's participation and attendance at Kids Club Dalby, with the exception of where there is a prohibition from a court order (or similar) preventing this access.

Parents are entitled access to:

- Documentation around their children's learning and participation in the educational programs.
- Incident, injury, trauma and illness record.
- Medication record.
- Attendance record.
- Their child's enrolment record.

However, if any of these documents will disclose the *personal information* of one of the following people, written consent of that person's information being disclosed must first be obtained before Kids Club Dalby can share the information with the parent—

- a parent of a child, other than the person requesting the information,
- a person required to be notified of an emergency if a parent cannot be contacted,
- an authorised nominee of a child,
- a person authorised to consent to medical treatment or to authorise the administration of medication to a child,
- a person authorised to authorise an educator to take a child outside Kids Club Dalby premises, or
 - a person authorised to authorise Kids Club Dalby to transport or arrange transportation of a child.

When a request has been made by a parent, Kids Club Dalby will confirm the consent before a disclosure is made. Consent may be withdrawn at any time after it has been given, however, withdrawal of consent must be in writing.

Personal information is defined in the Privacy Act 1988 (Cth) and includes any information about an identified individual, such as their home address, email address, telephone number, date of birth, medical records, bank account details, and tax file number.

Requests for information should be directed to the Nominated Supervisor in the first instance, alternatively, the Responsible Person. Where there are concerns held to the right to information or breaching of confidentiality, all requests will be managed by the Approved Provider.

Information Security

The Approved Provider will ensure that information is not divulged or communicated, directly or indirectly, to another person other than when authorised by the parent or allowed/required by law.

Kids Club Dalby protects the individual's privacy by ensuring that the information collected is stored securely, including--

- All relevant hard copy records will be stored in a locked filing cabinet.
- All electronic documents or information will be stored- on devices owned or subscribed by Kids Club Dalby only. with suitable password protection/account management.

The Approved Provider is to have administrator/global access to all accounts operated by Kids Club Dalby. The Approved Provider is to administer the relevant privileges to allow users access to systems and information accessible to Kids Club Dalby's employees/users.

Where a person has responsibility for the security of private and sensitive information, Kids Club Dalby expects a high degree of professionalism and integrity is maintained. Any breaches of confidential information will be treated seriously and may result in disciplinary action.

All relevant persons are bound by the code of conduct in the sharing of information and maintaining confidentiality. Breaches of the expectation in keeping information confidential will be treated seriously and may result in relevant action taken by the Approved Provider.

Document Retention

Kids Club Dalby will maintain a document retention schedule which will set out the specific records to be kept by Kids Club Dalby and the length of time required.

The Nominated Supervisor will prepare documentation for archiving each year. Archived documents will be clearly labelled with planned retention timelines. All archived documentation will be managed by the Approved Provider and stored securely.

Sharing of Information in the Protection from Harm

To remove any doubt, Kids Club Dalby's personnel are free from liability or breaching Privacy Principles when sharing confidential information, if they are acting honestly and if their actions in doing so are consistent with the purpose of information sharing (protecting a child from harm) under the Child Protection Act 1999.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**

- R.87 Incident, injury, trauma and illness record ○ R.92 Medication record ○ R.145 Staff record ○ R.151 Record of educators working directly with children ○ R.158 Children's attendance record to be kept by approved provider ○ R.160 Child enrolment records to be kept by approved provider and family day care educator
- R.161 Authorisations to be kept in enrolment record ○ R.162 Health information to be kept in enrolment record ○ R.167 Record of service's compliance ○ R.168 Education and care service must have policies and procedures ○ R.170 Policies and procedures to be followed ○ R.171 Policies and procedures to be kept available ○ R.181 Confidentiality of records kept by approved provider ○ R.183 Storage of records and other documents ○ R.184 Storage of records after service approval transferred
- **National Quality Standard:**
 - QA2 – Children's health and safety ○ QA6 – Collaborative partnerships with families and communities ○ QA7 – Governance and leadership

Additional Regulatory Context and Guidance

- Privacy Act 1988 (Cth)/Information Privacy Act 2009 (Qld)
- Child Protection Act 1999 (Qld)
- A New Tax System (Family Assistance) Act 1999 (Cth)
- Department of Education - [Child Care Provider Handbook](#) • Public Records Act 2002 (Qld)

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.2 Privacy and Confidentiality of Records](#)

Date	Ratified by	
11.02.2025		

7.3 Managing Notifications

Policy Statement

The Approved Provider recognises its obligation to ensure sound reporting and information sharing is established and effective. Kids Club Dalby will ensure notifications are made as required and to the relevant authority. The Approved Provider recognises as an approved Education and Care service it must notify authorities within statutory guidelines to ensure compliance.

This policy and procedure developed by Kids Club Dalby aims to identify specific obligations for staff and management to ensure proper internal and external reporting.

Key Tasks and Responsibilities

Managing access to reporting systems	The Approved Provider is to have the administrator access to all accounts associated with Kids Club Dalby and is responsible for delegating access to employees.
Submitting notifications	Typically, the Nominated Supervisor will act on behalf of the Approved Provider and submit relevant notification on their behalf.

Procedures

National Quality Framework (Regulatory) Notifications

NQAITS Portal – Notification Submissions

The relevant delegate must make the submission on behalf of Kids Club Dalby to the Regulatory Authority using the National Quality Agenda IT System (NQA IT System).

The management of user accounts will be delegated at the discretion of the Approved Provider, it is expected this would include:

- Any Nominated Supervisors.
- Any other relevant Responsible Persons and/or administrators.

Procedures specify the circumstances where notifications are to occur and the role responsible for making relevant submission. For circumstances outside of incidents and complaints, it will be a representative of the Approved Provider who will manage notifications and the submission of attachments.

Regulatory Authority Notifications

The National Law and Regulations sets out particular circumstances and information that must be provided to the Regulatory Authority within strict timeframes. These are outlined in the following table:

Incidents and Complaints		
Serious incident - Death of a child		As soon as practicable, but within 24 hours
Serious incident	Any incident involving serious illness of a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital	Within 24 hours
	Any incident involving serious injury or trauma to a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner	
	Any emergency for which emergency services attended	
	A child is missing or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent	
	A child is mistakenly locked in or out of the premises or any part of the premises	
Any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened		Within 24 hours
Any incident that requires the approved provider to close, or reduce the number of children attending Kids Club Dalby for a period		
The centre-based service is educating and caring for extra child/ren due to an emergency		
Any circumstance at Kids Club Dalby that poses a risk to the health, safety or wellbeing of a child attending Kids Club Dalby		Within 7 days
Any incident where the approved provider reasonably believes that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by Kids Club Dalby		
Allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child is being educated and cared for by Kids Club Dalby		

Change to information about Approved Provider	
Change to address or contact details of approved provider	Within 7 days
Any change relevant to approved provider’s fitness and propriety	
The appointment of receivers or liquidators to the approved provider or any matters that affect the financial viability and ongoing operation of Kids Club Dalby	
Death of approved provider	
Notice of any appointment or removal of a person with management or control of service	Within 14 days
Notice of change in name of approved provider	
Change to information about education and care service	
Any change to the hours and days of operation of Kids Club Dalby	Within 7 days
Any proposed change to the premises	
Ceasing to operate the education and care service	
A nominated supervisor is no longer employed at Kids Club Dalby, is removed from the role or withdraws consent to the nomination	
Adding nominated supervisor(s)	At least 7 days prior to commencement (or as soon as practicable but no more than 14 days after commencement)
Suspension or cancellation of a working with children card or teacher registration of a nominated supervisor, or disciplinary proceedings of a nominated supervisor under an education law	Within 14 days
Intention to transfer service approval	At least 42 days

Department of Education and Training Notification (CCS)

All CCS reporting is submitted via Kids Club Dalby's child care software or the Provider Entry Point (PEP). KIDS CLUB DALBY must report relevant information to ensure compliance, including about the following matters:

Matters to be notified	Timeframe
The number of anticipated vacancies (an ongoing KIDS CLUB DALBY full session vacancy).	By 8.00 pm (AEST) each Friday.
The total hourly fee charged by Kids Club Dalby including any change to the fee information.	Within 14 days

Any change to the operating hours.	
Ceasing to operate an approved child care service.	At least 42 days
Ceasing to operate to avoid being in breach of a law of the Commonwealth, a state or a territory or due to circumstances beyond the provider's control (when 42 days' notice cannot be given).	Within 24 hours after ceasing to operate Kids Club Dalby.
Change of physical or postal address of the provider or Kids Club Dalby's premises.	No later than 30 days
Change to the name of the provider or Kids Club Dalby.	Within 14 days
Change contact details (email, website, phone, fax) of the provider or service.	
Information about any new person with management or control of the provider (including any person who becomes responsible for the day-to-day operation of any of the provider's approved child care services)	Within 7 days
Change of the name or contact details for a person with management or control of the provider (including any person who is responsible for the day-to-day operation of any of the provider's approved child care services)	
The provider becomes aware, because of a background check undertaken for a specified person, that the person: □ has a serious conviction or finding of guilt for any of the following offences under a law of Australia or of a foreign country. • an indictable offence punishable by a maximum of two years imprisonment or 40 penalty units. • an offence involving violence or a sexual offence. • an offence involving fraud, stealing or dishonesty. □ is an undischarged bankrupt, or □ was a director or secretary of a corporation when the corporation went into administration, receivership or liquidation, or at any time during the 12 months beforehand.	
An event or circumstance in relation to a person with management or control of the provider (including a person responsible for the day-to-day operation of any of the provider's approved child care services) that reasonably indicates that the person is not likely to be a fit and proper person to be involved in the administration of Child Care Subsidy.	

A person stops having management or control of the provider (including when a person stops having day-to-day responsibility for the operation of any of the provider's approved child care services).	
An educator obtains a child care qualification from a registered training organisation	
A provider or a person with management or control of the provider obtains an interest, or is likely to obtain an interest, in a business which may affect their ability to comply with Family Assistance Law, where the approval may benefit the business or where a conflict of interest might reasonably be perceived to exist.	
Change in the status of a working with children card (blue card) for anyone who is required to have such a card	Within 24 hours
The provider enters into administration, receivership, liquidation or bankruptcy, and the details of this event.	
Unexpected closure of any of the provider's approved child care services due to unforeseen circumstances.	
A serious conviction or finding of guilt of a person with management or control of the provider (including a person who becomes responsible for	
the day-to-day operation of any of the provider's approved child care services),	

Additional Reporting

Mandatory Reporting (Child Protection)

Where a staff member of Kids Club Dalby has a reasonable suspicion, a child may be in need of protection they are to follow the 2.12 Child Protection and Mandatory Reporting policy and report the matter to Child Safety.

Public Health

While unlikely, there is potential for Kids Club Dalby to report relevant occurrence of infectious diseases to the local Public Health Unit. Circumstances surrounding notifications and reporting is set out in policy

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.173 Offence to fail to notify certain circumstances to Regulatory Authority
 - s.174 Offence to fail to notify certain information to Regulatory Authority
 - s.175 Offence relating to requirement to keep enrolment and other documents
- **Education and Care Services National Regulations:**
 - R.12 Meaning of serious incident
 - R.168 Education and care service must have policies and procedures
 - R.170 Policies and procedures to be followed
 - R.171 Policies and procedures to be kept available
 - R.174 Time to notify certain circumstances to Regulatory Authority
 - R.174A Prescribed information to accompany notice
 - R.175 Prescribed information to be notified to Regulatory Authority
 - R.176 Time to notify certain information to Regulatory Authority
- **National Quality Standard:**
 - QA2 – Children’s health and safety
 - QA7 – Governance and leadership

Additional Regulatory Context and Guidance

- Privacy Act 1988 (Cth)/ Information Privacy Act 2009 (Qld)
- Work Health Safety Act 2011 (Qld)
- [National Principles for Child Safe Organisations](#)

Related Policies and Procedures

- [2.1 Providing a Child Safe Environment](#)
- [2.4 First Aid Administration](#)
- [2.6 Medical Conditions in Children](#)
- [2.8 Safe Arrivals and Departures of Children](#)
- [2.9 Incidents, Illness, Injury, and Trauma](#)
- [2.12 Child Protection and Mandatory Reporting](#)
- [4.1 Code of Conduct](#)
- [5.1 Interactions and Relationships with Children](#)
- [6.1 Enrolment and Orientation](#)
- [6.3 Feedback and Complaints](#)
- [7.1 Governance and Management](#)

[7.2 Privacy and Confidentiality of Records](#)

[7.7 Managing Concerns of Harmful Sexual Behaviours](#)

Date	Ratified by	
11.02.2025		

7.4 Fees and Statements

Policy Statement

This policy aims to outline the procedures and guidelines relating to the setting and payment of fees and the distribution of statements. Fee information is well published to ensure clarity and transparency. Kids Club Dalby is committed to maintaining an equitable and clear fee processes to safeguard the interests of our service and families.

The commitment to follow policies, including payment of Kids Club Dalby's fees are a condition of enrolment. Enrolment will be cancelled or suspended where fees are not paid or otherwise remain overdue. Families experiencing difficulty with payment are encouraged to discuss this with the Nominated Supervisor to explore possible solutions.

Setting of Fees

The Approved Provider sets a relevant fee structure based on the annual budget required for the provision of a quality Kids Club Dalby service. The budget is informed by the forecast of the resources needed to uphold Kids Club Dalby's philosophy, goals, and duties. The fee structure also includes the relevant notice period required for fees to be waived.

The fees of Kids Club Dalby are well communicated to ensure transparency and informed requests for care. Where fees are amended, parents will be adequately informed of the changes.

Child Care Subsidy

Kids Club Dalby is approved to administer the Child Care Subsidy to relevant families who meet eligibility guidelines (including residency, activity and immunisation). This payment reduces the out of pocket expenses for families. CCS rules require families must make a co-contribution by paying the gap fee. Parents will also be responsible for managing CCS entitlements and are liable for any fee gap.

Children may also be entitled to ACCS payments, these will be managed in accordance with guidelines and requirement.

Payment of Fees

Fees are due and payable 7 days in advance of booking or immediately with any casual bookings and must be paid by Eftpos (cr card/dr card) or direct deposit into bank account listed on statements. A \$5/week overdue fee is payable for any overdue fees unless other arrangements have been made with management.

Statement of Fees

Kids Club Dalby Statement of Fees is 'live' statement through the Xplor app and available to account holders at any time. Bank transfers are not receipted until the end of the week and therefore will not show on the Statement until Friday of each week. Account holders (parents) are to notify the Nominated Supervisor if they believe there is an error in their billing or fees charged.

Key Tasks and Responsibilities

Set fees and structure	The Approved Provider is responsible for setting fee amounts and structures. These are supported by the Nominated Supervisor to ensure this information is published, readily available to families and changes/increases are appropriately communicated.
Manage transactions and processing	The Nominated Supervisor is responsible for managing charges and transactions on behalf of Kids Club Dalby and ensuring records of these transactions are accurate.
Managing debt	The Nominated Supervisor is the first point of contact for resolving debt and missed payments. Should no payments be received, the Approved Provider will be responsible for approving suspension of enrolment and debt collection activities.
Issue statements and address enquires	The statements are accessible by the Xplor App at any time and the Director is the primary point of contact for any enquiries or questions relating to charges.

Procedures

Fee Structure

The current fees for Kids Club Dalby are included in a **Fee Schedule**. The Fee Schedule can be found on Kids Club Dalby's website and is displayed in the Kids Club Dalby office.

Vacation Care Fees

Due to varying costs, excursion and incursion fees are set out in the Vacation Care program.

Late Collection Fees

Closing time is 6.00pm. Parents who collect their children after this time will incur a late fee of \$10/min per child.

Fee Payment

Accepted payment methods are limited to Eftpos and direct deposit and must be paid by the terms on the statement. The receipt of all payments will be set out in the statement.

Cancellations and Refunds

The cancellation period for booking is two (2) weeks prior to cancellation date. Any sessions, including absences, within this timeframe will still be charged the relevant fees. If there are absences after the last day of attendance within the cancellation period, full fees will be charged. CCS cannot be applied to any days of absences after the last day of attendance.

Should a family be in credit once care is ceased, written instruction is required for a bank transfer.

Overdue Fees – Debt Collection

Parents in hardship are encouraged to discuss their matters with the Nominated Supervisor/Director to explore possible options and access to additional supports prior to their account being in arrears.

- 1. Where there are outstanding fees and payment has not been made as required, the Nominated Supervisor/Director will contact the parent to discuss catch-up arrangements.
- 2. Should a payment not be made as agreed or where there has been consistent failure to pay accounts, the parent will be notified of the intention to suspend enrolment in writing, and will including the terms of payment required to maintain enrolment.
- 3. Should no payment be made as set out, the enrolment will be suspended as communicated.
- 4. The debt may be referred to a collection agency (or QCAT) for recovery.

Fee Increases

Fees can be reviewed and amended by the Approved Provider as needed.

Communication of fee changes occur at least **14 days** before making changes to the rate of fees or introducing new changes. Notification of fee changes occurs via email and notices in the school newsletter.

Issuing of Statements

A statement will be available at all times on the Xplor app for all families showing the details for the statement period that has just occurred. The statement will include details of—	
Sessions of care	• Daily and weekly totals of the number of hours of care provided during the statement period, including start and end times for each session of care.
	• Daily and weekly totals of the number of physical attendances during the statement period, including start and end times of the physical attendance. • The sum of allowable and additional absences for the statement period. • The sum of allowable and additional absences cumulatively for the financial year.

Fees	• Hourly session fee for each session of care in the statement period. • Daily and weekly totals of the amount of all fees charged during the statement period. • Details about any discounts or refunds applied.
Fee reduction amounts	• The number of hours for which the fees were reduced, or for which the individual otherwise received the benefit of the fee reduction. • The total of the fee reduction amounts of which the provider was given notice by the department. • A breakdown of the amounts of fee reduction for each session of care and whether it related to the payment of the Child Care Subsidy or Additional Child Care Subsidy.

Child Care Subsidy

Kids Club Dalby will provide relevant CCS information to support families to navigate the system and the relevant requirement for receiving entitlements. Notwithstanding Kids Club Dalby's intent to provide information, it remains the responsibility of parents to be informed around their entitlements. Parents may not receive CCS payment where—

- Allowable absences have been exhausted (although may be entitled to additional absences, subject to evidence).
- Session hours for the CCS fortnight have been exhausted.
- Fees are payable before the child's first attends or after the child's last day of physically attending Kids Club Dalby (although there are exceptions).

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Regulations:**
 - R.168 Education and care service must have policies and procedures
 - R.170 Policies and procedures to be followed
 - R.171 Policies and procedures to be kept available
- **National Quality Standard:**
 - QA6 – Collaborative partnerships with families and communities
 - QA7 – Governance and leadership

Additional Regulatory Context and Guidance

- A New Tax System (Family Assistance) Act 1999 (Cth)
- Department of Education - [Child Care Provider Handbook](#)

- Competition and Consumer Act 2010 (Cth)

Related Policies and Procedures

[6.1 Enrolment and Orientation](#)

[6.3 Feedback and Complaints](#)

[7.1 Governance and Management](#)

[7.2 Privacy and Confidentiality of Records.](#)

[7.6 CCS and ACCS Management and Compliance](#)

Date	Ratified by	
11.02.2025		

KIDS CLUB DALBY- Schedule of Fees

The following Kids Club Dalby fees apply as of 11.02.2025:

Before School Care - Casual Bookings	\$29.04 per session
Before School Care - Permanent Bookings	\$26.40 per session
After School Care - Casual Bookings	\$30.86 per session
After School Care - Permanent Bookings	\$28.05 per session
Vacation Care – Casual Bookings	\$91.96 per session
Vacation Care – Permanent Bookings	\$83.60 per session
Pupil Free Days	\$93.60 per session
Pre paid Vacation Care avail at a discount of 10%	Apply within
Excursions and Incursions (Vacation Care)*	Fees outlined for individual events dependent on costs
Late Collection Fee**	\$10.00/min/child
Overdue account fee	\$5.00/week

*An indicative base fee only. Please refer to each vacation care program for actual costs.

** Not eligible for Child Care Subsidy out-of-pocket fee reduction.

Fees are subject to change at any time and will be advertised prior to increasing.

7.5 Determining the Responsible Person

Policy Statement

The purpose of this policy is to ensure the appointment of any Responsible Person at Kids Club Dalby is suitable and able to fulfil the requirement of the role.

The day-to-day management and supervision of Kids Club Dalby is a critical aspect of the management and compliance of Kids Club Dalby. It is a function that impacts the standard of safety, and the quality of education and care for children and families.

The Responsible Person is tasked with managing the operations of Kids Club Dalby for a particular session of care, ensuring that Kids Club Dalby adheres to regulatory and policy obligations. They are also the primary point of communication and decision-making during operational hours. The assessment and appointment of an educator to a Responsible Person role is critical. The person should demonstrate the necessary knowledge, experience and management capability (compliance, leadership, professional judgement and communication skills) to oversee and direct work.

Records created to evidence the suitability of an educator to be the Responsible Person will be retained by Kids Club Dalby.

Key Tasks and Responsibilities

Delegating responsibility	Both the Approved Provider and Nominated Supervisor can assess and appoint a suitable educator to the role of Responsible Person. The assessment of the educator's suitability must be documented, with their written (and informed) consent obtained.
Training and instruction	The Nominated Supervisor is responsible for making relevant training and instruction available for a Responsible Person to understand their role and duties.
Maintaining records	The Nominated Supervisor will maintain the records associated with the appointment and times an educator acts in this role.

Procedures

Appointing a Responsible Person

Where the Nominated Supervisor (or the Approved Provider) is not present during a session of care, a Responsible Person must be appointed to be in day-to-day charge of Kids Club Dalby.

The suitability of relevant educator to act in the Responsible Person role will occur from time to time. With the Nominated Supervisor (or the Approved Provider) to undertake a review and offer to act in this capacity. The written (and informed) consent of the educator must be obtained before any allocation.

Assessing Suitability

In determining the Responsible Person, the Approved Provider and/or Nominated Supervisor must determine if that person is suitable. This means considering the capacity of this person to ensure children's safety and wellbeing, having regard to their qualifications, skills, knowledge, work experience age and history of compliance, includes the person's—

- Understanding of the Education and Care Services National Law and Regulations.
- Understanding of Kids Club Dalby's policies and the responsibilities of the Responsible Person to carry out key procedures.
- Capacity to implement emergency and evacuation procedures.
- Ability to attend to parent inquiries and/or concerns.
- Capacity to supervise, manage and lead other educators.
- Ability to respond to incidents and critical events.
- Ability to effectively make written records of incidents.

Training and Instruction

The Nominated Supervisor will be informed by the suitability assessment in creating a relevant training plan for an educator appointed to a Responsible Person duty. They will ensure relevant instructions are available and accessible.

Record Keeping

Using a standardised template, Kids Club Dalby will maintain a record the educator's suitability and consent to be the Responsible Person. Likewise, Kids Club Dalby will maintain a record of the roster to evidence who the Responsible Person was for each session of care.

Notice of the Responsible Person

In accordance with regulatory requirements, a sign stating the name and position of the Responsible Person will be displayed at all times children are being educated and cared for. This signage will be displayed in the Kids Club Dalby office in a location accessible and visible to parents.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.162 Offence to operate education and care service unless responsible person is present
- **Education and Care Services National Regulations:**
 - R.117A Placing a person in day-to-day charge ○ R.117B Minimum requirements for a person in day-to-day charge ○ R.145 Staff record ○ R.147 Staff members ○ R.151 Record of educators working directly with children ○ R.150 Responsible person ○ R.173 Prescribed information to be displayed
- **National Quality Standard:**
 - QA2 – Children’s health and safety ○ QA7 – Governance and leadership.

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[4.1 Code of Conduct](#)

[4.2 Volunteers and Students](#)

[5.1 Interactions and Relationships with Children](#)

[6.3 Feedback and Complaints](#)

[7.1 Governance and Management](#)

[7.2 Privacy and Confidentiality of Records](#)

[7.3 Managing Notifications](#)

Appendices and Forms

[Responsible Person Checklist and Consent Form](#)

Date	Ratified by	
11.02.2025		

7.6 CCS and ACCS Management and Compliance

Policy Statement

Kids Club Dalby is committed to ensuring that Child Care Subsidy (CCS) and Additional Child Care Subsidy (ACCS) is administered effectively and in accordance with relevant legislation. The procedures outlined in this policy describe the steps taken to ensure compliance with Kids Club Dalby's obligations as an approved child care service for the purpose of administering ACCS.

Additional Child Care Subsidy provides additional fee assistance to support vulnerable or disadvantaged families and children. This support recognises the preventative and protective influence of quality child care on a child's health, wellbeing and development, and the importance of continuity of care.

There are four different payments under Additional Child Care Subsidy:

1. Additional Child Care Subsidy (child wellbeing) — to help children who are at risk of serious abuse or neglect.
2. Additional Child Care Subsidy (grandparent) — to help grandparents on income support who are the principal caregiver of their grandchildren.
3. Additional Child Care Subsidy (temporary financial hardship) — to help families experiencing financial hardship.
4. Additional Child Care Subsidy (transition to work) — to help low-income families transitioning from income support to work.

With the exception of ACCS (child wellbeing), the claims for ACCS are made by parents/caregivers via MyGov or Centrelink. Where relevant, Kids Club Dalby will support families to access relevant fee assistance through providing information.

ACCS (Child Wellbeing)

This particular payment provides assistance with the cost of care for families who care for a child at risk of serious abuse or neglect. Unlike other subsidies, Kids Club Dalby applies for the child wellbeing subsidy on behalf of a family.

The application and management of ACCS (child wellbeing) payments will uphold Kids Club Dalby's commitment to integrity of the CCS system.

Reporting and Integrity

Kids Club Dalby recognises that strategies must be in place to ensure Kids Club Dalby complies with the requirements for the administration of Child Care Subsidy, including reporting and that Kids Club Dalby has an obligation to design and implement procedures for the detection and prevention of fraud in relation to CCS payments.

Key Tasks and Responsibilities

System governance	The Approved Provider will ensure the relevant protections and integrity measures are established to ensure Kids Club Dalby is compliant with CCS requirements.
Administration and application management	The Nominated Supervisor is principally responsible for the administration of ACCS (child wellbeing) application and submitting relevant evidence on behalf of Kids Club Dalby and families. They will be the key contact for family enquiries.
Record Keeping	The Nominated Supervisor will maintain the relevant records and supporting evidence on behalf of Kids Club Dalby and ensure the procedures are followed.

Procedures

Kids Club Dalby will implement the following procedures to comply with the administration requirements of child care subsidy:

- Ensure that only ***authorised persons** within Kids Club Dalby have access to Kids Club Dalby's licensed software for the administration of CCS.
- Ensure that all staff who require access to the system used to administer CCS meet the fit and proper requirements.
- Ensure that all committee members of the 'Approved Provider' meet the **fit and proper** (see below) requirements.
- Reconcile payments received with payments expected.

Kids Club Dalby will implement procedures to detect and minimise fraud, including:

- Ensuring persons administering CCS elements on behalf of Kids Club Dalby meet specified fit and proper requirements.
- Ensuring all service finances are handled in accordance with service policy, accounting manuals and best practice guidelines.
- Ensuring there is no personal 'conflict of interest' of staff or the governing body in the management of CCS.
- Ensuring staff are appropriately trained in CCS compliance and the use of service software.

*Authorised person means a person who has been identified by Kids Club Dalby in writing as having permission to access Kids Club Dalby's CCS administration software and has been provided with a username and password to access the system. Access may include management of enrolments, bookings, absences and cancellations. The Approved Provider will ensure 'Authorised' persons are appropriately trained and competent in the use of the software

Fit and Proper Persons

A 'fit and proper person' is a person who has met the requirements of Section 43 of the Child Care Subsidy Minister's Rules 2017, which requires a provider to undertake particular suitability checks for each Person with Management or Control of the Provider.

Additional Child Care Subsidy (ACCS)

Kids Club Dalby will maintain access to a current copy of the Australian Government Child Care Provider Handbook to support in accessing relevant guidance on ACCS.

ACCS (Child Wellbeing)

As a CCS provider, Kids Club Dalby is centrally involved in identifying children who require extra support through ACCS (child wellbeing). Kids Club Dalby will maintain access to a current copy of the Australian Government Child Care Provider Handbook to support in accessing relevant guidance on ACCS.

For the purposes of Additional Child Care Subsidy (child wellbeing), a child is taken to be at risk of serious abuse or neglect if the child is at risk of experiencing harm, as a result of current or past circumstances or events that resulted in the child being subject to, or exposed to, any of the following:

- serious physical, emotional or psychological abuse, or
- sexual abuse, or
- domestic or family violence, or
- neglect.

The Minister's Rule sets out in detail the circumstances when a child is taken to be at risk of serious abuse or neglect for the purposes of Additional Child Care Subsidy (child wellbeing). The definition of 'at risk' includes situations where the child is likely to experience those circumstances in the future (for example, the future risk is 'real and apparent'). This allows families to be eligible for the subsidy at the appropriate earliest point and potentially before they are known to a child protection agency.

Any child who is identified as being at risk under state or territory child protection law will meet the definition of at risk and the individual (or provider) will, therefore, be eligible to receive the payment.

There are two ways for Kids Club Dalby to access Additional Child Care Subsidy (child wellbeing):

- 1) Giving an Additional Child Care Subsidy (child wellbeing) certificate
- 2) Additional Child Care Subsidy (child wellbeing) determination.

Where Kids Club Dalby has identified a child at risk, the first steps will be to apply for a certificate on behalf of the family. When applying for a ACCS certificate, the Nominated Supervisor will refer to the Child Care Provider Handbook for up-to-date instruction on the relevant steps.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- National Quality Standard:
 - QA2 – Children’s health and safety
 - QA6 – Collaborative partnerships with families and communities
 - QA7 – Governance and leadership.

Additional Regulatory Context and Guidance

- A New Tax System (Family Assistance) Act 1999 (Cth)
- Australian Government [Child Care Provider Handbook](#)

Related Policies and Procedures

[2.1 Providing a Child Safe Environment](#)

[5.1 Interactions and Relationships with Children](#)

[6.1 Enrolment and Orientation](#)

[7.1 Governance and Management](#)

[7.3 Managing Notifications](#)

[7.4 Fees and Statements](#)

[7.2 Privacy and Confidentiality of Records](#)

Date	Ratified by	
11.02.2025		

7.7 Managing Concerns of Harmful Sexual Behaviours

Policy Statement

Kids Club Dalby is committed to ensuring a child-safe environment that acts to ensure children attending KIDS CLUB DALBY are safeguarded from harm. In doing so, Kids Club Dalby's policies draw upon the National Principles of Child Safe Organisations, recognising our role and obligation to addressing risks of harmful sexual behaviours.

The term 'harmful sexual behaviours' refers a range of behaviours that are outside the expected range of sexual behaviour for a child or young person's level of development. Harmful sexual behaviours include but are not limited to—

- acts that problematic to a child's own development (compulsive masturbation or inappropriate nudity),
- violations of privacy,
- exposure to sexual materials, or
- forced or coercive sexual acts (such as sexual assault).

These behaviours are very serious as they can cause significant harm to other children. They can also be indicator of a child or young person having been harmed themselves and may place the child displaying such behaviours at risk of sexual exploitation.

The purpose of this policy is to complement adjacent policy and recognise the unique response required for children displaying problematic or harmful sexual behaviours. The procedures contained set out—

- how Kids Club Dalby increases the knowledge of educators and stakeholders to better identify behaviours, and
- clear steps to be taken in response to concerns around a child's behaviours.

Key Tasks and Responsibilities

Awareness and understanding	The Approved Provider will ensure Kids Club Dalby has suitable resources and materials available to support the Nominated Supervisor to guide the understanding of harmful sexual behaviours. While primarily instruction is provided to educators, material will be made available to parents and other relevant stakeholders.
Responding to concerns	The Nominated Supervisor (or the Responsible Person in their absence) will take the lead in listening to and actioning a response to allegations of harmful sexual behaviours. Kids Club Dalby's representatives will liaise with parents, and if

	needed, other professionals to ensure children are protected and are supported to access suitable assessments or interventions.
--	---

Procedures

Education and Prevention

Initial Instruction

Consistent with the procedures set out in [2.12 Child Protection and Mandatory Reporting](#), all educators/staff will receive instruction around identifying child abuse, including child sexual abuse, upon commencement.

Further Training and Resources

Initial training and instruction is complemented by a range of additional learning materials to promote a robust understanding of harmful sexual behaviours, including—

- Online learning modules or webinars.
- Contemporary guidelines and information papers from reputable sources.

Due to the collective nature of additional training, these sessions and resources are typically made available at periodic points throughout the year in a planned approach to professional development. Where circumstances suggest further training or support is required, Kids Club Dalby will prioritise the availability of these.

At a minimum, contact details for True (<https://www.true.org.au/>), as the organisation with the most relevant expertise to this context, will be maintained as an initial avenue for information and support. This is complemented by Kids Club Dalby's leadership team collating any other relevant local community supports, primarily to parents, should interventions or therapeutic support be required.

Effective Supervision

Kids Club Dalby's environment and embedded practices support educator's knowledge to address the risks of children being exposed to harmful sexual behaviours. Kids Club Dalby continues to critically reflect on opportunities to increase the integrity of supervision to ensure children are cared for in a safe and supportive environment.

Responding to Concerns of Harmful Sexual Behaviours

While every effort is taken to reduce the likelihood of a child being exposed to harmful sexual behaviours, Kids Club Dalby remains open to the possibility that it may occur and treats any concerns very seriously.

Identified by Kids Club Dalby

1. Where an educator becomes aware of an instance of harmful sexual behaviour possible occurring at Kids Club Dalby, they will follow the steps set out in [2.9 Incidents, Illness, Injury, and Trauma](#) to—
 - a. redirect any children,
 - b. offer support as needed, and
 - c. document the events.
2. Relevant parents will be notified of the incident at the earliest convenience (but within 24 hours). Likewise, depending on the seriousness, notification to the Regulatory Authority may also be submitted.
3. In holding concerns of harmful sexual behaviour, the Nominated Supervisor (or if timeline requires, Responsible Person) will consider Kids Club Dalby's capacity to maintain the safety of children. Should Kids Club Dalby reasonably believe children's safety or wellbeing may be risked, the child's enrolment will be suspended, pending further guidance, management action and planning.
4. Should any service representatives believe the child is in need of protection, the steps set out in [2.12 Child Protection and Mandatory Reporting](#) will be followed.

Complaint of Harmful Sexual Behaviours

Consistent with the [6.3 Feedback and Complaints](#) policy, both children and parents can raise their concerns with a representative of Kids Club Dalby at any time. All representatives of Kids Club Dalby (Nominated Supervisor, educators etc.) will treat any concerns or complaints seriously – taking the appropriate action—

1. While the Nominated Supervisor is the preferred contact, upon receiving relevant concerns or complaints relating to harmful sexual behaviours (as defined in this policy), educators or other representatives, should immediately inform the Nominated Supervisor (or in their absence, the Responsible Person).
2. Details of relevant behaviours and incidents will be documented by Kids Club Dalby, using the Complaints Record.
3. The Nominated Supervisor (or Responsible Person) will notify a representative of the Approved Provider at the earliest convenience to develop a response plan, including the person(s) responsible for specific tasks and will be based on the information available to—
 - a. Ensure the safety of children of Kids Club Dalby.
 - b. Comply with notification and/or reporting requirements.
 - c. Collect relevant information to assess the veracity of the complaint.
4. Should information indicate the safety or wellbeing of children attending Kids Club Dalby be at risk and is beyond the capacity of Kids Club Dalby to ensure protection, Kids Club Dalby may decide to suspend the relevant child's enrolment, pending further guidance, management action (including an investigation) and planning.
5. Parents of the child alleged to have displayed harmful sexual behaviours will be notified of the details of the concerns/complaint and offered relevant contacts for community support. Should Kids Club Dalby believe the child is in need of protection, the steps set out in [2.12 Child Protection and Mandatory Reporting](#) will be followed.

6. Once relevant information and guidance has been collated and established, the Approved Provider, in collaboration with the Nominated Supervisor will determine the appropriate outcome to provide care that safeguards all children attending Kids Club Dalby, this may include but is not limited to the development of behaviour/care plans.
16. All documentation, communication and reports will be stored confidentially, as set out in the [7.2 Privacy and Confidentiality of Records](#) policy - via a password protected system.

Legal and Regulatory Foundation

In preparing and implementing this policy, the Approved Provider recognises the obligations and requirements related to –

National Quality Framework

- **Education and Care Services National Law:**
 - s.167 Offence relating to protection of children from harm and hazards
- **Education and Care Services National Regulations:**
 - R.84 Awareness of child protection law ○ R.85 Incident, injury, trauma and illness policies and procedures ○ R.86 Notification to parents of incident, injury, trauma and illness ○ R.87 Incident, injury, trauma and illness record ○ R.168 Education and care service must have policies and procedures ○ R.170 Policies and procedures to be followed ○ R.171 Policies and procedures to be kept available ○ R.172 Notification of change to policies or procedures ○ R.173 Prescribed information to be displayed ○ R.174 Time to notify certain circumstances to Regulatory Authority ○ R.174A Prescribed information to accompany notice ○ R.181 Confidentiality of records kept by approved provider ○ R.183 Storage of records and other documents

-
- **National Quality Standard:**
 - QA2 – Children’s health and safety
 - QA7 – Governance and leadership

Additional Regulatory Context and Guidance

- [National Principles for Child Safe Organisations](#)
- [Volume 10, Children with harmful sexual behaviours of the Royal Commission into Institutional Responses to Child Sexual Abuse](#)

Related Policies and Procedures

- [2.1 Providing a Child Safe Environment](#)
- [2.12 Child Protection and Mandatory Reporting](#)
- [6.1 Enrolment and Orientation](#)
- [6.3 Feedback and Complaints](#)
- [7.2 Privacy and Confidentiality of Records](#)
- [7.3 Managing Notifications](#)

Date	Ratified by	
11.02.2025		

Appendix - Forms and Resources

Excursions Risk Assessment Template

The Approved Provider and Nominated Supervisor must ensure a risk assessment is carried out before children are taken outside Kids Club Dalby premises on an excursion made available to parents/ authorised nominees prior to or at the time written authorisation is sought.

Regulation 101 of the Education and Care Services National Regulations includes the minimum risk assessment considerations for excursions, including specific considerations when an excursion **involves transporting children**.

Persons undertaking the excursion risk assessment should have read and understood all relevant requirements outlined in Kids Club Dalby's Excursions Policy, including the procedures to ensure the following items are addressed:

The risk assessment will:

- identify and assess risks that the excursion may pose to the safety, health or wellbeing of any child being taken on the excursion; and
- specify how the identified risks will be managed and minimised. And consider:
- the proposed route and destination for the excursion;
- any water hazards;
- any risks associated with water-based activities;

Excursion Details			
Date of Excursion If it is a regular outing include a description of when children are to be taken on regular outings.		Excursion Destination	
Proposed activities. List all activities that will take place during the excursion.			

- the transport to and from the proposed destination for the excursion, including:
 - the means of transportation; ◦ any requirements for seatbelts or safety restraints under Queensland law; ◦ the process for entering and exiting
 - Kids Club Dalby's premises; and
 - the pick location and/or destination ◦ procedures for embarking and disembarking the means of transport, including how each child is to be accounted for on embarking/disembarking;
- the number of adults and children involved in the excursion;
- given the risks posed by the excursion, the number of educators or other responsible adults that is appropriate to provide supervision and whether any adults with specialised skills are required (e.g. lifesaving);
- the proposed activities;
- the proposed duration of the excursion; and
- the items that should be taken on the excursion (e.g. mobile phone, emergency contacts).

Exception for Regular Outings

Note: A risk assessment is only required to be completed at least once for a 12 month period if the excursion is a 'regular outing'.

Pick up location and destination(s). List each location travelled to and from as part of the excursion. E.g. the museum, park for lunch and service.	
Estimated departure and arrival times and duration of the excursion. E.g. from Kids Club Dalby to each destination and returning to Kids Club Dalby.	
Proposed route You can include an image of the route sourced online.	
Means of transport E.g. public bus, private bus, coach, private car, taxi, tram	
Requirements for seatbelts or safety restraints Do Queensland laws require children to use seatbelts or restraints for the transportation type	Yes / No Comment:
Number of adults involved in the excursion. E.g. service staff, family members, volunteers	
The number of educators / responsible adults, appropriate to provide supervision, and whether any adults with specialised skills are required. E.g. for children's individual needs.	
The number of children involved in the excursion.	

Any water hazards during the excursion, including any risks associated with water-based activities? If yes, detail in the risk assessment table below.	Yes / No Comment:	
Educator to child ratio, including whether this excursion warrants a higher ratio.		
Provide details in the risk assessment table below.		
Describe the process for entering and exiting Kids Club Dalby premises and the pick-up location or destinations (as required); (include how each child is accounted for):	Exiting service	
	Entering destination	
	Exiting destination	
	Entering service	
Describe the procedures for embarking and disembarking the vehicle (include how each child is accounted for in embarking and disembarking):	Embarking procedures	
	Disembarking procedures	
Excursion checklist – items to be readily available during the excursion (please tick)		
*First aid kit	*List of adults involved in the excursion	
*List of children involved in the excursion	*Contact information for each adult	
*Contact information for each child	*Mobile phone / other means of communicating with Kids Club Dalby & emergency services	
*Medication, health plans and risk assessments for individual children	*Other items, please list	

Use the table below to identify and assess risks to the safety, health or wellbeing of children attending the excursion, and specify how these risks will be managed and minimised [Regulation 101(1)]. This must include any risks associated with water-based activities.

Understanding of Risk and Responsibilities

All educators and/or volunteers participating in the excursion have read and understood the contents of this risk assessment, including their relevant responsibilities and duties.

Name	Position	Signature	Date
------	----------	-----------	------



Assess the risk factors

consequences using the following guiding definitions
No injury
Injury or health issue requiring first aid
Injury or health issue requiring medical attention
Injury or health issue requiring hospital admission
Fatality



Evaluate the likelihood of an incident occurring using the following guiding	
Rare	May occur somewhere, sometime (i.e. once in a life time)
Unlikely	May occur at some point over an extended period of time
Possible	May occur several times across over a period of time
Likely	May be anticipated multiple times over a period of time or may c every few repetitions of the activity or event
Almost Certain	Prone to occur regularly or it is anticipated for each time the act held

Identify level of risk (Risk Matrix)

	Consequence				
	Insignificant	Minor	Moderate	Major	Severe
Rare	Low	Low	Low	Moderate	High
Unlikely	Low	Low	Moderate	High	High
Possible	Low	Moderate	High	High	Extreme
Likely	Moderate	Moderate	High	Extreme	Extreme
Almost certain	Moderate	High	High	Extreme	Extreme



Use hierarchy of control to appropriate measure

Level of protection	Level 1 Eliminate the hazards
	Level 2 Substitute the hazard with something safer Isolate the hazard from people Reduce the risk through physical modification/design of equipment
	Level 3 Reduce exposure to the hazard using administrative actions Use person protective equipment

Development and Approval		
Plan prepared by:	Full name: Signature: Role/Position:	Date:
Prepared in consultation with:	Full name: Signature: Role/Position:	
Communicated to all relevant staff:	Yes / No Comment if needed:	
Vehicle safety information reviewed and attached:	Yes / No Comment if needed:	

Risk assessment to be evaluated and reviewed on (for regular outings): A risk assessment must be undertaken prior to an excursion being undertaken (and before seeking authorisation for that excursion to be undertaken - see regulation 102). If the excursion is a '<i>regular outing</i>'*, a risk assessment must be undertaken <i>at least</i> annually.	Date:
--	--------------

Sleep and Rest in KIDS CLUB DALBY - Risk Assessment

This risk assessment has been prepared as an example to address the risk associated with sleep and rest, as required by Education and Care Services National Regulation 84C.

The requirements set out that the approved provider must develop a risk assessment that considers the following—

- The number, ages and developmental stages of children being educated and cared for by Kids Club Dalby.
- The sleep and rest needs of children being educated and cared for (including health care needs, cultural preferences, sleep and rest needs of individual children and requests from families about a child's sleep and rest) by Kids Club Dalby.
- The suitability of staffing arrangements to adequately supervise and monitor children during sleep and rest periods.
- The level of knowledge and training of staff supervising children during sleep and rest periods.
- The location of sleep and rest areas, including the arrangement of cots and beds within the sleep and rest areas at Kids Club Dalby.
- The safety and suitability of any cots, beds and bedding equipment, having regard to the ages and developmental stages of the children who will use the cots, bed and bedding equipment.
- Any potential hazards—
 - in sleep and rest areas; or
 - on a child during sleep and rest periods.
- The physical safety and suitability of sleep and rest environments (including temperature, lighting and ventilation) at Kids Club Dalby.

In drawing upon the sleep and rest needs of school-age children, the example has referenced material published by reliable sources, including Queensland Health, Raising Children Network, and the Regulatory Authority. The premise of this risk assessment identifies that children in attendance are largely over 5 years old. Developmentally, children over 5 years will not normally require naps (daytime sleep). However, there are circumstances where children may need to sleep from time-to-time. With very limited numbers of children needing sleep on any particular session, the challenge for KIDS CLUB DALBY services is to have suitable resources, environment and practices to enable children to sleep or rest.

Example Risk Assessment – Sleep and Rest in KIDS CLUB DALBY

Context	
Details of children being	Kids Club Dalby cares for up to 80 children over pre-school age (at least 4.5 to 12 years old), skewed slightly towards younger years. Substantially, children attending our service have traditional developmental milestones and needs reflect those of typical school-age children.

educated and cared for	
The sleep and rest needs of children	As set out in detail in Kids Club Dalby's policy, relevant health information suggests regular naps (daytime sleep) would not be normal for the overwhelming number of children being educated and cared for by Kids Club Dalby. At this point in time, no parent has suggested any special sleep or rest needs for children in attendance. We recognise both individual characteristics and particular circumstance (illness) may require children to have a suitable environment for sleep from time-to-time. Younger children in attendance, especially in during ASC and VC may need suitable access for rest and relaxation.
Level of knowledge and training of staff supervising children during sleep and rest periods	Given the age and developmental needs of children, the knowledge and training required is focused on- • General child development needs, including sleep and rest. • Practices for providing adequate supervision. • Practices for monitoring children's health and suspected illness.
Location of sleep and rest areas	Children seeking an opportunity to sleep ca[location] having bedding set up i room has been chosen the inherent ability to supervise children, cont noise level and manage environment (temperati lighting and ventilation). The program and routir designed to cater for a range of play types. The environment has variou where children can enjc

	play or activities like reading relative peace and quiet
Staffing arrangements to adequately supervise and monitor children during sleep and rest periods	Where a child needs or otherwise is seeking sleep, they will be guided to [location], where an educator will set up a bed. While a child is sleeping (or trying to sleep), an educator will be primarily positioned in and around the doorway as to monitor the sleeping child and other children nearby. Children seeking restful play activities are supervised by the relevant education positioned in the indoor setting.
Bedding safety and suitability	Due to the incidental requirements for [detail resources] sleep, Kids Club Dalby [detail resources] [detail resources] mattresses [detail resources] beds/bedding] [detail resources] has [detail resources], which are stored. [detail resources] have been purchased based on the [detail resources] be safely stored/used in where they can [detail resources] level of comfort to [detail resources]
Assessment of Risk	

Hazard	Level of Risk	Control Measures	Who	When
--------	---------------	------------------	-----	------

Child injured or missing while unsupervised.	Low	Children will remain supervised while in area used for sleep. Kids Club Dalby's policies set out protocols for educators to follow to ensure children are monitored. Educators will remain positioned in a location where they can maintain awareness of the child's behaviour and location.	Relevant Educator – provide supervision	When child sleeping/resting in bed
Medical incident	Low	Kids Club Dalby has established practices for identifying and attending to children's health needs. Due to the unusual nature of children seeking sleep, educators will enquire into the child's health and explore any potential symptoms. Where a child is displaying signs of illness, parents will be called to collect them. An educator will closely monitor the child and follow relevant plans.	Relevant Educator – identify health needs and monitor	When child sleeping/resting in bed
Injured by bedding	Low	Suitable bedding resources has been purchased based on its durability and suitability. These facilities are routinely inspected for wear and are replaced when needed. Educators follow manufacturer's instructions in using and storing equipment. Children are supervised to ensure bedding is used appropriately.	Nominated Supervisor – routine inspection of equipment	Weekly
Illness/contamination from bedding.	Low	All sleep equipment is covered by a clean linen prior to use. Once used, all linen is washed before being used again. Any bedding equipment becoming contaminated (vomit etc) is cleaned using suitable sanitiser immediately. Should equipment be unable to be cleaned, it is replaced.	Relevant Educator – using fresh linen when setting up bed	As used

Emergency incident, including lockdown or evacuation	Low	Emergency plans include inspection of all rooms, including rooms used for sleep and rest. Where an emergency plan is initiated, any sleeping child will be woken to participate.	RP – Inspect all rooms during emergency	In emergency
Sleep area - Suitability of environment - temperature, lighting and ventilation	Low	The room chosen for children's sleep has been selected due to its suitability in controlling relevant environmental preferences. Subject to a child's preference, when a child is sleeping the air condition/heater can be turned on and curtains drawn. The door should be left ajar to ensure the child is still supervised.	Relevant Educator – controlling environment	When child sleeping/resting in bed
Rest areas – Suitability of environment	Low	The indoor environment is set up each day to cater for children's rest and relaxation needs. Specific areas such as the reading corner has lounging furniture to support children to play and rest. Routines and expectation support children seeking robust play to move to an alternative location to ensure children's individual needs are best met. Educators will ensure the indoor areas are comfortable and well-ventilated while children are being educated and care for.	Relevant Educators – setting up quiet play areas and reminding children of routines	All sessions of care

Plan Prepared by:		Date:	
Prepared in consultation with:			

Swimming Ability Form

Child's Name:		Age:	
Confidence around the water:			
Please check the appropriate space and provide comments if necessary:			
☐ Very confident			
☐ Somewhat confident			
☐ Not confident			
Comments:			
Swimming ability:			
☐ Non-swimmer (cannot support themselves in water)			
☐ Novice (can support themselves in shallow water and are capable of moving short distances <5m)			
☐ Intermediate (can support themselves in deep water and can swim a length of the pool)			
☐ Advanced (can support themselves in deep water and can competently swim lengths of the pool)			
Please indicate any special needs or preferences that will enable the educators to support your child whilst participating in water/swimming activities:			

Signature			
Name of Parent/Guardian		Date	

Example - KIDS CLUB DALBY First Aid Requirements Assessment

This first aid requirements assessment has been developed as an example only. It does not reflect the consultative processes that must occur (as per WHS duties) or the detail in assessing each of the identified hazards.

KIDS CLUB DALBY Name – school-age education and care service	
Size and location of the workplace	
Description of workplace and number of buildings used	Operating from the school site, KIDS CLUB DALBY accesses up to three building including the KIDS CLUB DALBY hall, and two adjacent classrooms. All rooms are on the ground fall level.
Nearest hospital	5km – ABC Hospital
Nearest GP or similar medical service	1.2km – XYZ Medical Centre
Maximum time to medical service	Approx. 8 minutes via car.
The number and composition of children and workers	
Typical number of workers (educators and adults)	15 educators and managers
Maximum number of children	180 children. Utilisation typically around 90% of capacity (approx. 160).
Critical medical or health conditions	4 x children at risk of anaphylaxis 2 x children with epilepsy 12+ x children with various degrees of asthma
History of injuries, illness and incidents	
Serious incidents in the previous 12 months	1 x fractured arm 1x suspected concussion
Non-serious injuries in the previous 12 months	12 x abrasion/minor cuts 24 x minor impact injuries (bump/knock/bruise) 3x minor sprains

Other notable incidents in the previous 12 months

2x sudden onset vomiting/gastro

Nature of work carried out and hazards in the workplace

Hazards	How the hazard could cause harm	Likelihood and consequence of harm	First aid implications
Trip or slip hazard	Fractures, bruises, lacerations, dislocations, concussion, internal bleeding	The likely risk of fall throughout the course of daily play. Identified trip hazards are removed, however, there continues to be an inherent level of risk. The potential harm is generally, relatively minor with the environment design to support children's activity and movement.	Possible injuries largely requiring ice packs, slings and compression bandages.
Sharp objects	Cuts, scrapes, eye injuries, bleeding(shock)	The likelihood reduced by daily expectation and controlled environment. However, innocuous objects and outdoor environment have the potential for injury. The potential harm is likely to be minor, given the supervision of the environment and the absence of significantly sharp objects.	Possible injuries largely requiring dressings, bandages and antiseptic.
Heat – kitchen equipment	Burns and scalds	The likelihood is rare due to the access of object creating extreme heat. The potential harm remains significant, should a child or adult be exposed.	Fire blankets and extinguishers installed in kitchen. Likely injuries may require running water, nonadherent dressings/bandages and the cutting of clothes.
Electricity	Burns, electrocution	The likelihood is rare given the installation of safety switches. The potential harm remains significant.	Possible injuries include the need for CPR and non-adherent dressings/bandages for burns.

Chemicals and toxins, including medicine	Positioning, respiratory illnesses, dermatitis	Good ventilation, locked cupboards and the use of protective equipment like gloves used by workers reduces any likelihood. The potential harm is moderate, given the access to potency of substances stored at Kids Club Dalby.	Safety data sheets and labels instruct to rinse cautiously with water for several minutes. Eye wash equipment required.
Heat and sun	Sun burn, heat stroke, dehydration.	Kids Club Dalby routinely accesses outdoor areas, however, these are typically in periods of moderate to low UV rating. Instances where	Likely injuries will require cool packs and water to reduce heat/temperature
exposure - UV radiation		the rating is high, multiple sun-safety measures are carried out. The potential for injury remains, with consequences largely resulting in pain and discomfort. Exposure of heat throughout the day could lead to dehydration and heat stroke, which are more serious.	and sooth effected areas of skin. Electrolytes may be required to treat dehydration. Heat stroke can require CPR in extreme circumstances.
Allergens	Anaphylaxis, Hives, eczema, diarrhea and nausea	The likelihood remains possible as it is difficult to isolate all potential known and unknown allergens and the level of risk to children where extreme allergy is known. A relative small portion of children are a known risk to serve allergy, making the likelihood a moderate possibility. The most extreme harm is from a serve allergic reaction – i.e. anaphylaxis	Treatment in extreme circumstances requires the administration of an EpiPen.
Medical conditions - Asthma, epilepsy	Difficulty or ceasing of breathing/ asphyxiation	A very small portion of enrolled children have a relevant diagnosis. Notwithstanding risk minimisation strategies, an inherent risk of exposure remains. A serve reaction to an allergen is a somewhat likely possibility. The potential outcome is highly serious, especially where the relevant access to medication or other treatment is not provided.	Treatment will typically involve access to life saving medication, CPR, or actions stated in a management plan.

Insect bite/sting	Pain, irritation, allergy	While daily inspections increase the awareness of nets and swarms of insects, there is still a moderate likelihood of exposure. Outside of anaphylaxis, the potential harm is generally low and is centred around pain and discomfort.	Treatment will typically involve icepacks. For severe reactions and venomous bites, EpiPens and/or medical treatment required.
Nosebleed	Bleeding, infection	The likelihood is relatively high, with little opportunity to reduce occurrence. The potential harm is very low, with the vast majority of incidents easily treated. There is some risk of blood-borne infection where hygiene practices aren't followed.	Gloves, bins and other PPE needed to protect from possible infections.
Choking	Asphyxiation	The likelihood is somewhat rare. Although eating times are the most probable source. The potential harm is serious.	Outside of first aid training for treatment techniques, CPR equipment may be required.

First Aid Requirements

Minimum number of first aiders

3 – at least one for each location of each session of care.

Number and location of first aid supplies

1x Primary (Main) and 2x Secondary (Mobile) kits.

Content of first aid kit(s)

Primary (Main) First Aid Kit

- Instructions for providing first aid – including Cardio-Pulmonary Resuscitation (CPR) flow chart
- Adhesive strips (assorted sizes) for minor wound dressing.
- Splinter probes (single use, disposable).
- Hypo-allergenic adhesive tape for securing dressings and strapping.
- Eye pads to protect eye injuries.
- Triangular bandage for slings, support and/or padding.
- Crepe and conforming bandage to hold dressings in place and provide support and compression.
- Wound/combine dressings to control bleeding and for covering wounds.
- Non-adherent dressings/pads for wound dressing.
- Safety pins to secure bandages and slings.
- Scissors for cutting dressings or clothing.
- Kidney dish for holding dressings and instruments.
- Small dressings' bowl for holding liquids. Gauze squares for cleaning wounds.
- Forceps/tweezers for removing foreign bodies.
- Disposable nitrile, latex or vinyl examination gloves for infection control.
- Sharps disposal container for infection control and disposal purposes.
- Sterile saline solution or sterile water for emergency eye wash or for irrigating eye wounds.
- Resuscitation mask to be used by qualified personnel for resuscitation purposes.
- Antiseptic solution for cleaning wounds and skin.
- Plastic bags for waste disposal.
- Note pad and pen/pencil for recording the injured or ill person's condition and treatment given.
- Re-usable ice-pack for the management of strains, sprains and bruises.
- Emergency rescue blanket for shock or hypothermia
- Instant eye pack for the treatment of soft tissue injuries and some stings Access to 20 minutes of clean running water or, if this is not available, hydrogel sachets for managing burns
- Asthma spacer and emergency Ventolin
- Emergency EpiPen

Secondary (Mobile) Kits

- Instructions for providing first aid, including CPR flowchart in the event CPR is required, proper technique is applied.
 - Adhesive strips (assorted sizes) for minor wound dressing.
 - Conforming bandage for support and compression.
-
- Disposable CPR mask for resuscitation • Disposable latex gloves for infection control.
 - Plastic bags for waste disposal.
 - Gauze squares packets for cleaning wounds.
 - Alcohol swabs for cleaning wounds.
 - Note pad and pen/pencil for recording the injured or ill person's condition and treatment given.
-

Kit maintenance

Educator to restock kits after use.

Nominated Supervisor to review kit contents each month.

Medical Risk Minimisation and Communication Plan

Da

Medical Condition				
Diagnosed Medical Condition, Health Need, Allergy or Other				Supporting Documentation Provided
Medical Action Plan Supplied by Parent?	Y/N	Date Received		Date t
Medication Required?	Y/N		Authorisation complete?	Y/N
Risk Assessment				
Risks Identified	Risk Assessment (use matrix)	Control Measure/Strategy		
		•		
		•		
		•		
Risk relating to the <i>safe handling, preparation, consumption and service of food</i> (if relevant)				
		•		
		•		
		•		

Child's Name		
Parent's Details		

Notification relating to <i>known allergens</i> that pose a risk to a child			
Allergen	Areas of potential exposure	Strategies for Minimising Risks	Person/position Responsible

Medication	
How will the provision and access to medication be managed?	
Parents have been informed and acknowledge: - Kids Club Dalby's policies require identify medication to be accessible to Kids Club Dalby for the child to attend. - Where the child is without medication for any reason, the parent (or authorised nominee) will be called to collect the child.	Y/N

Service Representative		Signature	
------------------------	--	-----------	--

Communication and Training Plan			
Location of the child's Medication Management (Action) Plan and medication			
Strategies/training for staff and volunteers to be able to identify the child, the Medical Management Plan and medication			
How parents can communicate any changes to health/medical needs, Medical Management Plan or Risk Minimisation Plan:			

Plan Prepared by:			
Prepared in consultation with:			
Parent Name		Signature	

Risk Assessment

Hazard Identified	Level of Risk	Control Measure	Person Responsible	Residual Risk
Fire	High	• Emergency evacuation plan followed - All persons removed from area and isolated from hazard in Assembly Area. • Alarm sounded – alerting all persons on school grounds. • If possible, fire is confined. • Free egress of the building is maintained throughout each session of care, with daily inspections confirming an exit pathway. • Roll call to account for all children, educators and relevant others. • Emergency evaluation plan routinely rehearsed and evaluated. • Fire blankets and extinguishers installed. • Daily inspections identify and respond to likely fire hazards.	All educators – monitoring for hazards Responsible Peron – leading the response and management	Moderate
Gas leak	Moderate	• Emergency evacuation plan followed - All persons removed from area and isolated from hazard in Assembly Area. • Alarm sounded – alerting all persons on school grounds. • Roll call to account for all children, educators and relevant others. • Free egress of the building is maintained throughout each session of care, with daily inspections confirming an exit pathway. • Emergency evaluation plan routinely rehearsed and evaluated. • Daily inspections identify and respond to wear and maintenance of KIDS CLUB DALBY environment.	All educators – monitoring for hazards Responsible Peron – leading the response and management	Low

Electrical hazard	High	• Emergency evacuation plan followed - All persons removed from area and isolated from hazard in Assembly Area • Alarm sounded – alerting all persons on school grounds. • Free egress of the building is maintained throughout each session of care, with daily inspections confirming an exit pathway. • Roll call to account for all children, educators and relevant others.	All educators – monitoring for hazards Responsible Person – leading the response and management.	Moderate
-------------------	------	--	--	----------

Background Information

Purpose	Regulation 97 (2) requires Kids Club Dalby to complete a risk assessment to identify potential emergencies, which is the basis for Kids Club Dalby's emergency plans.	Date of /
Setting and Context	Our KIDS CLUB DALBY service operates from a hall within the school grounds. Often various outdoor program, including the oval. The KIDS CLUB DALBY program offers variety and choice for children between play environments. Plans account for multiple locations, suitable routes for transitioning and staff.	

Kids Club Dalby Emergency Situation Risk Assessment

		- Emergency evaluation plan routinely rehearsed and evaluated. - Daily inspections identify and respond to wear and maintenance of KIDS CLUB DALBY environment and ensure evacuation routes accessible.		
Medical emergency or injury	<i>Extreme</i>	Emergency evacuation plan or lockdown followed (depending on location)- All persons removed from area and isolated from hazard in Assembly Area or safely indoors. - Communication with stakeholders and relevant persons on school grounds. - Free egress/ingress to the evacuation/lockdown areas is maintained, with daily inspections confirming an entry/exit pathway. - Roll call to account for all children, educators and relevant others. - Emergency plans are routinely rehearsed and evaluated. - Resources to assist with communication and first aid routinely maintained and inspected daily.	All educators – monitoring for hazards Responsible Person – leading the response and management	Moderate
Child Missing	High	Emergency lockdown plan followed – all persons to assemble in a contained area to account for all children. Free ingress to the lockdown areas is maintained, with daily inspections confirming an entry pathway. Area chosen for the ability to safely contain and account for children. - Roll call to account for all children, educators and relevant others. - Emergency lockdown plan routinely rehearsed and evaluated.	All educators – monitoring for hazards Responsible Person – leading the response and management	Moderate
Building damage or structural issues	<i>High</i>	Emergency evacuation plan followed - All persons removed from area and isolated from hazard in Assembly Area - Alarm sounded – alerting all persons on school grounds - Free egress of the building is maintained throughout each session of care, with daily inspections confirming an exit pathway. - Roll call to account for all children, educators and relevant others. - Emergency evaluation plan routinely rehearsed and evaluated. - Daily inspections identify and respond to wear and maintenance of KIDS CLUB DALBY environment.	All educators – monitoring for hazards Responsible Person – leading the response and management	Moderate

Extreme weather	High	• Emergency lockdown plan followed - All persons removed from area and isolated from hazard safely indoors. • Communication with stakeholders and relevant persons on school grounds • Free ingress to the lockdown areas is maintained, with daily inspections confirming an entry pathway. Room chosen based on the ability to lock entry points and be sheltered. • Roll call to account for all children, educators and relevant others. • Emergency lockdown plan routinely rehearsed and evaluated.	All educators – monitoring for hazards Responsible Person – leading the response and management	Low
Dangerous animal	High	• Emergency lockdown plan followed - All persons removed from area and isolated from hazard safely indoors.	All educators – monitoring for hazards	Moderate

		- Free ingress to the lockdown areas is maintained, with daily inspections confirming an entry pathway. Room chosen based on the ability to lock entry points and be sheltered. - Communication with stakeholders and relevant persons on school grounds - Roll call to account for all children, educators and relevant others. - Emergency lockdown plan routinely rehearsed and evaluated.	Responsible Person – leading the response and management	
Aggressive person	High	Emergency lockdown plan followed - All persons removed from area and isolated from hazard safely indoors. - Free ingress to the lockdown areas is maintained, with daily inspections confirming an entry pathway. Room chosen based on the ability to lock entry points and be sheltered. - Communication with stakeholders and relevant persons on school grounds - Roll call to account for all children, educators and relevant others. - Emergency lockdown plan routinely rehearsed and evaluated.	All educators – monitoring for hazards Responsible Person – leading the response and management	Moderate
Dangerous or suspicious person in the vicinity	Moderate	Emergency lockdown plan followed - All persons removed from area and isolated from hazard safely indoors. - Free ingress to the lockdown areas is maintained, with daily inspections confirming an entry pathway. Room chosen based on the ability to lock entry points and be sheltered. - Communication with stakeholders and relevant persons on school grounds - Roll call to account for all children, educators and relevant others. - Emergency lockdown plan routinely rehearsed and evaluated.	All educators – monitoring for hazards Responsible Person – leading the response and management	Low
Plan Prepared by:			Date:	Enter Date
Prepared in consultation with:				

Safe Arrival of Children - Risk Assessment

This risk assessment has been prepared as an example to address the risk associated with children arriving safely to Kids Club Dalby, as required by Education and Care Services National Regulation 102AAC.

The safe arrival of children risk assessment must—

- Identify and assess any risks that a child's travel between an education and care service and any other education or early childhood service may pose to the safety, health or wellbeing of the child.

- Specify how the identified risks will be managed and minimised.

And consider the following, in respect of a child who travels between an education and care service and any other education or early childhood service—

- The age, developmental stage and individual needs of the child.
- The role and responsibilities of the following persons (if applicable)—
 - In the case of a child who leaves Kids Club Dalby premises to travel to an education and care service premises of another education and care service, the nominated supervisor of each service.
 - The child's parent.
 - An authorised nominee named in the child's enrolment record.
 - A person authorised by—
 - the child's parent, or
 - an authorised nominee named in the child's enrolment record.
- The role and responsibilities of Kids Club Dalby the care of which the child is entering or leaving.
- The communication arrangements between Kids Club Dalby the child is leaving and Kids Club Dalby the child is entering including any communication arrangements if the child is missing or cannot be accounted for during the child's travel.
- The procedure to be followed by Kids Club Dalby if Kids Club Dalby has identified that the child is missing or cannot be accounted for during the child's travel.
- Given the risks posed by the child's travel, the number of educators or other responsible adults that are appropriate to provide supervision.
- The proposed route and destination, including any proximity to harm and hazards.
- The process for entering and exiting—
 - Kids Club Dalby premises, and
 - the pick-up location or destination (as required).
- The procedure to be followed by Kids Club Dalby to ensure the child leaves Kids Club Dalby premises in accordance with regulation 99(4)(b).

Risk Assessment – Safe Arrival of Children

Context

For children's transition between Kids Club Dalby and other care services (Regulation 102AA), it is limited to only the school, which is on the same site/premises as Kids Club Dalby. Children do not travel/transition to school (or other services) for vacation care sessions. Travel/transitions to school only occur for children travelling to school at the conclusion of before school care (BSC) and arriving from school for the after school care (ASC) session. The nature of Kids Club Dalby means the significant risks and vulnerabilities primarily relate to children's transition and movements from school to ASC, with the premise being that Kids Club Dalby cannot reasonably assume a child who has not presented as expected is or should be absent.

The age, developmental stage and individual needs of children.

Ages

Kids Club Dalby cares for up to 80 children over pre-school age, with ages ranging from approximately 4.5 to 12 years old (consider the composition of younger and older children as often services educate and care for a higher proportion of younger children on a daily basis).

Assessment of developmental stages

In collaboration with classroom teachers, the Nominated Supervisor and educators, have discussed and considered children's developmental stages in respect of their capacity to take responsibility for their transition from before school care to school and from school to after school care. The majority of children in attendance have developed sufficient self-reliance abilities to manage independently transition between KIDS CLUB DALBY and their classrooms, however some key strategies have been identified as being helpful to support children's effective transition in a collaborative way. These strategies are described in the risk assessment control measures.

Our youngest children (children in Prep and Year 1) will typically require direction and guidance to either safely or reliably transition between Kids Club Dalby and their classroom. Generally, this is due to the development or capacity –

- of organisation skills (executive function) - knowing where they should be and how to get there, and
- to maintain sufficient focus/attention - independently stay on tasks while walking to KIDS CLUB DALBY.

As children mature, a greater degree of independence is afforded by the educator - to facilitate children's self-reliance and independence.

Individual needs

At the time of writing this risk assessment, two children who attend after school care have been identified as having individual requirements.

Roles and Responsibilities

Nominated Supervisors (if children another between education and care service)

N/A

KIDS CLUB DALBY	Nominated Supervisor or Responsible Person	The role of the Nominated Supervisor, or in their absence, the Responsible Person is to lead systems and processes to ensure the safe arrival and collection of children and young people. Their responsibilities include— • Liaising with parents and administrating the booking/attendance systems to accurately understand which children will be attending the session of care. • Develop daily collection lists for children to be collected from their classrooms and coordinate educators carrying out this task. • Ensure the setting in which children are signed into ASC is orderly and methodical. • Follow up on the whereabouts of any children who did not present to the ASC session as expected. • Lead the actions to locate missing or unaccounted for children. • Ensure the identification of unknown people collecting children is confirmed and match authorisations. • Ensure procedures are followed to document children's attendance.
	Educators	The role of educators is to follow the plans and procedures of Kids Club Dalby to ensure children enter and exit KIDS CLUB DALBY safely. Educator responsibilities include— • Supervising children as they transition, including collecting younger children from classrooms. • Mark children's arrival • Support the Nominated Supervisor or Responsible Person in calling parents, locating children or confirming the identity of people collecting children.
Parents and other stakeholders	The child's parent	Outside of collecting their child(ren) from OHSC, the primary role of the parent is to be the central contact and decision-maker for children's attendance and movements. Their responsibilities include— • Requesting sessions of care and notifying Kids Club Dalby of absences. • Responding to Kids Club Dalby's enquiries to the whereabouts of children (reason they haven't presented to ASC). • Providing written authority for other persons to collect the child. • Providing written authority for permission to attend extracurricular activities or otherwise leave Kids Club Dalby. • Following sign-out procedures to document collection of child(ren).

	An authorised nominee	The primary role of the authorised nominee is to collect relevant children from KIDS CLUB DALBY and/or where relevant provide authority for another person to collect a relevant child. Their responsibilities include— • Evidencing their identification. • Following sign-out procedures to document collection of child(ren). • Providing written authority for other persons to collect a child, where relevant.
--	-----------------------	---

	A person authorised by a parent, or authorised nominee	The role of a person authorised by a parent or authorised nominee is to collect a relevant child. Their responsibilities include— • Evidencing their identification. • Following sign-out procedures to document collection of child(ren).
--	--	--

Communication arrangements	Communication between the school and KIDS CLUB DALBY is coordinated via the Nominated Supervisor or Responsible Person in their absence and the school's administration staff. Given the nature of communication, it is generally limited to phone calls to — • Identify the child's last known location or likelihood of attending (absent at school), • Request to use the school's PA system to prompt a child to present to KIDS CLUB DALBY, or • Share other relevant information related to the child's location and care (involvement in an incident etc).	
-----------------------------------	--	--

Processes for Travel/Transition

Proposed route and destination, including any proximity to harm and hazards.	All travel between the KIDS CLUB DALBY and children's classrooms (the school) is internal of the school site. The specific routes children will take are dependent on the location of their classroom. There are no specific harm or hazards located along children's journey. Supervision is provided by the school for the general school population prior to school starting and while children are exit/transitioning to KIDS CLUB DALBY.	
BSC - process to enter/exit	Exiting KIDS CLUB DALBY	1. Where a child has written authorisation for extra-curricular activities (eg sport or music programs) or where a parent has otherwise given permission to leave early, the child is signed out as written parent permission indicates. 2. All children (other than Prep and Year 1 students) will be signed out at 8:30am (when the bell goes), with— a. All children preparing to transition to classrooms from around 8:20am (pack up). b. BSC sessions conclude with children lining up to be marked off the roll as they exit KIDS CLUB DALBY. 3. Prep and Year 1 students exit in relevant groups to be escorted to class.

	Entering classrooms	1. Children Year 2 and above, independently walk themselves to their classroom. 2. All Prep and Year 1 students will be escorted to their classroom by an educator. Educators will assist with putting away bags and supervise children as they enter classrooms.
ASC - process to enter/exit	Exiting classrooms	1. Children Year 2 and above, independently walk themselves to the KIDS CLUB DALBY hall. 2. All Prep and Year 1 students are collected from their classroom by an educator. Lists of attending Prep and Year 1 students are created each afternoon. Educators will inform the relevant teacher of which children are attending. 3. Prep and Year 1 students will collect their belongings and line up outside the classroom to walk as a group over to the KIDS CLUB DALBY hall.
	Entering KIDS CLUB DALBY	1. Prep and Year 1 students will be signed into KIDS CLUB DALBY by the educator who collected them. 2. Children Year 2 and above line up at the entrance of KIDS CLUB DALBY and are greeted by educators, who sign them in at the doorway. 3. Once children have entered the KIDS CLUB DALBY, they put away bags/belongings and transition to afternoon tea or an activity.
The number of educators appropriate to provide supervision		Kids Club Dalby allocates at least one additional educator above ratio to ensure supervision while tasks are carried out to ensure all children are accounted for.
Ensure the child leaves Kids Club Dalby premises in accordance with regulation		The arrival and departure policy sets out specific steps and descriptions of how the environment is shaped to ensure each person collecting a child from Kids Club Dalby is known and authorised to do so. These procedures include instructions around – • Where devices used for signing out is located and in the proximity of a delegated person (to supervise collections). • The requirements to confirm the identity of individuals not known to Kids Club Dalby. • The person delegated to supervise and coordinate children being collected.
Where a child is missing or cannot be accounted for		The arrival and departure policy sets out the steps carried out for incidents where a child is missing or cannot be accounted for. These instructions include – • Communication protocols to rapidly assess the circumstance. • Requirements to initiate a lockdown to accurately account for all children. • Protocols for communicating with parents to further investigate possible whereabouts. • Steps to keep all children safe while search activities may occur. • The process to contact police should a child's whereabouts not be identified.

Assessment of Risk

Hazard	Level of Risk	Control Measures	Who	When
Child missing or unaccounted for while independently transitioning to or from classrooms	Moderate	Children identified as not having a reliable ability to transition independently are escorted by educators to or from Kids Club Dalby. Ongoing communication regarding identified individual children in need of additional support will occur between the classroom teachers, Nominated Supervisors and educators (where appropriate). Transition reminders and prompts will be provided to the children before they depart the classroom with the KIDS CLUB DALBY staff following up promptly if children are not accounted for within the expected timeframe. As children mature, a greater degree of independence is afforded to facilitate children's self-reliance. Where support is needed, children	NS/RP – to lead the response to confirm attendance or whereabouts.	ASC

		transition in groups or remain in close proximity to the educator. The coordinated practices and partnerships with the school, enable children to be generally supervised while moving between locations. The likelihood of a child missing is reduced by the location of Kids Club Dalby (on the school site) and coordination between the school (children directed to KIDS CLUB DALBY). The school provides general supervision and directions to children at bell times and will prompt children to move to where they should be. When a child does not present as expected, procedures are established to confirm their attendance/absence and possible whereabouts. The escalating process (detailed in the relevant policy) required Kids Club Dalby to confirm the absence of each child not presenting to ASC.		
--	--	--	--	--

Child injured while independently transitioning to or from classrooms	Low	The likelihood of a child being injured is reduced by supporting those most at risk (younger children). There are established and coordinated KIDS CLUB DALBY and school rules that do not allow children to access areas of the school that may be a source of injury (playgrounds etc.) during transition times. Likewise, a shared school and KIDS CLUB DALBY rule state children must move directly to KIDS CLUB DALBY (or their relevant pick-up location). The school provides general supervision and directions to children at bell times. Teaching staff guide children's behaviour to move to their expected location, including KIDS CLUB DALBY.	Approved Provider– to establish and maintain a coordinated approach to transition periods. NS/RP – to lead the response to an injury.	BSC and ASC
---	-----	---	---	-------------

		Where a child is injured, multiple lines of communication are available to raise awareness of the incident and access support. Relevant first aid procedures to treat injuries or access medical care.		
--	--	---	--	--

Inaccurate signin records	Low	Methodical and coordinated procedures for children's sign-in and arrival to ASC support Kids Club Dalby to accurately record children's attendance and arrival. Children will line up according to their year level and are signed in as they enter the KIDS CLUB DALBY building. The physical aspects of this process support Kids Club Dalby to reliably capture the children in attendance in a single process. Where there are discrepancies, coordinated communication and supervision practices support Kids Club Dalby to rapidly investigate a child's attendance without disrupting play and learning. Where the actions require the highest level of caution, Kids Club Dalby has lockdown procedures to bring all children together in a contained manner.	NS/RP – supervise day-today practices. Educators-support sign-in processes.	ASC
Child collected by a person who is not authorised	Low	The Nominated Supervisor or Responsible Person is ultimately responsible for ensuring persons collecting children have the relevant authority. To support their responsibilities, a delegate educator may be tasked with supervising near the office to coordinate children being collected. The person tasked with this role is suitably experienced and knowledgeable.	NS/RP/delegated educator – ensure children are only collected by correct person who has authorisation.	ASC (and VC)

		The sign-out facilities are located near KIDS CLUB DALBY's entrance and provides a physical prompt to be able to collect a child. Our facilities, including our child care software, will only allow individuals to sign out children where they have relevant user account linked to an authority. Regardless of our sign-out system, where the delegated educator (or NS/RP) does not recognise the person collecting a child as their parent or authorised nominee, they will be requested to provide evidence of their identity (i.e. driver's licence). This information will be confirmed with enrolment records/authorisations. Children will not be allowed to be collected where these requirements are not satisfied. Parents will be called immediately to resolve the issue.		
A child distressed due to uncertainty in attendance	Low	Coordinated partnerships with the school supports children to discover where they should be with the relative ease. The school's procedures are for children to present to the school office. Where there is a possibility, the child may be attending KIDS CLUB DALBY, the office will call to confirm. Alternatively, children are welcomed when presenting to KIDS CLUB DALBY and are guided to the school office if they are not on the KIDS CLUB DALBY roll.	NS/RP – to communicate with school and/or parents to discover where child should be.	ASC

Plan Prepared by:		Date:	
Prepared in consultation with:			

Incident, Illness, Injury, and Trauma Record

Details of Person Completing This Record			
Name			
Position/Role			
Service Name			
Date record was made		Time record was made	AM/PM
Signature			
Child's Details			
Child's Full Name			
Date of birth	Age	Gender	
Incident/Injury/Trauma/Illness Details			
Date		Time	
Location of incident/ injury/trauma/illness			
Name of person who witnessed the incident/ injury/ trauma/ illness			
Witness Signature		Date	

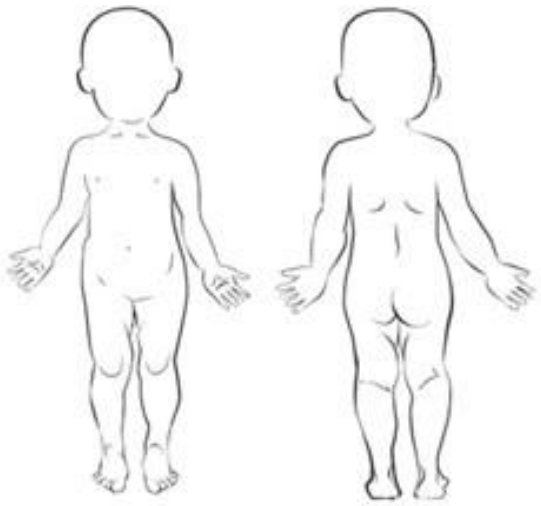
Details of incident/ injury/trauma/illness	
---	--

Circumstances leading to the incident/ injury/ trauma/illness (including any apparent symptoms)	
---	--

Circumstances if child appeared to be missing or otherwise unaccounted for (incl. duration, who found child, etc.)	
---	--

Circumstances if child appeared to have been taken or removed from service or was locked in/out of service (incl. who took the child, duration)	
--	--

Nature of injury/trauma/illness:

 Indicate the part of the body affected on this diagram	☐ Abrasion / scrape *Allergic reaction (not anaphylaxis) *Amputation *Anaphylaxis *Asthma / respiratory *Bite wound *Bruise *Broken bone / fracture / dislocation *Burn / sunburn *Choking *Concussion *Crush / jam *Cut / open wound *Drowning (non-fatal) *Electric shock *Eye injury	*Infectious disease (incl. gastrointestinal) *High temperature *Ingestion / inhalation / insertion *Internal injury / infection *Poisoning *Rash *Respiratory *Seizure / unconscious/ convulsion *Sprain / swelling *Stabbing / piercing *Tooth *Venomous bite / sting *Other (please specify)
Actions Taken		
Details of action taken (including first aid, administration of medication, etc.)		
Did emergency services attend? * Yes * No	Time emergency services contacted AM/PM	Time emergency services arrived AM/PM
Was medical attention sought from a registered practitioner / hospital?		* Yes * No
If yes to either of the above, provide details		

Provide details of the steps taken to prevent or minimise this type of incident in the future.			
Notifications (including attempted notifications)			
Parent (Name)			
Date		Time	
Nominated Supervisor/ Approved Provider			
Date		Time	
Regulatory Authority (if applicable)			
Date		Time	
Parental acknowledgement			
In signing below, I acknowledge the details of the incident set out above.			
Name			
Signature			
Date			

Complaint Record

Name of complainant:			
Date complaint made:		Time:	
Summary of complaint			

Summary of discussion:			
Resolution sought:			
Further action required by management?			
Planned Action			
Employee Name:			
Signature:			
Date:		Date Approved Provider Notified	

Responsible Person Checklist, Delegation and Consent

Name:		Date of birth: <i>(must be over 18)</i>	
The Responsible Person is to ensure Kids Club Dalby continues to comply with the law and regulations as well as Kids Club Dalby's policy and procedures in the absence of the Nominated Supervisor or Approved Provider being physically in attendance. To be appointed to the role, an educator must (Regulation 117B)— • - be over 18 years, - have adequate knowledge and understanding of the provision of education and care to children and an ability to effectively supervise and manage Kids Club Dalby, and - has considered the person's history of compliance with current and former education and care services law. While there is no requirement that the Responsible Person holds (or is working towards) a diploma level qualification, a high degree of their suitability will be determined by their progress or completion of a relevant qualification. Likewise, Responsible Persons should also hold relevant first aid qualifications. The primary role of the Responsible Person is to: - Supervise the practices and procedures of Kids Club Dalby to ensure they comply with regulatory compliance and Kids Club Dalby's policies. - Manage the day-to-day operations of Kids Club Dalby including coordinating tasks and leading critical functions. - Ensure children's safety and wellbeing is protected. - Communicate any incidents or significant events involving children to parents, and if needed the Nominated Supervisor/Approved Provider or Regulatory Authority. - Respond to requests and enquiries from parents, educators and Kids Club Dalby's management.			

Suitability Checklist

Criteria	Indicator of Suitability	Comments and Evidence
Qualification and Probity		
Qualification	Holds (or working towards) a relevant qualification, with sufficient progress achieved.	
First Aid, Emergency asthma and Anaphylaxis	First aid qualifications (including CPR, emergency asthma and anaphylaxis) within approval timeframe.	
Working with Children Check (Blue Card or Exemption)	Blue card (positive notice) details current	
History of compliance with National Law and other (including previous) relevant laws	Evidence person is not prohibited, and history is free of compliance concerns.	Prohibition check completed. Compliance history confirmed.
Knowledge		
Understanding of the Education and Care Services National Law Act 2010 and Regulations 2011	Observations of work performances demonstrate suitable knowledge of KIDS CLUB DALBY regulatory requirements and procedures of Kids Club Dalby.	
Understanding of other relevant safety duties.	Understanding of child protection duties and Work Health and safety obligations.	
Demonstrated understanding of service's policies and procedures.	Has demonstrated ability to operate within the expectations and requirements of Kids Club Dalby and can evidence the location and ability to process procedures and instructions.	
Skill and Capacity		

Sound communication and interpersonal skills to supervise, manage and lead educators.	Demonstrated interpersonal and communication skills, with an ability to respectfully engage colleagues and supervise work performance.	
Sound understanding and demonstrated practice in supporting children's behaviour, safety and wellbeing.	Excellent supervision and behaviour support practices consistently demonstrated.	

217

Capacity to provide adequate supervision and demonstrated responsiveness to needs, including prioritising and coordinate critical tasks.	Sound judgement and organisational skills are demonstrated in work performance. Is reliable and measured in stressful circumstances.				
Ability to lead emergency and evacuation procedures	Proven ability to respond appropriately during drills and rehearsals. Understand the responsibilities and roles planned for emergencies.				
Suitability Assessment Completed by					
Name		Position	Nominated Supervisor/Approved Provider	Date	

Consent to Appointment					
I agree to fulfilling the role of Responsible Person when rostered or otherwise requested. In doing so, I acknowledge: • I have read and understand the role description and agree to meet these requirements. • I am confident in my capacity to perform all requirements of the role when placed in day-to-day charge of Kids Club Dalby. • I have not been subject to any compliance actions or disciplinary proceedings under any relevant child-related laws.					

Signature		Date	
------------------	--	-------------	--