

KU Standard Terms for the Enrolment of Children

From September 2023



Artwork by Edie, aged 5 years, KU Sunbeam Preschool

Proudly a not for profit and for purpose organisation



Children's Services

Since 1895

Acknowledgement of Country

KU respectfully acknowledges the Traditional Owners of the many lands on which our services are delivered. The contribution by Aboriginal and Torres Strait Islander peoples to the education of young children existed long before our story began.

KU Statement of Commitment to Aboriginal and Torres Strait Islander Peoples

KU has an organisational responsibility to the revitalisation and advancement of the cultures, histories and beliefs of Aboriginal and Torres Strait Islander peoples of Australia as determined by them.

Guided by our values and ethical practices, we commit to creating locally led programs and opportunities shaped and determined by Aboriginal and Torres Strait Islander children and families, employees, communities and organisations.

KU Commitment to Being a Child Safe Organisation

As a child safe organisation, KU Children's Services continues its longstanding and unwavering commitment to the safety and wellbeing of children, with zero tolerance of child abuse.

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Welcome

KU Children's Services (KU) is proudly the first provider of early childhood education in Australia (since 1895) and a not for profit, for purpose organisation that leads and inspires young children's learning for life.

You are applying to enrol your child at one of the many KU services and we actively welcome your involvement in the service.

These Standard Terms outline the regulatory and organisational requirements that KU follows when providing services for children and families.

It is important that you understand each of our responsibilities, to avoid misunderstandings and so that your child receives the best possible experience in a safe and caring environment. We will provide education and care to your child at the service where they are enrolled, according to these Standard Terms.

As part of your child's enrolment, you are required to acknowledge that you have read and understood the Standard Terms and that you adhere to them. The Standard Terms are reviewed regularly and updated as required. Together with the enrolment record, it governs the relationship between you and KU.

Working in partnership

Enrolling your child in an early childhood service is a major decision in your child's life. Where parents are separated, KU will remain impartial. The enrolling parent or guardian is required to confirm that the child's other parent or guardian supports the child's enrolment at the service unless there are any parenting plans or court orders placing conditions on a parent or guardian's right to be involved in their child's education and care.

We work together in partnership with you to support your child's learning and wellbeing. Please ask the Director for information about the service's educational program and the qualifications and experience of staff.

Educators discuss curriculum decisions with children, families, other professionals, and the community so that routines and learning experiences are meaningful and respectful of family requests. Please complete *ECE22 Child*

Routines and Preferences for staff to better know your child and start the conversation about specific requests and how we might meet these.

Please inform the Director of any cultural, religious, or other considerations to be respected by the service and any part of the planned program, celebrations, or events that you do not want your child participating in. Please be aware that it may not be possible to avoid unplanned conversations with their peers or among the group that may conflict with your views and beliefs.

We will support your requests where possible, but if you choose not to send your child on occasion, fees will remain payable for enrolled days.

You are required to fully complete the enrolment record and provide the original or a certified copy of your child's birth certificate, passport, or other legal or government document that verifies their age and identity. Staff will make a copy with notation if they sight the original.

It is your responsibility to keep your child's details up to date, including:

- ▶ Address and contacts
- ▶ Court orders, parenting orders or parenting plans
- ▶ Medical conditions and additional needs
- ▶ Emergency contacts and persons authorised to collect your child
- ▶ Immunisation History Statement

Please read the *KU Enrolment Policy* for more information.

KU Membership

One parent or guardian from each family is encouraged to become a member of KU and can vote on company matters, including the election of Board Directors at Annual General Meetings and serve as an Office Bearer on the service's Parent Advisory Group (PAG).

If a second parent or guardian wants to be active in the service's affairs, they can apply for General Interest Membership.

Parents or guardians who do not want to become members can still be part of the service's activities but not as Office Bearers.

Staff employed by KU, who have a child attending a KU service, cannot become a member. However, the child's other parent or guardian can.

KU Membership is free and is renewed each calendar year. You will find the application in your child's enrolment record in Xap.

Quality and Compliance

KU provides services for children and families in the Australian Capital Territory (ACT), New South Wales (NSW), and Victoria (VIC). Whilst all states and territories operate under the Education and Care Services National Law and National Regulations, specific state or territory requirements will be highlighted.

The National Quality Framework

The National Quality Framework (NQF) creates a standard approach to the regulation and quality assessment of early childhood education in Australia and is overseen by the Australian Children's Education and Care Quality Authority (ACECQA).

The National Quality Standard (NQS) sets a national benchmark for quality and promotes ongoing improvement in services. Regulatory authorities assess and rate services in seven quality areas against the NQS and give an overall quality rating.

Approved learning frameworks guide the educational program and daily practice to support children's learning and wellbeing:

- ▶ **Belonging Being and Becoming: The Early Years Learning Framework for Australia**
- ▶ **Victorian Early Years Learning and Development Framework**

If you have any questions regarding the NQF, please ask the staff at the service or visit the ACECQA website at www.acecqa.gov.au.

Ethics and Rights

As an organisation committed to the care and protection of children, KU has a responsibility and desire to uphold the best interests of children and their families. KU does not tolerate harassment, bullying or discrimination in any form.

ECA Code of Ethics

The Early Childhood Australia (ECA) Code of Ethics is a framework for reflecting on the ethical responsibilities of early childhood professionals who work with children and families in early childhood settings. It guides professional practice and principles to inform decision-making.

You can read more about the ECA Code of Ethics at www.earlychildhoodaustralia.org.au/our-publications/eca-code-ethics/.

Convention on the Rights of the Child

The United Nations (UN) Convention on the Rights of the Child recognises that children have the same human rights as adults, while also needing special protection because of their vulnerability. This is the most widely ratified human rights treaty in the world and was adopted by Australia in 1990, which means that we have a duty to make sure that all children in Australia enjoy the rights set out in the treaty. This includes having the right to live a full life, developing to their fullest, being protected from harm, abuse, and exploitation, and to join fully in family, cultural and social life.

You can read more about the Convention on the Rights of the Child at www.unicef.org.au.

Human Rights and Anti-Discrimination

Human rights recognise the value of each person, based on principles of dignity, equity, and mutual respect. The Universal Declaration of Human Rights sets out the basic rights and freedoms that apply to all people. To uphold these rights, there are laws that protect people from discrimination and harassment, including the Disability Discrimination Act, Racial Discrimination Act and Sex Discrimination Act. It is unlawful to discriminate because of age, disability, race, sex, intersex status, gender identity and sexual orientation.

You can read more about the Universal Declaration at www.humanrights.gov.au.

KU acknowledges the UN Declaration on the Rights of Indigenous Peoples and recognises the right of Aboriginal and Torres Strait Islander peoples to self-determination and to participate in decision-making in matters that affect them.

National Principles for Child Safe Organisations

Child safety and wellbeing is fundamental to our work. KU is committed to providing a child safe organisation that recognises, respects and promotes children's rights.

The Child Safe Standards and National Principles support organisations that work with children to promote the safety of children, prevent abuse, and ensure effective processes are in place to respond to allegations of harm.

KU demonstrates a commitment to child safety and wellbeing by having child safe systems, policies, processes, and practices that align with the ten National Principles for Child Safe Organisations and the Child Safe Standards.

Read more about the National Principles at www.childsafe.humanrights.gov.au.

VIC

Our Victorian services embed the Victorian Child Safe Standards in their day-to-day practice. More information about the Child Safe Standards can be found at www.vic.gov.au/early-childhood-services-child-safe-standards.

KU Policies and Procedures

KU is committed to quality early childhood education and has policies and procedures that guide and support staff in their work with children and families as well as the overall management of the service. This document is regarded as one of those policies.

KU policies and procedures are available for you to read on the parent intranet at www.ku.com.au/parent-intranet/login. Please ask the Director for login details.

Policies are updated regularly and new policies are developed as needed. When an existing policy is updated, or a new policy developed, it is circulated to staff and families for their feedback.

Please talk with the Director if you have any questions about the way policies and procedures are implemented in the service.

We encourage and welcome your feedback on existing policies at any time and value your input into the development of new policies.

You can provide comments by emailing us at policy@ku.com.au.

Financial Issues

As a not-for-profit, for purpose organisation, KU has a responsibility to remain financially viable now and for the future.

KU determines a fee schedule and provides a fee letter to families. Please pay your fees promptly, as per the *KU Fees Policy*.

Child Care Subsidy (CCS) is available for eligible families in approved services. NSW Fee Relief and VIC Free Kinder payments may be applied for eligible children with a completed declaration.

Xap software helps us manage enrolments, attendances, and billing.

Holding Deposit

To secure enrolment, a holding deposit of two (2) weeks full fees is charged, unless otherwise advised. The holding deposit is non-refundable if your child does not start, regardless of any notification you may make to the service.

After your child has started, the holding deposit is held until you notify the service that your child is leaving. The holding deposit is applied to any outstanding fees or notice of withdrawal.

If your child does not start on the agreed date or is absent without notifying the service, we will contact you to confirm that you want to continue. Positions cannot be held for children that cannot commence at the time enrolment is offered and fees remain payable from the agreed start date.

Fee Payments

Payment of two (2) weeks in advance is required before your child's start date. If eligible for CCS, fee relief or subsidy, the advanced fee payment is adjusted to reflect the required gap fee.

Should you and your partner separate, please inform the Director in writing which parent or guardian is responsible for the payment of fees. If you want to change fee payment arrangements, written agreement from both parties is needed unless arrangements are specified by a court order or parenting plan.

If a third party or external organisation is responsible for the payment of fees, a copy of the Standard Terms must be given to them at the time of enrolment.

Once your child has commenced:

- ▶ Keep your fees paid according to the service's fee payment schedule. The Director will give you at least two (2) weeks written notice of any changes to the fee structure. If you fall behind in paying fees, discuss this urgently with the Director or your child may lose their place. KU reserves the right to take further action to collect outstanding fees.
- ▶ Give two (2) weeks' notice to reduce days of attendance for the service to fill the vacant position. Acceptance and change of days are to be received in writing.
- ▶ Pay late fees as required if your child is not collected from the service on time.
- ▶ Pay fees when your child is absent during their enrolled days at the service. These days cannot be made up later.
- ▶ Pay fees for public holidays if your child is enrolled in a CCS approved service and the public holiday falls on their enrolled day at the service (except for services in ACT).

Absences

In CCS approved services, eligible families are allowed 42 absence days per child, each financial year. These can be taken for any reason, including public holidays and when children are unwell, without the need to provide documentation.

Preschool and kindergarten positions generally cannot be held if the child is absent for more than four (4) consecutive weeks. Families may apply for consideration of longer absences to the General Manager, Early Childhood Education.

Q Can I give notice during a preschool closedown?

A You cannot give notice during preschool closures or holidays. If you do not give the required notice during term time, KU reserves the right to withhold your holding deposit.

Payment Methods

Cash is not accepted for the payment of fees due to the risks associated with keeping cash on premises.

EFT payment methods must be established for all CCS gap fee payments, including late fees.

Fee payment options available at services include:

Direct debit – regular payments set up with your financial institution using the instructions on the statement or invoice issued from your service.

If your payment fails or is dishonoured, KU reserves the right to pass on the fees levied by our payment provider to your account. KU will debit your account weekly or fortnightly.

If you opt to pay your fees with a credit card, a credit card transaction fee will be applied. To avoid this fee, select to pay with a bank account.

Centrepay – if parents or guardians are receiving benefits from Centrelink, arrangements can be made for direct payment via Centrepay. Arrangements can be made by contacting your local Centrelink office.

Salary sacrifice – is available at some employer sponsored work-based services. At these services, families can elect to salary sacrifice for the provision of childcare services. Fees can be met by sacrificing before tax income from the families' salaries. A salary sacrifice arrangement prevents access to the Commonwealth Government's Child Care Subsidy (CCS). All enquiries regarding this method of payment must be directed to your employer.

KU is not able to give advice regarding salary sacrifice nor is KU responsible for fees paid via your company payroll.

Failure to Pay Fees

If you fail to pay fees, or fall behind the service's fee payment schedule, KU reserves the right to take further action to collect the outstanding fees. This may include giving your personal details to others involved in collecting fees owed.

If you owe fees, you cannot enrol your child at another KU service until the outstanding fees are paid. KU exercises the right to circulate the names of bad debtors to all our services.

Work-based services: Employees of the sponsor

If your child is enrolled in a work-based service and you are an employee of the sponsor of that service and pay fees directly to the service, information regarding any outstanding fees will be given to the sponsor, as a requirement of our Management Agreement. The sponsor may contact you to discuss arrangements to collect the outstanding fees.

Work-based services: Community families

If your child is enrolled in a work-based service and you pay fees directly to the service, KU may advise the sponsor of that service of any outstanding fees, as a requirement of our Management Agreement. If you are not an employee of the sponsor, then the sponsor may direct KU regarding the process of fee recovery.

Notice of Withdrawal

A minimum of four (4) weeks' notice of withdrawal is required in writing during operating times. Notice cannot be given during closedown periods.

Failure to give the required notice may result in the withholding and deduction of fees paid in advance for the period of the required notice.

Fees remain payable during the notice period for withdrawal.

KU will attempt to offer your child's place to another family, in which case the fees payable for the notice of withdrawal period may be reduced proportionately. Where the required notice has been given, the holding deposit will be applied to your account and any remaining fees paid in advance will be refunded. In CCS eligible services, this is generally after all CCS has been paid and any remaining credit is refunded.

If you are claiming CCS and have provided notice, CCS may be received for absences up to seven

calendar days after your child's last attendance at the service, where they have been booked in, for any of the additional absence reasons or:

- ▶ The service changed ownership
- ▶ The service is closed and the child is attending a different service under the same provider
- ▶ A family tragedy (a major event including the death of an immediate family member)
- ▶ The enrolment ceased incorrectly

In all other circumstances, you must pay full fees.

Moving from one KU service to another

If you are moving your child from one KU service to another, we still require as much notice as possible, to fill the vacancy that this will create, and give the new service the appropriate time to prepare for your child's transition.

NSW Preschool

The NSW Department of Education requires each parent or guardian to sign the Consent for the Use and Disclosure of Child's Personal Information. This will be stored in your child's enrolment record.

The Department may use your child's personal information for purposes relating to the government's functions, including support or funding for your child or the service including for any teachers or educators in connection with the service.

If you do not agree to your child's personal information being provided, this could impact funding made to the service and you will pay the full unfunded fee.

VIC Kindergarten

Families are required to sign a statement annually that they will be accessing funding at the service.

All services with a funded kindergarten program are required to collect information about the education and occupation of parents and guardians of enrolled children, including:

- ▶ Highest level of primary or secondary education
- ▶ Highest qualification completed
- ▶ Occupation title
- ▶ Occupation group relevant to your work

Child Care Subsidy

Child Care Subsidy (CCS) is a means-tested payment from the Commonwealth Government that is paid directly to service providers and is passed on to families as a fee reduction.

Q My child attends a preschool. Am I eligible for the Child Care Subsidy?

A CCS is available for eligible families in long day care and some eligible preschools. If you hold a current Low Income Health Care Card or Pensioner Concession Card, you may be eligible for reduced fees through Start Strong funding.

You may be eligible to receive CCS if you are a parent or guardian who is attending a CCS eligible long day care or preschool service (open for a minimum of 48 weeks per year).

To prevent delays receiving CCS, it is important that the correct parent or guardian is listed as the CCS claimant, with the correct date of birth and CRN for parent and child.

Activity test

Eligibility for families is based on an activity test. This is an assessment of the combined hours of work, training, study, recognised voluntary work or other recognised activity of a family. The activity test is used to determine the number of hours of subsidised care.

The activity test is determined at the family level. In a two-parent family, both parents must be undertaking activities or have an exemption, and the person with the lower number of hours will determine the relevant step of the activity test. In a sole parent family, the sole parent must meet the activity test. There may be exemptions for those who cannot meet some eligibility requirements. Aboriginal and Torres Strait Islander children can get at least 36 hours of CCS per fortnight. Families will still pay an out-of-pocket cost depending on their CCS percentage.

The CCS percentage is based on the estimated combined annual family income. 5% of the weekly

CCS entitlement is withheld by Centrelink and adjusted at the end of the financial year, based on your adjusted taxable income. You may receive a lump sum payment or need to repay Centrelink. You can update your estimate at any time to reflect a change in circumstances that might affect your CCS and help avoid an overpayment. You may request a higher withholding rate if concerned that your actual income at the end of the financial year may be higher than the estimate.

CCS received differs according to your family's income, the activity test, and the hourly rate cap. Balances will reduce over the fortnight as care is used and you will have to pay full fees for any hours over the eligible subsidised hours.

To estimate your subsidy, please go to www.startingblocks.gov.au/.

You will need to create and log in to your myGov account, link to Centrelink and complete the Child Care Subsidy Assessment. A statement of how much care was received and how much subsidy has been paid is available for viewing or download in the Xap Guardian Portal.

More information about CCS is available at www.education.gov.au/early-childhood/child-care-subsidy.

Complying Written Agreement

To receive CCS payments, a Complying Written Agreement (CWA) is created between the service and the individual responsible for fees, as detailed on the enrolment form.

The service will submit an enrolment notice to Centrelink, who then sends a notification asking you to review the details of the new enrolment. Once confirmed, CCS will be payable when session reports have been submitted by the service.

If you disagree with the details of the enrolment, please notify the Director or Administrative Assistant at the service to resolve the matter and prevent delays with payment.

Additional Child Care Subsidy

Additional Child Care Subsidy (ACCS) is a top up payment in addition to CCS, subject to individual circumstances.

- ▶ Families who require practical help to support their children's safety and wellbeing
- ▶ Grandparents on income support who are the primary carers of their grandchildren

- ▶ Families experiencing temporary financial hardship
- ▶ Families transitioning from income support to work

Holding deposits will be waived for children eligible for ACCS for the duration of their enrolment funded by ACCS.

CCS Absences

When a family has used their initial absence days, additional absences may be claimed, if taken for a reason defined in the Family Assistance Law. If travelling outside Australia for more than 6 weeks, CCS and ACCS will stop and any CCS or ACCS paid will be recovered by Government. You will be required to pay the full fee. CCS will be cancelled by Centrelink if your child has not attended for 14 continuous weeks. CCS paid during the absence will be taken back by the Government and you will be liable to pay full fees for this period.

Please read more about CCS eligibility and entitlement at www.servicesaustralia.gov.au/child-care-subsidy.

Start Strong Program (NSW Only)

The Start Strong Program supports preschool education for 3-to 5-year-old children in community preschools and Long Day Care.

Start Strong funding is paid to services who then pass it on to families in the form of reduced fees.

Preschool enrolments are offered to maximise attendance for two (2) days per week. If enrolled for two (2) days, you must intend for your child to attend both days or have an Individual Learning Plan in place to progress to two (2) days. Single day enrolments are not available.

If enrolled for more than two (2) days, those additional days are not guaranteed the following year.

Equity funding

The NSW Government provides funding for children in priority groups:

- ▶ Children with an Aboriginal and Torres Strait Islander background

- ▶ Children from low income families
- ▶ Children with a disability or additional needs

If you receive a fee reduction and your circumstances change, or your Health Care Card or Pensioner Concession Card expires, you must inform the Director and your fees will be adjusted. If you need further information about reduced fees in preschools, please talk with the Director.

Fee Relief Payment

Parents and guardians must complete a declaration form to access fee relief at the service. Fee relief can only be received at one service at a time. A new declaration must be made at both the new and former service if wanting to change where fee relief is received and can only be applied from the date that the new declaration is received. More information is available about the Start Strong Program at <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/grants-and-funded-programs/start-strong-funding>.

Best Start Best Life (VIC Only)

The Victorian Government invests in kindergarten programs for children to attend participating kindergartens for two years before school.

Free Kinder funding provides up to 15 hours per week for eligible three and four-year-old children. KU applies the funding as a weekly credit to fees. Read more about VIC Free Kinder at www.vic.gov.au/give-your-child-the-best-start-in-life.

Transition to School

Transition to school is an important milestone for your child and family.

To support your child's positive transition to school and continuity of learning, a Transition Statement will be completed that summarises your child's interests, abilities, and learning styles, to be shared with their school. This may complement other activities such as reciprocal visits and orientation sessions.

ACT

A Continuity and Transitioning Statement can support transitions between early childhood services and schools.

Read more at www.education.act.gov.au/early-childhood/set-up-for-success-an-early-childhood-strategy-for-the-act/effective-transitions.

NSW

The Transition to School Statement is provided to the child's parents or guardians and prospective school.

You can read more at <https://education.nsw.gov.au/early-childhood-education/working-in-early-childhood-education/transition-to-school/transition-to-school-digital-statement>.

VIC

Transition Learning and Development Statements are completed and shared online or through a paper-based or electronic copy.

Read more at www.vic.gov.au/moving-primary-school.

Insurance

KU holds insurances for our services as required by law, such as public liability insurance.

Accident Insurance

We do not provide accident insurance for children or pay for the treatment of accidental injuries. Fees remain payable for any absences.

If you want your child to be insured, please arrange and pay for your own accident or private health insurance.

Ambulance Cover

KU holds ambulance cover for all its NSW services which enables children to be transported to hospital in emergency situations.

This is not provided for services in the ACT or VIC.

Transportation

Where transport forms part of the service, KU takes every precaution for your child's safety.

You will be informed if transport forms part of the service. A risk assessment is completed each time

before children are transported (unless regular transport).

Authorisation for regular transportation is required every 12 months, where there is no change of route, destination, form of transport or transport provider.

Please read the *KU Transportation of Children Policy*.

Excursions

Excursions outside the service play a valuable part in enriching children's learning however, they cannot take place without written permission from parents and guardians.

A risk assessment will be conducted and documented by staff before any excursion takes place, including regular outings.

A service may promote regular outings as part of the program. These occur routinely in and around the local area and may include a natural park, beach, or bushland. Your written permission is required to allow your child to take part in these outings for a period of up to 12 months.

For excursions which are not regular outings, the Director of the service will ask for your written consent.

Please read the *KU Excursion Policy*.

Q How will I know if my child is going on an excursion?

A Written parent permission will be sought in advance for excursions such as a visit to the Baby Proms, the Zoo, etc. You will be informed of the names of staff going and a contact phone number during the excursion. We have high staff:child ratios for excursions and parents are welcome to accompany their child.

Emergency Evacuations

Staff regularly practise the service's emergency procedures. This may involve a lockdown, shelter in place, or evacuation procedure.

These practices are conducted regularly, and you give permission for your child to be taken to the service's designated safe area. This may be outside the premises such as a nearby park or other area. Please ask the Director about the service's evacuation plan, and read the *KU Emergency Evacuation and Lockdown Policy*.

On rare occasions, it may be necessary to evacuate children from the local area, for example, during a bushfire or flood. In these situations, staff may transport children in their own cars, under the direction or support of emergency services. Staff or Central Office will make every effort to contact you and let you know where to collect your child.

Temporary Closure

In the rare event that a service must close temporarily, we will notify you as soon as possible. This could be due to urgent repairs that prevent the service operating, a local emergency or a direction by the Health Department or emergency services.

CCS eligible services may offer additional absence days if directed to close because of a period of local emergency, for reasons defined in the Family Assistance Law.

Generally, fees are not charged for periods of temporary closure.

Access to Service by Others

KU has a long history of involvement with local communities, early childhood training institutions and other professionals.

All visitors remain under the supervision of the staff and are required to work within KU policies

and procedures.

Visitors are required to sign in and out using the visitors' register. If visiting the service outside of arrival and collection times and you do not intend to sign your child in or out, please sign the visitors' register. This is a legislative requirement.

Directors will inform you before a volunteer or student participates in the service. Students, volunteers, and contractors complete required screening prior to their involvement, and contractors and volunteers are bound by the KU Code of Conduct.

Allied health professionals, such as speech and occupational therapists, not employed or contracted by KU may visit the service from time to time and, if an NDIS registered provider, are bound by the NDIS Code of Conduct.

Research Engagement

KU participates in collaborative research with universities and others to support evidence informed practice. Where we have approved a research project involving children or families, the Director will inform you and request your consent to be part of the project. Taking part in research is voluntary and you may decline if you choose. This will not affect your relationship with KU, the researchers or other parties involved.

Confidentiality and Privacy

Staff and volunteers have a responsibility to protect the privacy of children, families, and work colleagues. Families are also asked to respect the privacy and confidentiality of children, families, staff, and others at the service by not discussing or sharing information about them.

Confidentiality and privacy legislation

KU is bound by legislation to protect the privacy of children and families. We will not disclose personal information relating to children and families to a third party unless the use or disclosure is authorised by law or you have given your consent to our legal and other professional advisors.

Examples of when we may provide information without your consent may include:

- ▶ Where child protection legislation requires or permits KU to exchange information with relevant authorities and prescribed bodies.
- ▶ Where you fail to pay your fees, and it is necessary to pass on information to others involved in the collection of outstanding fees or to other KU services.
- ▶ When a subpoena is issued requiring KU to provide specified documentation.

KU collects personal information to provide services to your child and family. KU will not use or disclose personal information for another purpose unless your consent is received or where you may reasonably expect KU to use the information for a related purpose, or where the secondary use or disclosure is required or authorised by law.

KU takes reasonable steps for your personal information to be protected from misuse, loss and unauthorised access or disclosure.

You have a right to access the personal information that we hold about your child and family unless KU is entitled or required under law to deny or withhold such access.

If you are unable, or choose not to provide the information we request, we may not be able to provide your child and family with our services.

The *KU Privacy Policy* can be found on the website at www.ku.com.au/uploads/PDFs/G_KU-Privacy-Policy_V.2.pdf.

Displaying Emergency Action Plans

A photo of your child and information will be displayed such as emergency action plans for medical conditions including allergies, anaphylaxis, asthma, diabetes, and epilepsy, as well as special diets.

Documentation of children's learning

As part of our staff's professional and legal responsibilities under the National Regulations, your child's progress and learning will be documented in many ways. This may include written records, collections of your child's work, individual and group photos, audio recordings and videos.

We will create a profile for your child within Storypark for that purpose. You will need to accept the Storypark terms and conditions for

a profile to be set up and maintained.

- ▶ Documentation will be available for both parents or guardians, unless a court order states otherwise.
- ▶ When your child's photograph is taken in a group situation, copies of that photo can be placed in each of the participating children's individual portfolios or records, unless a court order states otherwise.
- ▶ Your child's name and image may appear in various forms of documentation on display in the service unless otherwise specified by you.
- ▶ Photos of your child may be included in communications from the staff, for example service newsletters and electronic photo frames or slideshows, for circulation and viewing by families and staff within the service.
- ▶ You will not allow other early childhood services, outside of KU, to be a part of your child's Storypark account.
- ▶ If a tertiary student undertakes a developmental profile on your child, your specific written permission will be sought by the student.

Records about your child's development and learning are kept at the service for three years after your child leaves.

Permission to use material in KU publications, displays and professional presentations

KU asks for your consent at enrolment for the use of photos and videos of your child at the service, or for your child's drawings, paintings and other artwork for promotional purposes, for example in its publications, on its website or social media, educational presentations and conferences.

In these instances, we may acknowledge your child by their first name, their age, and the service in which they are enrolled. You may decline if you choose.

Photographs and filming by other professionals

We will ask for your consent if visitors such as students, researchers, journalists and other media representatives, or other professionals working at or visiting the service want to take photos, videos, or audio recordings of your child for publication, broadcast, or research.

You may decline if you choose.

Group photos by commercial photographers

If your child's service engages a commercial photographer to take individual and group photos of children for purchase by families, the Director of the service will seek your written permission prior to your child's photograph being taken. You may decline if you choose.

Photographs and filming by families

The privacy and confidentiality of children, families and staff in the service is to be respected.

Families might want to photograph or video their child during the normal program or at functions such as open days, picnics, end of year and other celebrations at the service. No photos or recordings are to be taken of other children, families, or staff without their prior consent.

Research and innovative programs

KU has a range of research and innovative programs taking place in individual services as part of the children's program, such as the Early Start Denver Model, Marte Meo and Infant and Toddler Pedagogy. When these programs are being implemented, we will seek permission for your child to be involved and video used in data collection and reflective teaching practices. You may decline if you choose.

Engagement of KU Staff by Families

Sometimes parents and guardians want to engage staff to babysit their child. KU discourages this practice because it blurs the boundaries between staff's professional obligations and their personal lives and can create legal complications.

Similarly, we do not want staff to drive enrolled children to and from the service except in an emergency. Please see the Emergency Evacuations section.

You therefore acknowledge that:

- ▶ KU employs its staff to care for your child only during the operational hours at the service and on outings and excursions, and that these are the only circumstances in

which KU directs and supervises its staff.

- ▶ Except in cases of emergency, KU will not allow any child to leave the service with any other person other than the child's parent or guardian without your authority to do so.

It is not part of their employment for KU staff to:

- ▶ Accompany your child to or from the service at the beginning or end of each day.
- ▶ Transport your child in their own car at any time other than in an emergency.
- ▶ Babysit or otherwise care for your child (with or without payment) outside the service, or at any time other than during the operational hours of the service.

KU makes no representations about the suitability of staff to provide care or transport your child when not under our direction and supervision.

Should you still decide to ask staff to care for or transport your child, it is to be formally noted with the General Manager, Early Childhood Education before confirming arrangements.

Gifts

There is no expectation that you will give gifts to staff. However, staff may receive small tokens of appreciation from a family, or group of families, to the maximum value of \$50 per staff member. Cash payments cannot be accepted.

Court Orders

Parenting orders and apprehended violence orders

It is important that the Director receives a full copy of any Family Court Order, Federal Magistrates Court Order, Children's Court Order, District Court Order, Local Court Order, Parenting Order, Parenting Plan, Apprehended Violence Order (AVO) or Intervention Order as soon as these are issued.

To avoid any confusion or dispute, KU requires Parenting Plans and any changes to these plans to be signed and dated by both parents. KU makes every effort to ensure your child's enrolment and arrangements are in line with Orders and Parenting Plans.

Parents should not involve staff in separation disputes. Parents are expected to resolve conflict about a child's enrolment without involving KU, even if this means returning to court. Likewise, it is not the function of KU to be a contact service for parents who do not otherwise have access to their child.

It is the parent or guardian's obligation to provide all relevant material and to keep such material up to date.

Where a current court order, such as Parenting Order, AVO or Parenting Plan exists:

- ▶ The Director will be provided immediately with a valid copy.
- ▶ KU must not assist any person to act in breach of an order or with the terms of such an Order or Parenting Plan.

Q Can I ask for my ex-partner not to be allowed to visit our child at the service?

A Not unless there is a current court order that expressly prohibits attendance at the service. KU staff will not endanger children or themselves in preventing access but will attempt to comply with the court order.

Subpoena and information requests

In general, except for children's developmental records, KU will only produce documentation for parents or guardians in relation to court proceedings after receipt of a subpoena.

KU staff are not permitted to provide an affidavit or letter of support to a parent or guardian, even at the request of their lawyer. If there are special circumstances, and with the authorisation of the KU Chief Executive Officer, staff may be able to assist an Independent Children's Lawyer or court clinician appointed in court proceedings, with their preliminary enquiries.

KU recognises that both parents are entitled to have a meaningful involvement in the care, welfare and development of their children. Unless expressly prohibited by a Court Order or Parenting Plan, KU will not refuse either parent from visiting the service from time to time and being involved in their child's education and learning. Before

doing so, we ask that prior arrangement be made with the Director so that your visit does not hinder the service program or other operational necessities of the service.

KU will maintain a respectful relationship with both parties and communicate with each parent by following court orders.

Arrangements for visiting your child at the service

All visitors to the service are required to sign in/out using the Visitors Book. If you are visiting outside of arrival and collection times and do not intend to sign your child in/out of the service on the attendance register, please sign the Visitors Book. This is a Work Health and Safety requirement.

KU recognises that both parents are entitled to have a meaningful involvement in the care, welfare and development of their children. Unless expressly prohibited by a Court Order or Parenting Plan, KU will not refuse either parent from visiting the service from time to time and being involved in their child's education and learning. Before doing so, we ask that prior arrangement be made with the Director/Coordinator so that your visit does not hinder the service program or other operational necessities of the service.

Where there may be a dispute between separated parents regarding contact with children, KU will not mediate on behalf of either party. However, sometimes it may be necessary for KU to decide with both parents about how KU will communicate with each party.

Arrangements for Collecting Your Child

KU is responsible for your child's safety when in our care.

Your child is not to leave the service except with a person authorised by you to collect them. If a person is unknown to the staff, staff are required to verify the person's identity before allowing the child to leave. This includes a parent or guardian that is not known to staff.

Authorised persons under 18 years of age

Where a person under 18 years of age is requested to collect a child, you will be required to discuss safety considerations and complete a risk assessment of the proposed arrangements, in consultation with the Director and seek approval from the General Manager, Early Childhood Education.

If you nominate a person under 18 years of age, including an older sibling of your child, please think very carefully about the wellbeing of both children in making this decision.

Q What happens if I forget to inform the service that a person who is not on the authorised persons list will be collecting my child?

A We will attempt to contact both parents to clarify this. If staff are unable to do so, the child will not be released to this person. Please keep a copy of the service's phone number and make sure that any other person authorised to collect your child also has a copy.

Failure to collect your child from the service

If your child is not collected within an hour of the service closing and no contact can be made with you or your emergency contacts, then your child may be taken into the care of the Department of Communities and Justice (NSW), Child Protection Service (VIC), Child and Youth Protection Services (ACT) or the applicable state or territory police service.

If this situation arises, you therefore give your permission for staff to provide your child's details to the applicable child protection agency or police service.

Except in cases of emergency, if you want your child to be collected by any person other than yourself, you must give the Director written authority that is signed by you. The authority may be included in the enrolment record or a separate document and must include:

- ▶ Your child's name.
- ▶ The full name, address, and telephone number of the authorised person.

Staff may request proof of identity, such as a current driver's licence, to confirm the identity of the authorised person.

Where parents are separated, unless stipulated by a Court Order or Parenting Plan, the parent who has responsibility for the child on a day that the child is enrolled, has the right to nominate a responsible person to collect the child on that day.

Any changes made to an authority to collect your child, must be communicated in writing to the Director before collection of your child.

Sign In and Sign Out

Children are signed in and out electronically on the Xap Kiosk by a parent, guardian or authorised person detailed on the enrolment record or specified in writing by the parent or guardian.

This is a requirement for compliance, emergency evacuation, and CCS in eligible services. Please confirm missed attendances for days that your child has been absent.

Each person authorised to collect your child is issued with a unique code. This Kiosk PIN cannot be shared with other adults collecting your child as we are required to keep accurate records of who collected each child. Please do not share your Kiosk PIN.

Please read the *KU Arrival and Departure of Children Policy*.

Medical and Health Issues

Procedures are in place to protect your child and other children and staff at the service from infection. KU seeks advice from the Department of Health in each state and territory when necessary.

All children

Children may have a variety of conditions that mean it is not appropriate for them to attend the service. Such conditions include physical injuries, non-specific illnesses as well as specified infectious diseases. It is helpful if you keep the staff informed of any minor injuries or illnesses, such as bruises, headache, cold.

- ▶ Your child will not attend the service with a condition that prevents them from

participating reasonably in the program of the service.

- ▶ You are required to pay fees for any period during which your child is absent from the service.

Medical conditions

KU has policies and procedures for the effective management of specific health requirements.

Medical management plans are to be provided that describe the signs and symptoms of a child's medical condition, with clear instructions for response or treatment.

Risk minimisation and communication plans are to be developed with you to manage the risks associated with the medical condition. Please inform the Director, in writing, of any change to the nature, dosage or frequency of medication or medical procedures.

Please read the *KU Medical Conditions Policy*.

Immunisation

Immunisation is an effective way of protecting children and adults against certain harmful diseases. It protects individuals and others in the community by increasing the level of immunity and minimising the spread of disease. Although many diseases are not as common as they were in the past, it is still important for children and adults to be vaccinated to prevent serious outbreaks.

An Australian Immunisation Register (AIR) Immunisation History Statement is to be provided before enrolment, showing that your child is up to date for their age or has commenced a recognised catch-up schedule, according to the National Immunisation Program Schedule, or has a medical exemption.

You can get a copy of your child's immunisation history statement by:

- ▶ Asking your vaccine provider to print it
- ▶ Using your Medicare online account in myGov or Medicare mobile app
- ▶ Calling the Australian Immunisation Register on 1800 653 809

Directors are required to maintain a register that lists the immunisation status of each child enrolled at the service. This register must be updated at regular intervals.

You are to provide documented evidence of your child's immunisation on enrolment, when required scheduled vaccinations have occurred, and when requested by the Director.

Where the service does not have a complete immunisation record of your child's immunisations, your child may be considered as unimmunised. Please read the *KU Children's Immunisation Policy*.

ACT

More information is available at www.health.act.gov.au/services-and-programs/immunisation/babies-and-children

NSW

More information is available at www.health.nsw.gov.au/immunisation

VIC

More information is available at www.health.vic.gov.au/public-health/immunisation

Children who are not currently immunised

KU will always notify the relevant Department of Health when there is a case of a vaccine preventable disease at the service. The relevant Department of Health may require you to withdraw your child from the service for a period of time.

If your child is not currently immunised or has never been immunised, you may be required to withdraw your child from the service in the following circumstances:

- ▶ If there has been an outbreak of a vaccine preventable disease and children or staff at the service have that disease.
- ▶ If your child has been in direct contact with or otherwise closely exposed to a person with that disease.
- ▶ You are required to continue to pay fees for any period during which your child is withdrawn or asked to be removed from the service by the Public Health Unit.

Infectious diseases

The Director will inform you, as soon as practicable, if they become aware of an outbreak of an infectious disease which has affected or is likely to affect children or staff at the service.

This includes a vaccine preventable disease, or any other infectious disease specified by the National

Health and Medical Research Council (NHMRC), or as advised by state and territory governments.

More information is available at www.nhmrc.gov.au/sites/default/files/documents/reports/clinical%20guidelines/ch55e-exclusion-period-poster.pdf.

If your child has a specified infectious disease, your child must not attend the service during the period of illness and may only return to the service when the illness ends, and your child is no longer infectious. This is to protect your child, other children, and the staff.

The Director may ask you to provide a medical certificate to confirm that your child is well enough to return and may refuse to let your child attend the service if you do not provide an appropriate medical certificate.

Please advise staff if your child has a communicable disease and has behaviour, such as biting, that may put other children at risk.

KU will seek the advice and guidance of the relevant Department of Health in relation to some illness and specific circumstances.

Please read the *KU Prevention and Management of Infectious Diseases Policy*.

First aid

All KU services have first aid qualified staff in attendance and policies and procedures to support staff to prevent and manage potential incidents in the service.

Services keep a fully stocked and up to date first aid kit. In addition to these required products, each service has other health products that are used in the service, such as Betadine, Sorbelene, Stingose and other creams and antiseptic sprays.

The Director will provide you with a list of first aid and other health products used at the service.

Parents and guardians are to complete the *ECE35 First Aid and Other Health Products* form and cross out any products that staff are not to apply. If your child develops a condition that is not covered in the KU Medication and Medical Procedures Policy or sustains a minor injury at the service, staff may apply the health products that have been approved to treat the condition or injury.

If an injury occurs, staff will assess and continue to monitor your child's condition. You will be notified of any serious incident, injury, trauma, or illness within 24 hours of the incident and required to

sign a report of the incident.

Where a facial or head injury is sustained, or a severe fall or knock to the abdomen, you will be contacted as soon as possible to discuss the need for medical attention. At any time that the Director or their delegate assesses the need for emergency medical attention, an ambulance will be called.

Please read the *KU Administration of First Aid Policy*.

Q What happens if my child becomes unwell at the service?

A If your child becomes unwell at the service we will immediately contact you to determine the appropriate course of action. Please ensure contact phone numbers are kept up to date.

Application of sunscreen

SPF 30 or higher broad spectrum sunscreen is to be applied to your child prior to arrival at the service. Staff may re-apply SPF 30 or higher broad-spectrum, water-resistant sunscreen to your child before outdoor experiences.

Children under 12 months of age are kept out of direct sun when UV levels are 3 or higher.

Physical protection such as dense shade, clothing and broad-brimmed hats are recommended.

Sunscreen is applied to small areas of exposed skin for infants six months and older. Sunscreen for infants under six months is not recommended.

For children over 12 months of age, educators apply sunscreen to all exposed parts of their skin including face, neck, arms, and legs, and assist your child to independently apply sunscreen to their own skin when they are able (recommended from ages three and above).

Check the service's sunscreen brand and ingredients and sign the *ECE35 First Aid and Other Health Products* form. If providing your own sunscreen for your child's individual use, add it to the form and make sure that there is an adequate supply, labelled with your child's name.

If your child has a known allergy to sunscreen:

- ▶ Indicate this allergy on your child's enrolment form.

- ▶ Discuss appropriate alternative sun protection strategies with the Director.

Please read the *KU Sun Protection Policy*.

If your child becomes unwell

If your child becomes unwell, the Director will contact you to discuss if they can remain or need to be collected. Children should not return unless they are feeling well and can participate fully in the program.

Children returning to the service after an illness

While it is a doctor's role to provide a medical certificate, it is the Director who decides if a child is well enough to return, considering the health and wellbeing of all children in the service. Children are not to return unless they are symptom free and feeling well.

Managing a high temperature – Administration of paracetamol and ibuprofen

The administration of paracetamol (Panadol) or ibuprofen (Nurofen) is not recommended for children under the age of 6 months. If your child is older than 6 months and develops a temperature higher than 38°C and is in discomfort or pain whilst at the service, the following procedure will be implemented:

1. Staff will contact you or your nominated emergency contact to advise that your child has a high temperature and arrange for them to be collected from the service.
2. If written permission has been given on the enrolment form for the administration of paracetamol or ibuprofen:
 - ▶ Staff will administer a single dose whilst waiting for your child to be collected.
3. If written permission has not been given on your child's enrolment form:
 - ▶ Staff will make every effort to contact you or your nominated emergency contact person to gain verbal permission to administer a single dose of paracetamol or ibuprofen.
 - ▶ If staff cannot contact you or your nominated emergency contact, the staff will contact your medical practitioner or call an ambulance.
4. In any event, if your child's temperature continues to rise to 38.5°C, the staff will call an ambulance. If required, the ambulance will

transport your child to the hospital, accompanied by a staff member. You will be informed which hospital your child has been taken to.

Please read the *KU High Temperature Policy*.

Emergency medical assistance

If your child has been injured or becomes unwell while at the service or in our care, and if the Director or Responsible Person decides it is necessary, they will seek urgent medical, hospital or ambulance treatment for your child.

Staff will make reasonable efforts to contact you as soon as possible. If unable to do so, verbal authorisation may be sought from a medical practitioner or emergency services. The order in which the above actions occur will vary according to the child's condition and other circumstances.

KU cannot accept your child's enrolment without you agreeing to the above.

Asthma and anaphylaxis emergency

Services are mandated to administer medication in the event of an anaphylaxis or asthma emergency.

An increasing number of children have severe reactions to certain foods or products. Packaged food, including infant formula, that is provided to the service for preparation are to have instructions in English or an authorised translation from the food manufacturer.

Some children are at risk of anaphylaxis, which is a severe and potentially life-threatening allergic reaction that requires emergency treatment. If your child shows any signs of anaphylaxis whilst at the service, staff who have completed ACECQA approved anaphylaxis management training will administer an adrenaline autoinjector as per the Australasian Society of Clinical Immunology and Allergy (ASCI) Action Plan for Anaphylaxis.

If your child has trouble breathing and appears to be having a first-time asthma attack, staff who have completed ACECQA approved emergency asthma management training will administer asthma first aid which includes the administration of reliever medication from a metered dose inhaler (puffer).

The service will then notify emergency services and contact parents, guardians, or authorised nominees.

Please see the Medication section.

Allergies

If your child attends a service where a child has allergies or is at risk of anaphylaxis, it may be necessary for the staff to ask for your cooperation in restricting certain foods or products in the service.

Emergency Action Plans

Important medical information for individual children will be displayed in the service to assist staff in managing medical emergencies. This information may include:

- ▶ Action Plans for Anaphylaxis
- ▶ Asthma Management Plans
- ▶ Epilepsy Management Plans
- ▶ Diabetes Management Plans
- ▶ Allergies and Special Diets

If your child has any of the above conditions:

- ▶ Provide the required medical management or action plan to the service before commencement of enrolment. Failure to provide this information may result in a delay to the start of enrolment. For children who are currently enrolled, failure to provide this information may risk your child's continuing enrolment.
- ▶ Your child's Action Plan or relevant information will be displayed in the service in an area that is easily seen by the staff.
- ▶ Displaying this information is not a breach of your child's privacy.

Animal allergies

Please inform staff if your child has any known allergies to animals, as the service may have resident or visiting animals such as a mobile farmyard or zoo.

Medication

If your child requires any medication, including non-prescription, herbal or homoeopathic preparations to be administered:

- ▶ Complete the enrolment form and *ECE36 Authorisation and Administration of Medication and Medical Procedures* form.

- ▶ Provide an Action Plan or Medical Management Plan that has been completed by a medical practitioner, for the management of asthma, anaphylaxis, diabetes, epilepsy, or other medical condition, if applicable.
- ▶ If necessary, gain further information about the medication from your child's medical practitioner.
- ▶ Provide the medication to staff in its original container, which shows:
 - a. Your child's name.
 - b. Dosage to be given.
 - c. Use-by or expiry date.
- ▶ Staff may only administer medication following the information and instructions on the container.

Parents or guardians are to maintain up to date medication information and expiry dates as part of enrolment information in Xap.

Medical procedures

If your child requires any medical procedure to be administered, talk with the Director to find out if staff have the required training to meet your child's needs.

- ▶ Complete the enrolment form and *ECE36 Authorisation and Administration of Medication and Medical Procedures* form or inform the Director if the procedure becomes necessary sometime after enrolment.
- ▶ Gain any further information about the procedure from your child's medical practitioner. You acknowledge that some medical procedures should only be performed by a person who has received appropriate training, and sometimes only if that person is a health professional.
- ▶ If your child requires a medical procedure to be performed which requires KU staff to be trained, you will assist KU staff to receive that training.
- ▶ If it is not practicable for staff to be trained and/or to perform any procedure required by your child, then we will discuss with you whether it is appropriate and reasonably practicable for either you or KU to engage a health professional to perform the procedure.

- ▶ If KU engages a health professional for this purpose, KU may charge you extra fees to pay for that health professional's services.
- ▶ If neither of the two approaches above is in our opinion reasonably practicable, you will remove your child from the service for the period during which your child requires the procedure to be performed.
- ▶ If this procedure is required on a long-term basis, and cannot be accommodated by a KU service, KU will try to assist you in seeking a more appropriate service.

Q Should I tell the staff if my child has been given any medication before they arrive at the service?

A Yes, staff and parents work in partnership and we need to know the full picture of your child's health.

Inclusion

We value equity, diversity and inclusion and advocate for the rights of all children and their families to have a sense of belonging and wellbeing in our services, where they feel safe and supported. We respect social, cultural, and linguistic diversity, personal identities, family backgrounds and circumstances.

Our educational programs may represent people from various beliefs, cultures, sexualities, and gender identities, and celebrate a range of events, such as birthdays, cultural festivals, and community events.

Children with additional needs

KU has a commitment to the inclusion of all children. Children with additional needs and their families are valued as members of our community.

To provide appropriate education and care for your child, KU must have access to relevant information about your child which may include reports from paediatricians, psychologists, speech therapists, occupational therapists, or early intervention providers.

You are required to supply these documents as a part of the enrolment process.

The Director may seek assistance from the Education Support Team if they feel that your child requires support whilst attending a KU service. The Director will discuss with you, if the Education Support Manager plans to observe your child.

Please talk with the Director for more information.

Q My child has additional needs. Will they be isolated from the other children?

A No, children with additional needs are included in all aspects of the program. Depending on funding, the service may have additional staff employed.

Early childhood intervention professionals

Children with additional needs may have early intervention support, which may include speech pathologists, occupational therapists or other allied health professionals.

Please talk with the Director for more information about requesting an early intervention professional to attend the service.

Compulsory school age

Compulsory school age is the age that all children are legally required to be enrolled and attending school. Families may apply to the relevant Department of Education in their state or territory for an exemption under special circumstances.

Families seeking enrolment in a KU preschool, kindergarten, or long day care service for a child that is, or is turning, the compulsory school age in that year must provide the service with a Certificate of Exemption from the relevant state or territory Department of Education before the child's enrolment can be considered. This includes children returning to the service the following year, when eligible for school in that year.

Children from culturally and linguistically diverse backgrounds

KU is committed to diversity and inclusion. Children and families from all cultural backgrounds are welcome at KU services.

It is important to provide the service with as much information about the languages that your child is developing and any significant cultural practices and beliefs that you would like the service to be aware of.

This information will assist educators to get to know your child and, where possible, provide your child with consistent and appropriate care and education.

Children from Aboriginal and Torres Strait Islander backgrounds

We acknowledge and value the cultural histories, heritages, and traditions of Aboriginal and Torres Strait Islander peoples.

KU's Statement of Commitment to Aboriginal and Torres Strait Islander Peoples demonstrates our organisational commitment to respecting each child's identity and their cultural and family values and beliefs.

We recognise, value, and encourage input from Aboriginal and Torres Strait Islander families and communities as the cultural leaders for their children, determining how their children grow up culturally strong.

You are encouraged to make your child's cultural background known at the time of enrolment.

Work Health and Safety

KU values the safety of everyone who uses its premises. KU has comprehensive WHS policies and each centre is checked regularly to be free of hazards.

No smoking or alcohol

All KU premises (internal and external) are smoke free. No alcohol is to be consumed on service premises during operating hours.

Please refer to the *KU Alcohol Tobacco and Unlawful Substances Policy*.

KU Staff

KU values and respects its staff and expects families to do the same.

We value our staff and have an obligation to provide a safe, harassment-free work environment for them.

Our staff deserve your respect. It is never acceptable to treat staff aggressively or to harass or threaten them or make them the subject of gossip or innuendo. This applies to all interactions including face-to-face, social, electronic, and print media.

If you are unhappy with any aspect of the service, please follow the *KU Complaints Policy*.

Child Protection Concerns

If you have any child protection concerns relating to staff or children at the service, you may contact the relevant child protection agency in your state or territory or KU's Manager, Child Safe and Wellbeing in Central Office on 02 9268 3942.

Protection of Your Child

As a Child Safe Organisation, KU has the highest regard for the safety and wellbeing of children in our care and has rigorous child protection policies and procedures in place.

All KU staff are required to:

- ▶ Comply with Child Protection legislation in each state and territory.
- ▶ Follow *KU Child Protection Policies*.
- ▶ Report any concerns they have about risk of harm from abuse or neglect to KU Child Safe and Wellbeing.

Professionals who work with children and families have a duty of care to act whenever they hold a concern about a child's safety or wellbeing. All staff in KU services are required to identify and respond to indicators of harm in children. They are encouraged to act on their concerns early and

seek advice from the Director and KU Child Safe and Wellbeing about appropriate assistance and support that can be offered to families.

Where concerns are identified about a child's wellbeing, we will work collaboratively with families and offer support and assistance.

The concerns will be discussed sensitively and privately by the Director. Where there are more complex needs, the Director may be able to help with a referral to external community-based family support services in the local area.

If staff have 'reasonable grounds' to suspect a child may be at risk of harm from abuse or neglect, they have a legal obligation to contact child protection authorities. KU Child Safe and Wellbeing provide confidential support and advice to staff when assessing risk of harm concerns.

It is the responsibility of the statutory child protection authorities, not KU staff, to engage with the family to further assess the family's needs and determine what action, if any, is necessary for a child's safety and wellbeing. Staff in KU services are expected to work collaboratively with child protection authorities and other relevant family support services and may be required to share relevant information with these services.

The contact numbers for statutory child protection authorities and family support services in each state and territory is listed below.

ACT

Child and Youth Protection Services (CYPS) is responsible for the care and protection of children and young people at risk of abuse or neglect.

Under the Children and Young People Act (2008), all KU staff must make a child concern report whenever they have cause to suspect that any child has experienced or is experiencing sexual abuse or non-accidental physical injury.

CYPS is authorised to collect personal information under for the safety and wellbeing of children and young people. The information collected may be disclosed to government and non-government agencies.

To seek assistance or make a child concern report, contact CYPS on 1300 556 729.

If you need referral to services and programs for help and support in your local community, you can contact OneLink on 1800 176 468.

NSW

Under the Children and Young Persons (Care and Protection) Act (1998) all staff working in children's services have a legal obligation to make a mandatory report to the NSW Department of Communities and Justice, Child Protection Helpline whenever they have cause to suspect that any child may be at risk of significant harm from abuse and neglect.

Under Chapter 16A of the Children and Young Persons (Care and Protection) Act (1998), information may be shared about your child and family with other prescribed agencies where there are safety, welfare, or wellbeing concerns for a child. The law does not require staff in KU services to gain your consent before doing so, however, we will involve you in the process, unless this would compromise the safety of a child, family member or other person.

If you require assistance, you can contact Family Connect and Support (FCS) who will refer you to programs and services available in your local community. This is a voluntary service.

Alternatively, the Director may make a referral on your behalf and will involve you in the process.

More information is available at www.facs.nsw.gov.au/families/support-programs/all-families/family-connect-and-support

To seek assistance or make a risk of harm report, contact the Child Protection Helpline on 132 111.

VIC

Under the Children, Youth and Families Act (2005) any person who believes on reasonable grounds that a child needs protection can make a report to the Child Protection Service (CPS) of the Department of Families, Fairness and Housing.

KU staff are required to report concerns to CPS where they think a child's safety or development is being adversely impacted or the child is at risk of significant harm.

KU staff may seek advice from The Orange Door service or Child FIRST if they consider the immediate safety of the child is not compromised and the family may be needing support. The Orange Door is a free service for adults, children and young people who are experiencing or have experienced family violence and families who need extra support with the care of children.

Under information sharing schemes, early childhood services are an Information Sharing Entity, meaning they can share and request information from other Information Sharing Entities to support a child’s safety or wellbeing, without obtaining consent from the child’s family.

If you require assistance about services and programs for families in your local community, you can contact The Orange Door service or the Director can make a referral on your behalf.

More information is available at www.orange-door.vic.gov.au/.

To make a report of a child in need of protection to the Victorian Child Protection Crisis Line:

- ▶ Child protection Intake Service in the region where the child resides – <https://services.dffh.vic.gov.au/child-protection-contacts>
- ▶ After Hours Child Protection Emergency Service – 13 12 78

Families disciplining children

It is not acceptable for parents or guardians to physically discipline or threaten their child or another child whilst they are in the service. This includes hitting, smacking, kicking or verbal or physical intimidation.

If you have concerns about another child’s interaction with your child while in the service, you are asked to notify your concerns directly to the Director. KU is responsible for the wellbeing of all children while in our care. We respect the rights of families to privacy and will address these concerns on behalf of the families involved.

Physical interactions with children by KU staff

Educators may need to gently guide or direct a child’s behaviour and this may involve physical contact with children. *KU Guiding Children’s Behaviour* gives guidance to educators about strategies for managing children’s behaviour and appropriate physical interactions with children.

On rare occasions, KU staff may need to hold a child to prevent them from harming themselves or others. This procedure can only be carried out according to strategies outlined in *KU Guiding Children’s Behaviour*.

Before doing so, permission will be received from the child’s parents or guardians in consultation with the Education Support Manager and the Education and Quality Manager.

In unforeseen circumstances, educators may need to exercise a duty of care and immediately intervene to prevent a child from harming themselves or others. Staff may only use forms of physical intervention that are appropriate and reasonable in the circumstances.

Reporting Child Protection related complaints or concerns against KU employees

If you have concerns about the way staff have managed a situation involving a child, please contact KU Child Safe and Wellbeing on 02 9268 3952. KU will investigate those concerns and act to resolve the matter.

KU is required to report all complaints alleging that the safety, health, or wellbeing of a child was or is being compromised to the relevant regulatory authority in each state and territory.

KU reports matters to statutory authorities and child protection agencies if the concerns are assessed as involving serious misconduct (where a child has been exposed to significant risk of harm from abuse or neglect or serious criminal conduct).

All KU staff working directly with children are required to complete screening and a Working with Children Check to confirm they are suitable to work with children. KU follows all relevant child protection legislation in the state and territory in which we operate.

Child protection concerns

If you have a complaint or concern about a staff interaction with any child, you may contact KU Child Safe and Wellbeing at Central Office on 02 9268 3952 or directly contact the relevant child protection agency or the regulatory authority in your state or territory.

Please note, several brochures including:

- ▶ Experience the KU Difference
- ▶ Play Discover Learn
- ▶ How to Raise your Concern or Complaint

Please ensure you are given a copy.

Feedback

KU values feedback from families to improve our service delivery and continue to meet your needs.

Feedback may take the form of compliments, suggestions, enquiries, concerns or complaints about:

- ▶ The quality of the service
- ▶ The environment and resources
- ▶ The relationship between you and the staff
- ▶ Policies, procedures or practices
- ▶ Decisions that are made and how they have been communicated
- ▶ Additional staff employed to support the inclusion of children with additional needs, including through the National Disability Insurance Scheme

The *KU How to raise your concern or complaint brochure* is available for you to read and guide you through four easy steps:

Step 1

- ▶ Families raising a concern should speak with the relevant staff member as soon as possible.
- ▶ If you are not comfortable speaking directly to the staff member, talk to the Director.

Step 2

If the complaint is significant, a formal notification will be made to the Regulatory Authority.

Step 3

Families who do not want to speak to service staff or who are unsatisfied with the outcomes following Step 2:

- ▶ Contact the Education and Quality Manager to support a resolution towards a satisfactory outcome.

Step 4

If the issue is still not resolved, the matter can be referred to the:

- ▶ Manager Pedagogy, Education and Quality
- ▶ General Manager, Early Childhood Education

If after all the above processes have been followed and you feel that a satisfactory resolution has not been reached, please contact

the Chief Executive Officer.

If the issue remains unresolved, families may contact their relevant state and territory regulatory authority as outlined in the *KU How to Raise your Concern or Complaint brochure*.

Services are required to maintain a Compliance History Log. This is the service's record of compliance history and allows you to access compliance information about the service. You can ask to access the service's Compliance History Log at any time.

You can contact the regulatory authority or agency in your state or territory:

- ▶ **ACT** – the Education Directorate on 02 6207 1114 or the ACT Human Rights Commission on 02 6205 2222.
- ▶ **NSW** – the NSW Department of Education on 1800 619 113 or the NSW Ombudsman on 1800 451 524.
- ▶ **QLD** – the Department of Education Early Childhood Information Service on 137 468.
- ▶ **VIC** – the Department of Education and Training on 1300 307 415.

Also, you will be encouraged to complete a *Parent Satisfaction Survey* throughout your time with KU and when your child is leaving the service. This can be completed online.

Your feedback is important to us and is treated confidentially.

Communication

Email

You can email the service, however this method of communication should not be used in an emergency as there is no guarantee that staff will read messages in time.

KU's Facebook Page

'Like' our Facebook page, for information and regular updates on activities and events happening within KU services, at www.facebook.com/KUChildrensServices

**Please contact us or
visit our website to
find out more**

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