

YMCA of the Northern Territory

Children & Family Services

Policy Manual

2018



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in the **NT**

nt.ymca.org.au

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YMCA of the Northern Territory

Acceptance and Refusal of Authorisations

1. Purpose

YMCA Children and Family Services requires authorisation for actions such as administration of medications, verbal administration of medication in an emergency, consent to medical treatment, collection of children, excursions and outings, using a child's image for publicity purposes and providing access to personal records. This policy outlines what constitutes a correct authorisation and what does not, and may therefore result in a refusal.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

Each Party is recognised as having the right to accept or refuse any contract/permission forms.

4. Procedures

Where activities or procedures require authorisation, either to comply with national regulations, or to comply with centre policies, we require that the authorisation is dated and provided in writing, from either the legally responsible parent or guardian, or another person authorised in writing by the legally responsible parent or guardian.

Activities or procedures that may require authorisation include:

- Enrolment of children, including nominating authorised nominees, who are able to collect or administer consent to a child's activities at the service.
- Emergency contacts, any authorised person that can be contacted if a parent guardian cannot be contacted.
- Administration of medication to a child, except in the case of emergency asthma or anaphylaxis, or other emergency where directed otherwise by emergency services, or a medical practitioner. In the case of administering medication in an emergency, the child's parents/guardians will be notified as soon as practicable, as per our Medication Policy.
- Management of Medical Conditions Action and Minimisation plan, for any medical conditions that the child may have. If the child has a management/action plan, it must be signed by a medical practitioner, not the parent/guardian.



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Acceptance and Refusal of Authorisations

- Prior to allowing the child to participate in planned excursions or routine outings, during which they will leave the premises of the education and care setting.
- Taking of photographs to be used for observations and programming within the service, and/or publicity.
- Taking of photographs people who are not educators, e.g. student educators.
- Direct debit authorisation, to debit credit card or bank account for payment of services used.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations 2011
- Education and Care Services National Law 2010
- Enrolment and Orientation Policy
- Excursions and Regular Outings Policy
- Dealing with Medical Conditions Policy
- Safe Guarding Children and Young People Policy

7. Version Control

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YMCA of the Northern Territory

Administration of First Aid

1. Purpose

YMCA of the Northern Territory ('YMCA') aims to ensure that all educators employed in our services can effectively respond to, and manage minor and critical incidents which occur in the service, to promote the safety and wellbeing of children, educators and visitors.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

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- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

Where a child becomes ill, or is involved in an incident or injury, all reasonable steps will be taken to ensure the child receives appropriate care as soon as reasonably practicable.

4. Procedures

- All coordinators and designated responsible people must have current certification in first aid, asthma and anaphylaxis management training.
- If a child while in the care of YMCA is involved in an incident, is injured, becomes ill or requires immediate medical aid, every reasonable attempt must be made to notify the parent or guardian as soon as practically reasonable. Where a child requires medical treatment, the coordinator is to be notified. The coordinator is responsible for immediately reporting the matter to the approved provider as required.
- All YMCA employees are responsible for completing the following:
 - Record the incident using the YMCA incident report form.
 - Upload the incident report onto the online YMCA extranet system.
 - Advise the coordinator and WHS Advisor immediately of all Major incidents.
 - The coordinator will be required to complete a 'Notification of Serious Incident' report available from the ACECQA website (NQAITS) as required.
- The child must be kept under the supervision of a YMCA employee until such time as the child recovers or a parent or guardian collects the child.
- A parent/guardian or emergency contact must be notified of any medication administered to the child and any other health matter that becomes apparent to the coordinator and/or educators. Any medication administered must be documented.
- Each service has an appropriate number of first aid kits which are suitably stocked, easily recognisable and accessible to YMCA employees.



YMCA of the Northern Territory Administration of First Aid

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of contract.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations 2011
- Guide to the National Quality Standard
- Early Years Learning Framework
- My Time, Our Place Framework for School Age Care
- First Aid in the Workplace – NT Code Of Practice
- YMCA NT First Aid Management Guideline
- YMCA NT Incident Reporting Procedure

7. Version Control

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YMCA of the Northern Territory Administration of Medication

1. Purpose

Administering medication to a child should be considered a high risk practice. Authority must be obtained from a parent or legal guardian before educators administer any medication (prescribed or non-prescribed).

Families place a high level of trust and responsibility on educators when they are administering medication to children, or observing older children self-administer. Services should ensure that their policy and practices regarding medications meet legislative requirements and seek additional medical advice or opinion as needed.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

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- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

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3. Policy Statement

Families/guardians requesting the administration of medication will be required to follow the guidelines developed by the education and care service to ensure the safety of children and educators. The education and care service will follow legislative guidelines and standards in order to ensure the health of children, families and educators at all times.

4. Definitions

Medication - The term 'medication' can be defined either as prescribed or non-prescribed. For the purpose of this policy, 'prescribed' medication is:

- Authorised by a health care professional.
- Dispensed by a pharmacist with a printed label, which includes the name of the child being prescribed the medication, the medication dosage and expiry date.
- Medication that does not meet the criteria for prescribed medication, can be considered non-prescribed. This includes over-the-counter medication; medication dispensed by a naturopath, homeopath or considered complementary or alternative such as vitamins and cultural herbs or remedies.



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Administration of Medication

- Examples of prescribed medication include antibiotics; Ventolin for asthma; or Ritalin for Attention-Deficit Hyperactivity Disorder.
- Examples of non-prescribed medication include topical or antifungal creams for eczema; paracetamol; ibuprofen or antihistamine for an allergy.

5. Procedures

Medication is not administered to a child being educated and cared for by the service unless:

- Parent/guardian authority has been given to do so.
- Medication is in its original packaging.
- Medication has been prescribed by a medical practitioner
- Medication has the dispensing label (that is clearly readable) detailing the child's name, required dosage and expiration date.
- Medication must be stored appropriately, in a secure place inaccessible to children.
- The parent/guardian must provide written permission for all medication to be administered, by completing the Medication Form.
- Non-prescription medication can only be administered if a parent/guardian has completed and signed the medication form and provided specific instructions for its dispensation.
- All naturopath medication needs to have a label from the naturopath with the child's name, date, dosage, name of medication, ingredients, date of issue and date of expiry.
- Medication required on an on-going basis must have an action plan or detailed information that is reviewed regularly at a period of time set by the prescribing doctor.
- If educators have any concerns about a request to administer medication, they must consult with the parent/guardian and/or the Coordinator.
- The Coordinator reserves the right to contact a health care professional if there are any concerns about administering medication to a child even when written authorisation is given by the parent or guardian.
- Medication is administered to a child by educators or in some cases, with parental or guardian consent (completion of a medication form), medication can be self-administered by a school age child. When medication is being self-administered, children are supervised by the educators and a medication form is signed off by both Educators and parent/guardian.
- Administration of invasive, complex or injected medications must be organised in conjunction with the Coordinator and will only occur if Educators are agreeable to do so and is fully informed of the requirements.

6. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.



YMCA of the Northern Territory Administration of Medication

7. Related Documents

- Early Years Learning Framework
- My Time, Our Place
- Education and Care Services National Regulations
- Education and Care Services National Law
- ACECQA
- Care for Kids-Safely Administering Medication-27/02/18
- Staying Healthy in Childcare 5th Edition

8. Version Control

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YMCA of the Northern Territory

Behaviour Guidance

1. Purpose

Children face many challenges throughout their lives. Learning acceptable behaviour and being able to regulate their own behaviour in different social and emotional environments, or when interacting with their peers or adults, are some of those challenges.

Educators and families use appropriate strategies to guide children to recognise, manage and learn from their behaviour and express their emotions in positive, non-threatening and productive ways.

YMCA Children and Family Services is committed to promoting positive Behaviour Guidance as it:

- Reflects the values, attitudes and current recommended strategies that promote positive play behaviour and patterns.
- Respects the importance of interactions and relationships between children, families and educators
- Seeks to understand why children behave in certain ways in specific circumstances.
- Promotes realistic play and behaviour limits that guide children's safety and security rather than curb their play experiences, curiosity or creativity.
- Defines clear and transparent caregiving strategies that communicate how behaviour guidance is implemented.
- Informs stakeholders about the procedures involved in behaviour guidance action plans.
- Explains the service's commitment to professional development and utilisation of external agencies.

The purpose of Behaviour Guidance is to:

- Encourage acceptable forms of behaviour by using strategies that build children's confidence and self-esteem;
- Provide children with support, guidance and opportunities to manage their own behaviour; and promote collaborative approaches to behaviour guidance.
- Provide children with support and guidance to show an increasing capacity to understand, self-regulate and manage their emotions in ways that reflect the feelings and needs of others.
- Provide children with support, guidance and opportunities to manage change and cope with frustration and the unexpected.
- Provide children with opportunities, support and guidance to begin to initiate negotiating and sharing behaviour

We recognise and understand that a child's behaviour may be affected by:

- Age, development and temperament;
- General health and wellbeing;
- Diagnosed medical condition or disability
- Relationships with their family;
- Play and learning environments, which includes the physical indoor/outdoor settings, the weather, the time of year, the time of day;



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Behaviour Guidance

- Educators strategies and practices, which includes how those strategies are implemented;
- Relationships with other children and stakeholders, such as students, volunteers and visitors;
- External factors, such as family, home life or peer group experiences, or media coverage of traumatic events.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

Parents and children within the YMCA Children and Family Services.

3. Policy Statement

Behaviour guidance is more than simply reacting when a child does something that is inappropriate, it is about supporting each child to learn appropriate behaviours, and build on this through positive interactions, receiving modelling and support from educators when needed.

4. Procedures

YMCA of the Northern Territory will ensure that:

- Interactions with each child are warm and responsive for building trusting relationships
- Each child is able to engage with educators in meaningful, open interactions that support the acquisition of skills for lifelong learning.
- Each child is supported to feel secure, confident and included.
- Each child is supported to work with, learn from and help others.
- Each child is supported to manage their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts.
- The dignity and rights of every child are maintained at all times.

Some questions that educators should consider when addressing children's behaviour and how they can best guide it:

- Is the situation or environment contributing to or creating the problem?
- Are my expectations appropriate?
- How serious is the behaviour?
- Am I being consistent?
- How is the child likely to be feeling – what does this situation mean for the child?
- To what extent is my mood contributing to my reactions?

Strategies and Practices for guiding behaviours:

Behaviour will be guided by positive management techniques which allow the child to become aware of and understand the consequences of their behaviour on others. These techniques will include:



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Behaviour Guidance

- Involving children in the process of developing play and safety limits, and learning the consequences when the limits are not adhered to.
- Talking with children about the consequences of their actions, and the reasons for this, as well as the appropriate rules.
- Allowing children to make choices and experience the consequences of these choices – ensuring there is no risk of physical or emotional harm to the child or anybody else.
- Encouraging children to engage in cooperative and pro social behaviour and express their feelings and responses to others' behaviour confidently and constructively – challenging the behaviour of others when it is disrespectful or unfair.
- Discussing emotions, feelings and issues of inclusion and fairness, bias and prejudice.
- Encouraging children to listen to other children's ideas, consider alternate behaviour, and cooperate in problem solving situations.
- Listening empathetically to children when they express their emotions, reassure them that it is normal to experience positive and negative emotions.
- Guiding children to remove themselves from situations where they are feeling frustration, anger or fear.
- Supporting children to negotiate their rights, and the rights of others, intervening sensitively when children experience difficulty in resolving a disagreement.
- Working with each child's family and, where applicable, other services, to ensure that a consistent approach is used to support children with behavioural or social difficulties.
- Acknowledging children when they make positive choices in managing their behaviour.
- Role modelling positive and responsible behaviour.
- Avoiding using "hollow" gestures – eg making the child say "sorry" without genuine feeling. There is no benefit gained from children expressing something without a genuine feeling.
- Behaviour guidance plans will be developed in consultation with families, educators, and any other professionals who are working with the child. These will be implemented consistently by the educators caring for the child.

Techniques that will NOT be used in our services include:

- Physical punishment – smacking
- Emotional punishment – isolation, humiliation, frightening, with holding food or drink.
- Verbal punishment – labelling, name calling.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.



YMCA of the Northern Territory Behaviour Guidance

6. Related Documents

- Education and Care Services Law and Regulations
- Guide to the National Quality Standard
- My Time Our Place
- Early Childhood Australia Inc
- ECA Code of Ethics
- Early Years Learning Framework

7. Version Control

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YMCA of the Northern Territory

Child Missing from OSHC program

1. Purpose

Establishing the whereabouts of a child/ren who are booked into the Before or After School Care or School Holiday Program but do not arrive and/or a child who has been signed in to a program whose whereabouts is unable to be determined must be immediately investigated by program Educators; to ensure the safety and well-being of all children booked into the Outside School Hours Program.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

To provide clear guidelines in the instance that a child does not arrive into booked care or is missing after being signed in to the Outside School Hours Program.

4. Procedures

In the situation where children from school do not arrive at the program as expected;

- Confirm the child's attendance at school that day through the school office
- Ask the school office to announce over the loudspeaker that the child must immediately report to the school office or program
- If the child does not report to the school office in 5 minutes Educators should then contact parent/guardian to confirm the child's whereabouts.
- Where the parent cannot be contacted, coordinator or responsible person is to contact the Authorised Emergency Contacts and the parents again.
- If at 3.00pm the child is not located (given that school finished at 2.30pm) the police are to be contacted and advised that the child is missing.
- Follow the instructions given by the police.
- Notify the Executive Manager Children and Family Services of the current situation



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Child Missing from OSHC program

Please Note: Educators collecting the child/ren from schools should carry with them at all times a roll summary including names of children attending that day and parent/guardian contact details.

In the case of a child missing from the **Outside School Hours Program** (where the child has been signed in by parent/guardian or educator)

Educators will:

- Search the school grounds and then attempt to contact parents/guardian
- If unable to locate a child and cannot contact parent/guardian they must:
 - Inform other educators of the situation
 - An educator will contact the parent/guardian or authorised persons. If contact is not made or the child's whereabouts cannot be determined the police are notified.
 - Educators are to follow instructions of Police.
 - Educator to contact program Coordinator/Executive Manager Children and Family Services and advise of situation
 - Follow the instructions given by the Police

After the event:

- Complete the Incident, Illness, Trauma and Injury form. This form must be signed by the parent/guardian of the child and submitted to the Executive Manager and WHS Advisor within 24hrs.
- Support the coordinator in the completion of all service forms, including 'Extranet Incident' reporting and the provision of information for QECNT serious incident notification.

Co-ordinator/Management:

- Ensure all relevant service documents are completed
- Enter the incident onto the 'Extranet Incident' reporting tool within 24hrs in complying with OHS policy requirements
- Notify QECNT through the NQAITS within 24hrs and complete all required information.
- Determine whether the incident is Worksafe notifiable (as identified on the Extranet), contact Work Safe immediately and follow the required procedures including written notification within 48hrs
- Inform the Executive Manager Children and Family Services who will in turn inform the CEO.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations
- National Quality Standards
- ACECQA



YMCA of the Northern Territory

Child Missing from OSHC program

- Early Years Learning Framework
- My Time, Our Place

7. Version Control

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YMCA of the Northern Territory

Children of Divorced or Separated Parents/Guardians and Third Party Orders

1. Purpose

YMCA Children and Family Services requires additional information when caring for children of divorced or separated parents/guardians as access arrangements need to be known to implement the order according to the court and parental requirements.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

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- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

To ensure court order access arrangements are implemented for the wellbeing and safety of the child/children.

4. Procedures

If a parent/guardian advises they have separated from their partner and they do not wish their ex-partner/third party to be allowed to pick up the child, the following advice is to be given:

- Unless a Court Order is in place educators cannot stop the natural father or mother from entering the premises to either visit or pick a child up from the program. Each parent has the right to exchange information about the child with the service.

Should the ex-partner arrive to collect the child/ren,

Educators will:

- Inform them of the other partner's wishes
- If the ex-partner still insists on taking the child/ren, release the child/ren after confirming the ex-partners identity
- Contact the other partner to advise them of what has happened

If a court order is in place:

- Educators must adhere to the conditions set out in the order at all times.
- The service must have a current copy of the Court Order in the child's file.



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Children of Divorced or Separated Parents/Guardians and Third Party Orders

- Copies of all court orders are sighted by the Coordinator of Outside School Hours Program and stored securely.
- Should the person on the court order arrive at the program, educators will inform them of the proposed consent orders and immediately contact the parent/guardian responsible for the child to:
 - Obtain permission for release.
 - Get them to come to the program and resolve the problem.
 - Contact the coordinator or Executive Manager Children and Family Services and advise them of the situation.
 - If at any time the person on the court order or any party becomes aggressive and other children, educators, parents/guardians or adults in the program are put in danger they are to be given the child.
 - Educators contact the Police immediately on 000 and advise them of the situation.
 - Contact the custodial parent and advise them on the situation.
 - Contact the Coordinator and/or Executive Manager Children and Family Services

Following the incident:

Educators:

- Complete the Incident, Illness, Trauma and Injury form. The record of the incident should include:
 - description of the person who took the child
 - time child was taken
 - description of car, taxi, registration number, direction taken, etc.
 - description of any noticeable behaviour of emotional response from the child
 - any information that may help the Police
- This form must be signed by the parent/guardian of the child and submitted to the Executive Manager Children and Family Services within 24hrs.
- Support the coordinator in the completion of all service forms, including 'Extranet Incident' reporting and the provision of information for QECNT serious incident notification

Co-ordinator/Management:

- Ensure all relevant service documents are completed.
- Enter the incident onto the 'Extranet Incident Reporting' tool within 24hrs in complying with YMCA NT OHS policy requirements.
- Notify QECNT through the NQAITS within 24hrs and complete all required information.
- Determine whether the incident is Worksafe notifiable (as identified on the Extranet Incident Reporting portal), contact Work Safe immediately and follow the required procedures including written notification within 48hrs.
- Inform the Executive Manager Children and Family Services who will in turn inform the CEO.



YMCA of the Northern Territory

Children of Divorced or Separated Parents/Guardians and Third Party Orders

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.


In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations
- Early Years Learning Framework
- My Time, Our Place
- ACECQA
- National Quality Standards

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YMCA of the Northern Territory

Code of Conduct for Families

1. Purpose

YMCA Children and Family Services aims to provide an environment that is welcoming and safe for children, families and employees; and to ensure that we provide a service that is based on the highest standards of honesty, integrity, respect and fairness. We expect that all stakeholders, employees, families, contractors and other visitors to the centre will also conduct themselves appropriately and meet these high standards.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

Families/guardians utilising YMCA Children and Family Services

Contractors and other visitors to our services.

3. Procedures

It is expected that family members and visitors to the centre will:

- Be polite and respectful when dealing with staff, children and others families.
- Read and comply will all of the YMCA of the Northern Territory Children's Services policies and procedures.
- Be responsible for their own child's health, as well as protecting the health of others in the service, by keeping their child at away from the service when they are unwell.
- Ensure that they arrive on time to collect their children from the centre.
- Refrain from discussing any grievance issues with other parents or community members, ensuring that they follow the services grievance procedures.
- Be mindful and respectful of other cultures and religious backgrounds in the service.
- Refrain from using abusive or foul language.
- Not arrive at the centre affected by excessive use of drugs or alcohol.
- Not smoke tobacco or other substances while on the premises.
- Avoid physical contact with children other than their own, unless the safety of a child is compromised (this should be reported immediately to educators).
- Be aware of confidentiality, particularly in regard to children's health information. A common practice in early years' services is displaying children's health information to ensure all educators are aware of individual children's health needs ie: asthma & severe allergies. All families to show respect regarding children's health needs.

4. Breaches of this Policy

A breach in this policy may result in consultation between the parents/guardians and the Executive Manager and, or could result in termination of services.



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5. Related Documents

- ECA Code of Ethics
- YMCA Complaints and Grievances Policy
- YMCA Safeguarding Children and Young People Policy

6. Version Control

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| Policy Hierarchy | Operational | |
| Policy Owner | Children and Family Services | |
| Document Owner | Executive Manager Children and Family Services | |
| Approved By | Date Approved | Date Effective |
| Executive Manager Children and Family Services | 13/03/18 | 19/03/18 |

Liz Stiller

13/03/18

Signed

Name

Date

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| 1.0 | 13/03/18 | 19/03/18 | Policy Created 27/02/18– due for review 27/02/19 |
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YMCA of the Northern Territory Code of Conduct

1. Purpose

YMCA of the Northern Territory (YMCA) recognises the importance of a work environment that actively promotes best practice. The purpose of this Code of Conduct is to describe the standards of behaviour and conduct expected from workplace participants in the workplace and in their dealings with customers, suppliers, clients, co-workers, management and the general public.

Whilst the Code of Conduct is by no means exhaustive, it summarises some of YMCA's most important policies, expectations and standards that apply to all workplace participants.

The Code of Conduct will operate in conjunction with other policies relating to minimum standards of behaviour and conduct and the Letter of Engagement or Contract for Services.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Fair, Safe and Ethical Environment

- 3.1 YMCA has a responsibility to provide a safe, encouraging and supportive work environment that recognises and values diversity, abilities and contributions of workplace participants.
- 3.2 Workplace participants are entitled to be treated with respect and work in an environment free from discrimination, harassment, bullying or vilification.
- 3.3 Equally, workplace participants have a responsibility to act with integrity, honesty, transparency and impartiality in their dealings with colleagues, external contacts and members of the wider community.
- 3.4 Workplace participants, at all times, must:
 - Behave in a way that upholds the values of YMCA: **honesty, respect, caring and responsibility**
 - Perform their duties in a safe and competent manner in accordance with relevant Work Health and Safety (WHS) legislation and YMCA policies and procedures



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- Take care not to put themselves or other workplace participants at risk or reduce their ability to carry out their duties through unsafe practices and inappropriate behaviour
- Act in the interests of YMCA as a whole, honestly and in good faith
- Use care and diligence in fulfilling their role and in exercising the responsibilities attached to that role
- Maintain and develop the knowledge and skills necessary to carry out duties and responsibilities
- Respect YMCA's ownership of all of its property; including but not limited to funds, equipment, supplies, books, records and confidential information (however described)
- Comply with all applicable legislation and the reasonable and lawful directions of YMCA
- Report any known or suspected instances of inappropriate, dishonest or fraudulent conduct to appropriate YMCA Management
- Report unlawful or unethical behaviour

3.5 Workplace participants must not:

- Victimise those who report unethical behaviour
- Engage improper and dishonest activity designed to benefit themselves either financially or to the detriment of YMCA, such as theft, corruption and falsification of documentation or other fraudulent activity
- Engage in any other dishonest activity that damages their relationship with YMCA

4. Compliance with the Law

4.1 Workplace participants must:

- Comply with the laws, regulations and Codes relevant to their duties
- Advise their Manager if charged with a criminal offence which is punishable by imprisonment or, if found guilty, could reasonably be seen to affect their ability to meet the inherent requirements of the work they are engaged to perform

4.2 Workplace participants must not engage in criminal activity that is in direct breach of the Code:

- In the workplace, during working hours or when using work equipment or dealing with external contacts
- Outside of working hours in circumstances including, but not limited to, where the crime:
 - Impacts on their ability to fulfil the inherent requirements of their role
 - Damages the reputation of YMCA
 - Represents a conflict of interest
 - Is a breach of a YMCA policy



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5. Interacting with Others, the Public and the Media

When interacting with others in the workplace or at any time when representing YMCA, workplace participants must:

- Treat others with courtesy and respect during all interactions at work (including online/electronic interactions) and during all interactions related to work (which may include social activities)
- Consider how their conduct might reinforce inappropriate stereotypes based on gender, race, sexual orientation or any other discriminatory ground, and refrain from such conduct
- Must comply with the Media Relations Policy when planning to speak to the media or if approached to speak to the media
- Ensure that confidential information remains confidential unless it is determined by law or otherwise that the release of the information is appropriate
- Communicate decisions, processes and any information that affects an individual or members of the public in an accurate and timely manner.

Workplace participants must not:

- Make written or oral comments which infer to represent the views of YMCA and which might reasonably be expected to become public, without the appropriate authority to do so
- Discriminate against, harass, bully or victimise workplace participants, external contacts or anyone else that they deal with in the course of their employment or engagement with YMCA

6. Personal Conduct

- 6.1 Workplace participants are expected to conduct themselves in a professional manner throughout their course of employment or engagement with YMCA.
- 6.2 Maintain punctuality and regular attendance at work
- If a workplace participant is late or cannot report for work, they are required to contact their Manager and notify of their absence a minimum of two [2] hours prior to the commencement of their shift and/ or as soon as practically possible
 - Excessive absence from the workplace that impacts the operation of the business or department in which the employee works in may result in disciplinary action
- 6.3 Ensure work time is not used for private gain. If a workplace participant is required to leave the premises for personal reasons they are required to advise their Manager well in advance and seek appropriate leave/ approval
- 6.4 Adhere to an acceptable standard of language in the workplace at all times
- 6.5 Behave in an appropriate manner. Physical and verbal violence in the workplace will not be tolerated
- 6.6 Never report for work in circumstances where there is a risk that you could be affected by or 'under the influence' of illicit drugs or alcohol (e.g. if you have ingested or otherwise taken drugs or alcohol the night before or in the period leading up to your next work period). If a workplace



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participant is taking prescription medication, they must inform their Manager at the commencement of their working day. Workplace participants may be required to produce medical evidence to prove their medication does not affect their capacity to perform their duties in a safe manner without harm to themselves or others

- 6.7 Only smoke during prescribed breaks, within designated smoking areas and out of the full view of patrons

7. Personal Presentation

Workplace participants are required to present themselves in a tidy and professional manner relevant to the nature of their employment, working environment and level of interaction with stakeholders. Workplace participants should refer to the *Dress Standards and Uniform Policy*.

8. Work Related Events

- 8.1 An appropriate standard of behaviour is expected from workplace participants when attending all work related events, whether in an official capacity or as a member of the community. Whether the event occurs on or off site and inside or outside of working hours, all YMCA policy and procedures apply.

- 8.2 Where an employee is invited to attend an event, the invitation may be accepted under the following conditions:

- No employee should accept an invitation without first obtaining the approval of their Manager
- In exceptional circumstances, where it is not possible to seek prior approval, the facts should be reported immediately afterwards
- The workplace participants behaviour must be appropriate and in accordance with this Code of Conduct and all other YMCA policies and procedures, whether the event occurs off site, onsite or outside of working hours
- If addressed personally, such an invitation may not be transferred to another employee without the prior consent of the party issuing the invitation and the relevant Executive Manager
- Invitations involving attendance outside normal working hours may be accepted only on the authority of the Executive Manager
- Following Executive Management approval, YMCA may bear the travel and associated expenses to attend functions

NB The important difference between, for example, attendance in an official capacity at a function organised by the organisation or one of its subsidiaries and the acceptance of hospitality from a private individual or firm should be recognised.

9. Behaviour Outside of Work

- 9.1 Workplace participants must display the highest standards of ethics, integrity and professional behaviour during their course of employment or engagement, both inside the workplace and outside the workplace where the workplace participant can be perceived as representing YMCA



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9.2 Workplace participants should at all times conduct themselves in such a way as to enhance and promote the reputation of the organisation in the wider community. Employees must refrain from engaging in any activity that may compromise the integrity and reputation of YMCA and so must not:

- Bring YMCA into disrepute or damage the interests or reputation of YMCA
- Damage the relationship of YMCA and/or external contacts
- Impact their ability to perform duties safely whilst at work
- Wear YMCA branded attire to events, unless they are attending in an official capacity

10. Conflict of Interest

Workplace participants must:

- Devote all time and attention during working hours to their duties as a workplace participant of YMCA
- Actively prevent all conflicts of interest between their duties as a workplace participant of YMCA and their other/private interests, whether the conflict is actual, potential or perceived
- Report any actual, potential or perceived conflicts of interest to their Manager at the earliest opportunity
- Ensure that they comply with the above conflict of interest obligations in all relevant circumstances including, but not limited to:
 - Personal relationships
 - Employment outside YMCA
 - Recruitment and selection processes
 - Supplier negotiations and agreements

11. Acceptance of Gifts, Benefits and Hospitality

11.1 Workplace participants have the responsibility to behave with integrity and impartiality. This includes responding appropriately to offers of gifts, benefits and hospitality from internal or external contacts.

11.2 Workplace participants must not solicit, accept or offer money, gifts or entertainment which may:

- Influence their business judgment
- Contain any obligation on the recipient or donor
- Be considered extravagant or excessive
- Be considered a secret commission or questionable payment
- Be influenced by any consideration of personal gain

11.3 Workplace participants must notify their direct Manager in the event that gifts, benefits or hospitality are offered and have the potential to breach the conditions detailed.



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12. Use of YMCA Property

All YMCA property, including IT resources and electrical devices, must be used efficiently and in accordance with YMCA policies and procedures.

13. Intellectual Property

13.1 Information concerning the activities or proposed activities of YMCA is confidential and must not be used for any purpose other than valid YMCA requirements.

13.2 All information and rights in relation to programs and activities of the YMCA either created by a workplace participant of the YMCA or created by other persons for the YMCA at any time are confidential to the YMCA and remain the property of the YMCA.

13.3 During the course of engagement with the YMCA or at any time afterwards, workplace participants are not able to make use of any of those programs or activities for personal benefit or for the benefit of other persons without first obtaining the prior written permission of the Chief Executive Officer.

14. Confidentiality

Workplace participants, during the course of their engagement with YMCA and after the termination of their services, must not disclose any confidential information to any person relating to YMCA or any organisation or person they have come into contact with as a result of their employment or engagement with YMCA.

15. Internal Contacts

YMCA recognises that relationships with internal contacts will lead to the sharing of business and personal information. All information gained or shared in this way must be respected and treated with confidentiality during and after each parties employment with YMCA and with consideration for the rights and expectations of others.

16. External Contacts

Workplace participants must ensure that any personal or confidential information held relating to external contacts, in any form, will always remain the confidential property of YMCA and will not be disclosed to other parties without the permission of YMCA and the relevant external contact.

17. Information and Systems Integrity

Workplace participants must ensure that corporate documents and/or sensitive and confidential information is stored and disposed of appropriately. Workplace participants must use YMCA IT resources in a manner that does not compromise confidentiality or security considerations.

18. Financial Reporting and Risk

Workplace participants involved in financial reporting processes on behalf of YMCA must exercise diligence and good faith in preparation of information, ensuring:



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- Financial reporting is accurate, timely and that it represents a true and fair view of the performance of YMCA
- Maintenance of accurate and reliable records and reports in relation to all financial, accounting and internal controls are in place
- Understanding and managing risk, including fraud risk, is fundamental to the business of YMCA
- business risks are identified, assessed and managed in order to minimise the impact on YMCA and Stakeholders

19. Compliance with the Code

YMCA will monitor compliance with this Code through processes including, but not limited to:

- Analysis of feedback from workplace participants, external contacts and other stakeholders
- Maintaining a robust internal audit programme.

20. Breaches of this Policy

20.1 Any breaches of this policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of employment or services.

20.2 In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

21. Related Documents

- Work Health and Safety Policy
- Safeguarding Children and Young People Policy
- Contractor Safeguarding Standards
- Recruitment and Selection Policy
- Reporting Policy
- Whistleblower Policy
- Media Relations Policy
- Contract of Employment
- Employee Handbook
- Dress Standards and Uniform Policy
- Disciplinary and Termination Policy
- Bullying and Harassment Policy
- Equal Employment Opportunity and Diversity Policy
- Grievance Policy
- Drug and Alcohol Policy
- Social Media Policy
- Internet, Email and Computer Use Policy
- Information and Communication Technology Policy
- Fair Work Australia Act (Commonwealth)
- Work Health and Safety Act (Commonwealth)



YMCA of the Northern Territory Code of Conduct

- Privacy Act (Commonwealth)

22. Version Control

| | | |
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| Policy Hierarchy | Governance | |
| Policy Owner | Chief Executive Officer | |
| Document Owner | Executive Manager - People and Culture | |
| Approved By | Date Approved | Date Effective |
| YMCA NT Board | 10 November 2017 | 13 November 2017 |

Matt Fawkner

10/11/2017

Signed

Name

Date

| Version Number | Approved Date | Effective Date | Description of Amendment |
|----------------|------------------|------------------|---|
| 1.0 | 10 November 2017 | 13 November 2017 | Policy Created – due for review on 13 November 2018 |
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YMCA of the Northern Territory

Complaints and Grievances

1. Purpose

YMCA Children and Family Services believes that families should feel comfortable to air any concerns and be assured that their issues are listened to, understood and dealt with consistently in terms of equity and fairness. Grievances and complaints will be viewed as opportunities to understand other attitudes and views and will be used as a part of our self-evaluation processes to help to improve the quality of the services we provide to our community, families and children.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

To provide a simple procedure that parents of any YMCA Children's service/program can follow to ensure a resolution to any concerns and/or complaints they may have.

4. Procedures

If a family member has a concern or grievance, the following procedure should be followed by the coordinator in charge of the service:

- Discuss the matter with the parent/guardian concerned at a mutually convenient time. The situation should not be discussed with people who are not involved, minimising gossip in the centre.
- Avoid behaviour and language that might be interpreted as confrontational, judgemental or intimidating. Be open and honest and try to remain positive; talk about only the facts that have caused the grievance and do not personally insult the other person.
- If the complaint cannot be resolved by directly approaching the other person or the complainant does not feel confident to approach the other person the matter should be raised with the Executive Manager Children and Family Services.

If, after having followed the above steps, the parent/guardian is not satisfied that their concerns have been addressed the following steps will be taken:



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Complaints and Grievances

- The parent/guardian should put their concerns in writing and forward it to the Executive Manager Children and Family Services, or if the concern is with the Executive Manager Children and Family Services, directly to the Chief Executive Officer (CEO).
- If the complaint or grievance alleges that the safety, health or wellbeing of a child or children was, or is, being compromised while at the Centre, the regulatory authority will be notified of the complaint within 24 hours of the complaint being received.
- If the parent/guardian is not satisfied they have the right to contact our regulatory authority:

Quality Education and Care NT, Department of Education

GPO Box 4821

Darwin, NT 0801

Email: qualityecnt.det@nt.gov.au

Phone: 8999 3561

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- National Quality Standards
- Education and Care Services National Regulations

7. Version Control

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| Policy Hierarchy | Operational | |
| Policy Owner | Children and Family Services | |
| Document Owner | Executive Manager Children and Family Services | |
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| Executive Manager Children and Family Services | 13 March 2018 | 19 March 2018 |

Signed Name Date

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| 1.0 | 13/03/18 | 19/03/18 | Policy Created 27/02/18– due for review 27/02/19 |
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YMCA of the Northern Territory

Confidentiality of Records

1. Purpose

The service has an efficient, effective and ethical process for the management of records.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

The service has an efficient, effective and ethical process for the management of records.

4. Procedures

Confidentiality:

Staff, educators' and children's records shall be kept up to date and in a safe and secure area. The records will remain confidential and will only be made available to those who have a lawful right to them. Information will not be disclosed to another party without the consent of the individual concerned unless it is a requirement by law. Confidentiality will be maintained when discussing matters with educators, staff, and or other agencies.

Compliance with relevant legislative requirements:

The service will abide by all legislative requirements in relation to the storage and management of records.

Amendment and Approval of Change to Records:

The service will take reasonable steps to ensure that the records we keep are accurate, complete, up-to-date and written in objective non-judgmental language. However, should a person discover that the information held about them is inaccurate or misleading, they are required to inform the executive manager or coordinator and provide accurate information regarding the change required, and the records will be amended immediately.

Access

Families, educators and staff have the right to know what information is held about them. Should either party seek access to their records, the executive manager will arrange a suitable time to



YMCA of the Northern Territory

Confidentiality of Records

provide this information. Copies of such records will be made available upon request, at a mutually agreed time.

Content of Information Held:

The service will limit the amount and type of information that is held about people. Information held by the service will be for the express purpose of administering the service in adherence with government legislation and regulations, for example, delivery of quality care and education, administration of Child Care Subsidy, Australian Taxation requirements, etc.

Storage:

All records held about families, educators and staff will be kept in such a way as to:

- Prevent access by unauthorised persons
- Records are kept in lockable filing systems
- All computer records are maintained in password protected systems
- Records are not to be disposed of in a manner by which a breach of confidence might arise, eg. Inadvertent dumping in public places.
- Be archived for the specified time, i.e.
 - Educator-3 years
 - Child-3 years
 - Staff-3 years
 - Financial-7 years; and
 - Incident/injury-until the child is 24 years
 - In the event of the death of a child detail of the circumstances surrounding the child's death should be held for a period of seven years

Disposal of Records:

Records will be held in a locked storage area until the time they can lawfully be destroyed. The service will use a security company to dispose of all archived documents. They will remove the records in a locked container and shred them in a secure manner.

Misuse of Information:

Agents of the service must not misuse information held by and on behalf of the service. In the event that an agent of the service misuses such information, disciplinary action will be taken.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- National Quality Framework



YMCA of the Northern Territory Confidentiality of Records

- Education and Care Services national Regulations
- ACECQA

7. Version Control

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| Approved By | Date Approved | Date Effective |
| Executive Manager Children and Family Services | 13/03/18 | 19/03/18 |

Liz Stiller

13/03/18

Signed

Name

Date

This Policy is:

| Version Number | Approved Date | Effective Date | Description of Amendment |
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YMCA of the Northern Territory

Curriculum, Planning and Programming

- **Purpose**

Children learn through play and a plan is an important part of providing a professional early year's program. Planning provides opportunities for educators to think about practice, plan what to do in the program and consider new ideas. Educators are responsible for promoting the development of each child in their care.

Curriculum development, planning and programming is required under the Education and Care Services Regulations to meet the National Quality Standard and Early Years Learning Frameworks. As early years professionals there is also a responsibility to honour the ethical and moral obligations of the United Nations Rights of the Child and Early Childhood Code of Ethics as well as the individual services philosophy.

Curriculum development, planning and programming gives a starting point on which to base decisions about day to day practice. This includes decisions about the role of the educators, how the environment is arranged and the development of relationships between all parties. It takes thoughtful planning to provide an environment for a child that is child focused, creative, flexible, peaceful and collaborative.

- **Scope**

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

- **Policy Statement**

YMCA Children and Family Services aims to develop a curriculum and environment that will support all children attending our services in their learning, understanding and appreciation of their world. Our programs will reflect the principles, practices and learning outcomes of the Early Years Learning Framework and the Framework for School Age Care.



YMCA of the Northern Territory Curriculum, Planning and Programming

- **Procedure**

The approved learning frameworks in the Northern Territory include;

- **Belonging, Being and Becoming:** Early Years Learning Framework for Australia (for children 0-5);
- **My Time, Our Place:** Framework for School Age Care in Australia (for school age children)

Within these frameworks are the five learning outcomes for all children;

1. Children have a strong sense of identity.
2. Children are connected with and contribute to their world.
3. Children have a strong sense of wellbeing.
4. Children are confident and involved learners.
5. Children are effective communicators.

The program must be:

- Delivered in a manner that accords with the approved learning framework
- Based on the developmental needs, interests and experiences of each child
- Designed to take into account the individual differences of each child

Within the program:

- Children will be able to enjoy both indoor and outdoor play.
- Creative expression and language development should be encouraged through reading and telling stories; music, movement and song; drawing and painting.
- The environment should be explored with a sense of discovery.
- The child should be encouraged to develop self-reliance and competence in a range of areas such as going to the toilet, washing hands, remembering a hat, caring for belongings and participation in routines.
- Each child should have an accessible place to keep their belongings.
- Educators guide and encourage children's behaviour in a positive way.
- Time should be allowed each day for every child to rest.
- The environment and resources available are interesting and inviting and promote children's agency.
- Educators maintain ongoing documentation of child assessments and evaluations for the delivery of the educational program against the five learning outcomes.
- Each child's progress is documented in a format which can be shared with families and with the child.
- Information about the educational program is on display within the education and care setting.



YMCA of the Northern Territory

Curriculum, Planning and Programming

- Breaches of this Policy**

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

- Related Documents**

- Education and Care National Regulations
- My Time Our Place. Framework for School Aged Care in Australia.
- Early Years Learning Framework
- ACECQA
- Safeguarding Children and Young People Policy
- Supervision Policy
- National Quality Standards

- Version Control**

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| Policy Owner | Children and Family Services | |
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Liz Stiller

13/03/18

Signed _____

Name _____

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YMCA of the Northern Territory

Dealing with Infectious Diseases

1. Purpose

To minimize and limit the spread of infection within the YMCA Children and Family Services.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy

To provide both Educators and parents with a clear procedure to follow when dealing with infectious or communicable diseases.

4. Procedures

Sometimes children and adults (including Educators) need to be away from the program for the safety of others. This is called exclusion. The exclusion period is the minimum period to be away from the program. However, a child or Educator may need to stay away longer than the exclusion period to recover from an illness.

YMCA follows the exclusion recommendations as set out by the National Health and Medical Research Council (refer to Staying Healthy 5th ed).

Recommended exclusion periods are based on the time that a person with a specific disease or condition might be infectious to others. Children and adults who have an infectious disease must be excluded from the service for the recommended period of time.

Recommended non-exclusion means there is not a significant risk of infection to others. A person who is not excluded may still need to stay at home because they do not feel well.

A medical certificate is required before the excluded child or employee can return to the service. Parents are required to notify the service as soon as reasonably practicable if their child is diagnosed with an infectious disease.



YMCA of the Northern Territory

Dealing with Infectious Diseases

Children who are not immunised may be required to be excluded from the service in the event of a disease outbreak, until such time as it is under control. This may occur even if the child is well.

The NHMRC (National Health and Medical Research Council) states that a child care service should inform their local public health unit (in Northern Territory this being the Department of Health-Centre for Disease Control) of the following conditions:

- Diarrhoea (if several children in one group are ill)
- HIB – Haemophilus Influenza type B
- Hepatitis A
- Hepatitis B (recent illness only)
- Measles
- Meningococcal infection
- Parvovirus B19
- Pertussis
- Roseola (if 2 or more children in one group are ill)
- Scarlet fever
- TB

When the service becomes aware of any of the above conditions, the Coordinator must contact the Northern Territory Department of Health – Centre for Disease Control on 8922 8044.

The Executive Manager of YMCA Children and Family Services and WHS Advisor must also be contacted.

The service maintains detailed records of the infectious disease/illness in a confidential manner. The Department of Health – Centre for Disease Control will advise and assist in relation to:

- Informing Educators and families
- Tracing the source of the infection
- Assisting in appropriate control measures e.g.: vaccines, exclusion, education, infection control practices.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations 2011
- National Quality Standard;



YMCA of the Northern Territory

Dealing with Infectious Diseases

- NHMRC – Staying Healthy, Preventing infectious diseases in early childhood education and care services, 5th Ed;
- NT Department of Health – Centre for Disease Control
- Work Health and Safety Act 2011.
- YMCA Safeguarding Children and Young People Policy
- YMCA Administration of First Aid Policy
- YMCA Hygiene and Infection Control Policy
- YMCA Immunisation Policy
- YMCA Enrolment and Orientation Policy
- YMCA Staffing Arrangements Policy

7. Version Control

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Liz Stiller

13/03/18

Signed

Name

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YMCA of the Northern Territory

Dealing With Medical Conditions

1. Purpose

YMCA of the Northern Territory Ltd (YMCA) aims to support all children to be safely involved in all areas of our service, we are committed to supporting their medical needs to enable them to do so. Our Coordinators and Educators will work together with families to minimise the risk of exposure to foods, and other substances or circumstances that may trigger asthma, severe allergy and anaphylaxis in children. Coordinators and Educators will ensure that any medical condition that they are notified of (e.g.: Epilepsy, Diabetes or other) is managed appropriately and in the best interests of the child.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

To provide all stakeholders with clear procedures in dealing with medical conditions.

4. Procedures

- Parents/guardians will receive a copy of the Dealing with Medical Conditions policy.
- All parents/guardians of a child with a diagnosed medical condition are required to provide a medical management plan for their child to be accepted into the service.
- A risk management plan will be developed in consultation with the parents/guardians and will be followed by the service. A communication plan will also be developed as part of the risk minimisation plan.
- The coordinator and educators of each service will be made aware of this policy, details of every child at the service who has a medical condition, including the child's medical management plan and the location of the child's medication.
- Copies of the child's medical management plan are kept at each service.
- A notice advising of a child involved at the service at risk of anaphylaxis is to be displayed in a prominent position.
- The medical management plan will be followed in the event of an incident relating to the child's specific health need, allergy or relevant medical condition.
- Medication prescribed by the child's medical practitioner in relation to the child's specific health care need, allergy or relevant medical condition must be brought with the child on every day the child attends the service. A letter of authorisation must be



YMCA of the Northern Territory

Dealing With Medical Conditions

supplied stating details of the medication to be administered, including for non-prescription medication.

- The child may not attend care if medication is not supplied.
- Any changes to a medical management and/or risk management plan must be communicated in writing as soon as the change occurs. These details are to be added to the risk minimisation plan and communication plan.
- Coordinators will check medical management plans regularly.
- Children over preschool age can self-administer medication as determined by the medical management plan if the parent or guardian gives permission.
- Educators will record the administration of medication in the medication record and will note if the child has self-administered the medication.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations 2011;
- Anaphylaxis Australia, Schools and Childcare – www.allergyfacts.org.au;
- Asthma Australia – www.asthmafoundation.org.au
- YMCA Safeguarding Children and Young People Policy
- YMCA Administration of First Aid Policy
- YMCA Administration of Medication Policy
- YMCA Enrolment and Orientation Policy

7. Version Control

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YMCA of the Northern Territory

Delivery and Collection of Children

1. Purpose

YMCA of the Northern Territory ('YMCA') has a duty of care to ensure that access to children attending the centre is limited to persons authorised by the family, this includes collection of children from the centre. We will ensure that we have clear procedures in place for the delivery and collection of children

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

The policy aims to ensure the safety and wellbeing of each child is maintained with clear guidelines and procedures relating to the delivery and collection of children to and from the education and care service.

4. Procedures

- Educators take responsibility for the child from when they enter and until they leave the care of the education and care service.
- In this policy, '**parent**' does not include a parent who is prohibited by a court order from having contact with the child.
- Educators must ensure that a child cared for and educated by the service is not given into the care of any person other than;
 - a parent or guardian of the child
 - a person who has lawful authority to collect the children from care; or
 - a person who is authorised by the child's parent or guardian or person who has lawful authority to collect the child as recorded on the child's enrolment form; or
 - taken outside the premises of the program except by Educators e.g., excursion
 - when medical, hospital or ambulance care or treatment is needed or
 - other emergency



YMCA of the Northern Territory

Delivery and Collection of Children

If at any time the Parent/Guardian requires an unauthorised person to collect their child/ren, they must notify the service prior to pick up and wherever possible advise the coordinator or educators in writing. The nominated person must bring identification with them when collecting the child and the coordinator or educators must verify the nominated person's identity.

It is a regulatory requirement that parents/guardians or authorised person sign and record the arrival/departure time of their child into the attendance record. This is a requirement of the Education and Care Services National Regulations.

Out of School Hours Care:

A child's parent/guardian may authorise for their child to leave the service unaccompanied. This authorisation must be received in writing prior to the day that this is to occur.

Where a child attends an extra-curricular activity during the hours of the after school care program parents/ guardians must provide authorisation.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services Law and Regulations
- Enrolment and Orientation Policy
- Safe Guarding Children and Young People Policy
- Acceptance and Refusal of Authorisations Policy
- Fees and Debt Policy

7. Version Control

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YMCA of the Northern Territory

Determining the Responsible Person

1. Purpose

YMCA Children and Family Services ensures that a Responsible Person is in attendance at all times the service is educating and caring for children. The Responsible Person is either the Approved Provider, Nominated Supervisor of the service or an allocated candidate who has been placed in day-to-day charge of the service.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

To provide clear guidelines for the determining of the Responsible Person.

4. Procedures

Responsibilities for the Approved Provider

- Ensure there is a Responsible Person on the premises at all times the service is educating and caring for children.
- Ensure that the name of the Responsible Person in charge of the service is displayed in a visible position at the service.
- Ensure that the name of the Nominated Supervisor/s is displayed at the service.
- Notify the Regulatory Authority (QECNT) through the NQA ITS Portal if there is a change of person in the role of Nominated Supervisor or if another Nominated Supervisor has been appointed.
- Ensure that, in the absence of the Nominated Supervisor/s from the service, the Responsible Person is placed in day-to-day charge of the service.
- Ensuring that the Nominated Supervisor/s and Responsible Person have an understanding of their role, and have given their acceptance of this role in writing.
- Ensure that there are sufficient staff-at the service who meet the criteria to be a Responsible Person at the service during periods of leave or illness.



YMCA of the Northern Territory

Determining the Responsible Person

Responsibilities of the Nominated Supervisor

- Provide written consent to accept the role of Nominated Supervisor.
- Ensure that, in their absence from the service premises, another Responsible Person is placed in day to-day charge of the service.
- Ensure that all staff have a sound understanding of the role of Responsible Person.
- Ensure that the name of the Responsible Person is displayed at the service.
- Create a roster in accordance with the availability of a Responsible Person, hours of operation, qualifications: including first aid, asthma and anaphylaxis and the attendance patterns of children.
- Notify the Approved Provider and the Regulatory Authority within 7 days of any changes to their personal situation, including circumstances that affect their status as fit and proper (such as the suspension or cancellation if a Working with Children Check card of teacher registration) or if they are subject to disciplinary proceedings.

Responsibilities of the Responsible Person

- Provide written consent to accept the role of Responsible Person.
- Check that the name and position of the Responsible Person in charge of the service is displayed and is easily visible at the service.
- Ensure that they have a sound understanding of the role of Responsible Person.
- Understand that a Responsible Person placed in a day-to-day charge of an approved service does not have the same statutory responsibilities under the National Law as the Nominated Supervisor.

Appointing a Responsible Person

The Approved Provider is responsible for ensuring the safety and wellbeing of children at the service and will consider a person's qualifications, experience and age when deciding whether they are suitable to be placed in day to day charge of the service.

- The Approved Provider or the Nominated Supervisor identifies that an educator meet the criteria to be given a Responsible person role, and
- They give their written consent to be placed in day to day charge of the service

Criteria to be determined a Responsible Person

Educators at the service who have been deemed suitable by the Approved Provider or Nominated Supervisor and wish to be considered for the role of Responsible Person in the absence of the Nominated Supervisor will be considered based on the following:

- Their practical knowledge of the day-to-day responsibilities of being an educator at the service, including how to work through unexpected problems.
- Must be over 18 years of age.



YMCA of the Northern Territory

Determining the Responsible Person

- A demonstrated understanding of:
 - Children (Education and Care Services National Law) Act 2010, and the Education and Care Services National Regulations 2011.
 - Health and Safety, including Child Protection responsibilities.
 - Privacy and Confidentiality and Equal Opportunity/Anti-Discrimination policies and procedures.
 - The education and care service's policies and procedures.

Determining the Responsible Person

- Whenever possible the Nominated Supervisor will be the Responsible Person. If the Nominated Supervisor will be absent, they will ask a suitable staff member/s to be the Responsible Person.
- The Responsible Person will sign in, as on duty, on the Responsible Person register and upon leaving, hand over to the next responsible person to sign in.
- The name of the Responsible Person will be displayed at the service.
- Only one staff member can be appointed to the position of Responsible Person at any one time.
- A record will be kept of who has fulfilled the role each day.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services national Regulations 2011
- Education and Care Services National Law Act 2010
- Guide to the National Quality Standards
- ACECQA

7. Definition of Key Terms

| Term | Definition |
|----------------------|--|
| Approved provider | Holds the Provider Approval granted under the Children (Education and Care Services National Law) Act 2011. This approval authorises the Approved Provider to operate an approved education and care service |
| Nominated Supervisor | This person is responsible for the day to day management of an Approved Service and has legal responsibilities under the Law and Regulations that govern the operation of education and care services. |
| Responsible Person | The person the Approved Provider or Nominated Supervisor deems fit to be left in charge of the day to day operations of the service. A Responsible Person however, does not have any statutory responsibilities under the National Law and Regulations in the absence of the Nominated Supervisor. |



YMCA of the Northern Territory

Determining the Responsible Person

8. Version Control

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YMCA of the Northern Territory

Emergency Management and Evacuation

1. Purpose

The need to establish procedures that outline how an emergency will be managed to ensure the safety and wellbeing of children and adults in the event of an emergency and meet Work Health and Safety legislation. An emergency can be a daunting experience; sometimes people feel confused and a loss of control. This is compounded when services do not spend time preparing children and Educators for the possibility of an emergency occurring or believe certain emergencies will never happen.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

Emergency and evacuation situations can arise in a number of circumstances and for a variety of reasons. In the event of an emergency or evacuation situation, the safety and wellbeing of all employees, children, families and visitors to the centre are paramount and as such, YMCA is committed to identifying risks and hazards of emergency and evacuation situations, and planning for their reduction or minimisation, and ongoing review of planned actions around handling these situations.

4. Procedures

- All services/programs must have current A3 Emergency and Evacuation floor plans displayed at all exit points to which the children have access. These must be visible for all visitors, highlight the main exits and identify an evacuation point outside the premises.
- All services/programs must have a fully charged operating mobile telephone and/or walkie talkies.
- All services/programs have a list of emergency and administrative telephone numbers next to the landline telephone and entered into their mobile phone.
- Each service has an Emergency Management Plan (EMP) and a Cyclone Management Plan.
- The emergency procedures, both fire evacuation and lock down, will be rehearsed at least every 3 months, and will include all people who are on the premises at the time.



YMCA of the Northern Territory Emergency Management and Evacuation

The process will be recorded and evaluated for effectiveness, discussed at staff meetings, and changes made as necessary.

Specific Instructions

Cyclone:

- Follow the YMCA cyclone management plan

Fire and all other emergencies:

- Follow the YMCA emergency management plan

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulation, 2011
- Early Years Learning Framework
- My Time, Our Place a Framework for School Age Care
- Work Health and Safety Act 2011;
- Safe Work Australia, "Managing the Work Environment and Facilities Code of Practice 2011;
- Northern Territory Emergency Service
- National Quality Standard

7. Version Control

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YMCA of the Northern Territory

Enrolment and orientation of Children and Families

1. Purpose

To ensure all children and their families have a smooth transition into all YMCA Children and Family Services.

2. Scope

This policy and supporting procedures apply to all parents/guardians of children enrolled in any YMCA of Northern Territory Children's Services.

3. Policy Statement

For families and children to have relevant information regarding the enrolment and orientation process into all YMCA Children and Family Services.

4. Procedures

To ensure a comprehensive enrolment and orientation process, we will:

- Ensure that a full and completed enrolment form, including direct debit details, is obtained for each child attending our service.
- Provide all families wanting to enrol their child in a YMCA service, a link for the online enrolment form appropriate for that service. If the family does not have the facilities to access the online enrolment process a hardcopy format will be provided to them.
- A separate enrolment form must be completed for each child. Information that will be collected upon enrolment includes:
 - The child's full name, date of birth, sex, and residential address. (proof of identification must be provided – e.g. birth certificate; passport).
 - Medicare number of the child, and any private health fund details; details of the child's medical practitioner; any health issues affecting the child; copies of any health management and risk minimisation plans.
 - Immunisation status of the child, a copy of the immunisation records must be provided to the service and updated as required.
 - Description of family circumstances, such as court orders, parenting plans, etc. These will be sited by the coordinator, copied, and placed in the child's file.
 - Full name, date of birth, address, place of employment and contact details of each parent/guardian.
 - The child and family CRNs as issued by the Department of Human Services.
 - The ethnic and cultural identity of the child and family and the primary language spoken at home.
 - Any special requirements concerning the child, additional needs, behavioural concerns, special interests etc.
 - Full name, address, and contact details for each person authorised by a parent/guardian of the child, to collect the child from the service, or who may be contacted in an emergency, authorise medical treatment, medication administration, or excursions, if a parent/guardian is not available, or contactable.



YMCA of the Northern Territory

Enrolment and orientation of Children and Families

- Permission must be given by the parent/guardian for YMCA staff to seek emergency medical or dental treatment if required. Enrolment cannot be accepted if written authorisation is not received.
- A child is not considered to be enrolled in the service until all of the required information and authorisations have been provided, including direct debit authorisation, medical management plans and risk minimisation plans.
- Enrolments are not transferrable between YMCA services, a new enrolment form must be completed for each service.
- We will implement the Federal Government's Priority of access guidelines where applicable, if a child is required to vacate their position under the guidelines, a minimum of 14 day notice will be given. For further information on the Priority of Access Guidelines visit; <https://www.education.gov.au/priority-allocating-places>
- Upon enrolment we will inform parents/guardians of the YMCA's need to report any disclosures or cause for concerns about the safety or wellbeing of a child or young person. We will also inform them of their option to report any concerns relating to the safety or wellbeing of their child(ren) or young person in a YMCA facility.
- All families will be required to sign a 'parent payment agreement'.

Online Enrolment Process

- Upon enquiry for enrolment in a YMCA Children's service, families will be provided with a link to their chosen service to enable them to complete an online enrolment.
- Choose the option required, to either enrol a child, or place a child on the waitlist.
- Select the service/program required.
- Complete all of the relevant information on the enrolment form.
- Ensure that immunisation details are completed and upload the supporting documentation.
- Invoices will be sent to the email address entered into the "Parent 1" section, unless there is a 3rd party billing (eg, Territory Families), the email address entered into this section is where the invoices will be sent to.
- After completing the online enrolment form families will receive an email confirming that the enrolment has been submitted. The enrolment application will be reviewed by Children's Services then it will either be accepted, denied, or added to the waitlist, this will be based on individual circumstances, such as:
 - Availability of places at the time of application
 - If there is any outstanding money from previous enrolments
 - Whether all details on the enrolment form have been completed correctly.
- An email will be sent to the applicant regarding the outcome of the application.
- All families will be required to sign a 'parent payment agreement'.

Orientation

We will ensure that an effective orientation process is offered to all new children enrolling in any YMCA Children's Service, with the aim to make the transition process as smooth as possible. The orientation process will take into account the child's age, cultural background, interests, skills and abilities.



YMCA of the Northern Territory

Enrolment and orientation of Children and Families

5. Breaches of this Policy

Any breaches of this Policy by a parent/guardian may result in a non-acceptance of an enrolment.

6. Related Documents

- Education and Care Services National Regulation 2011
- Education and Care Services National Law
- National Quality Framework
- Australian Government: 'Priority of Access Guidelines'
- Safeguarding Children and Young People Policy
- Immunisation Policy
- Fees and Debt Policy

7. Version Control

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YMCA of the Northern Territory

Exclusion for Behavioural Reasons

1. Purpose

YMCA Children and Family Services has a duty of care to all children who attend our early year's services. If a child exhibits inappropriate behaviour, or behaviour which threatens the safety and wellbeing of any child or other person in the program, then the child may be excluded temporarily or in some cases permanently. Exclusion may occur if in the Executive Managers reasonable opinion, the behaviour support and management procedures have been properly applied first but without success, or the behaviour presents an immediate potential threat. We are committed to inclusion and supporting the health, wellbeing and positive outcomes for every child. Exclusion is only implemented when all other avenues have been explored.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

Parents and children within the YMCA Children and Family Services.

3. Policy Statement

To ensure the health, safety and wellbeing of all children and educators with the YMCA Children and Family services is maintained and managed.

4. Procedures

- Alert the Coordinator to the situation.
- Educators will discuss instances with the child's parents/guardians where the child's behaviour has been unacceptable.
- In consultation with the parents, staff, child and management team a safety and wellbeing plan will be developed for the child. This plan will be implemented at the program to support the child's inclusion. The plan is reviewed by all parties to assess its relevance.
- Parents/guardians will be informed that the continuation of the behaviour could result in temporary exclusion from the program or ceasing all together.
- If a child's behaviour causes risk to other children, educators or their families, or any stakeholders or the child themselves, the parent of that child will be contacted immediately and asked to collect the child.
- The child will be excluded from the program effective immediately and the lifting of the exclusion will be in consultation with the educators, the child's family and will be at the discretion of the Coordinator and Executive Manager.
- In some instances the exclusion may not be lifted and the child will not be able to return to care.



YMCA of the Northern Territory

Exclusion for Behavioural Reasons

5. Breaches of this Policy

Any breaches of this policy may result in the temporary or permanent exclusion of a child from our services due to behavioural reasons and the risk to self and others.

6. Related Documents

- Education and Care Services Law and Regulations
- Guide to the National Quality Standard
- My Time Our Place
- Early Childhood Australia Inc
- ECA Code of Ethics
- Early Years Learning Framework

7. Version Control

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YMCA of the Northern Territory

Excursions and Regular Outings

1. Purpose

YMCA of the Northern Territory ('YMCA') acknowledges the value of relevant excursions and regular outings in allowing children to gain greater insight into the society in which they live, to develop a feeling of belonging to their community, and to become an active community member. We will actively seek to minimise any risks associated with excursions and regular outings, and respond promptly and appropriately to any emergency whilst on an excursion

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

Excursions and routine outings occur when the children are taken outside the grounds of the education and care service. Excursions are outings that occur from time to time, such as a trip to the museum. Routine outings are excursions which are conducted on a regular basis such as a weekly trip to the park.

4. Procedures

All excursions and outings must be risk managed by the service and/or coordinator/educators before they take place and documented on the 'Excursion Risk Management Plan'. Risk management plans must be completed prior to the excursion or outing. A copy of the risk management plan is kept at each service and made available to parents/guardians if requested.

If the excursion is a regular outing, risk assessments will only be performed once a year.

Using the Excursion Risk Management Plan template, we will take into consideration the following:

- Any risk that the excursion may pose to the safety, health and wellbeing of any child, and identify how these risks will be managed and minimised.
- Any water hazards, or risks associated with water-based activities.
- Transportation to and from the destination.



YMCA of the Northern Territory

Excursions and Regular Outings

- The ratio of adults and children, which will be determined by the age and abilities of the children, destination and length of the excursion, methods of transport, and type of activities proposed.
- Proposed activities and duration of the excursion.
- Any medical conditions that need to be considered and managed for each child with specific health needs.
- All children taken on an excursion or regular outing do so with the written permission of their parent/guardian.
- Prior to the excursion, written authorisation will be sought for each child stating:
 - The child's name
 - Reasons for the excursion
 - Date and duration of the excursion
 - Description of the proposed destination
 - Method of transportation
 - Proposed activities throughout the excursion
 - Proposed number of children attending the excursion
 - Proposed number of adults attending the excursion
 - That a risk assessment has been conducted, and available for review at the Service.
- Written authorisation from the parent/guardian or authorised persons must be received before a child is taken outside the service by completing an excursion or routine outing form.
- If forms are unsigned the child will be unable to attend.
- The parent/guardian is required to drop their child/ren off at the agreed meeting place and time. If a child has not arrived by the time of departure, the excursion or routine outing will commence without them.
- Educators must undertake regular head counts of children at the commencement, during and at the conclusion of the excursion or routine outing.
- Educators must take:
 - Signed excursion permission forms with them on the excursion or routine outing and count the children before, during and after the excursion.
 - A mobile phone and a record of emergency contact information for every child on each excursion or outing.
 - A first aid bag, medication and health action plans required by individual children e.g. Ventolin, EpiPen.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulation, 2011



YMCA of the Northern Territory Excursions and Regular Outings

- Early Years Learning Framework
- My Time Our Place;
- National Quality Standard
- Safeguarding Children and Young People Policy
- Sun Protection Policy
- Acceptance and Refusal of Authorisation Policy
- Staffing Arrangements Policy

7. Version Control

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13/03/18

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Name

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YMCA of the Northern Territory

Fees and Debt Collection

1. Purpose

Fees are paid by the parent/guardian to the service for care provided in each YMCA Children's service. Outstanding debts will be managed in line with YMCA's fee and debt collection policy.

2. Scope

This policy and supporting procedures apply to all parents/guardians of children enrolled in any YMCA of Northern Territory Children's Services.

3. Policy

To provide a clear procedure for parents, coordinators and educators regarding non-payment of fees for care provided to families using YMCA Children's services.

4. Procedures

Invoices are distributed on a fortnightly basis, they are emailed to families on the Monday prior to the fees being deducted from their nominated accounts on Wednesday fortnight. It is the responsibility of families to ensure that an active email address is provided to Children's Services Administration, through which invoices can be received.

Payment is by direct debit from a credit card (Visa or Mastercard), or personal bank account. All families are required to utilise the Direct Debit system, and provide their payment information at the time of enrolment. The day that the transaction is debited from individual accounts will vary dependent on the financial institution of individual families.

Payments are for 2 weeks fees in advance.

It is the responsibility of each family to ensure that sufficient funds are available for deduction, and that payment details are updated with us as required. Any fees accrued for failed transactions due to insufficient funds or expired payment details, will be passed on to the relevant family as a rejection fee.

Families should advise YMCA account administration if, for any reason their account cannot be kept up to date and a payment arrangement may be negotiated.

If an account becomes more than 2 weeks in arrears the child's booking will be suspended with notice given.

Any outstanding accounts will be forwarded to a debt collection agency for the amount owing, with the costs of recovery added.

5. Booking and Cancellation

Bookings, changes to bookings and cancellations must be received with at least 5 days' notice given.



YMCA of the Northern Territory

Fees and Debt Collection

Fees are payable on a child's booked days, regardless of whether the child is sick or absent and are charged for the full session booked not just the hours attended.

A late fee of \$1 per minute will be charged for children who are collected after the services closing time.

6. Childcare subsidies

It is the responsibility of the parent/guardian of the child being enrolled in the service to apply through the Department of Human Services for a Customer Reference Number (CRN) for themselves and for their child.

These reference numbers must be given to Children's Services Administration to input into the Child Care Management System (CCMS) to enable us to formalise the child's enrolment. Childcare reductions are not payable if the child's enrolment has not been formalised.

For further information you can visit the Human Services Website at:

<https://www.humanservices.gov.au/individuals/subjects/assistance-child-care-fees>

Details of an individual's account and all completed forms will be confidential and stored appropriately. Individual families may access their own account records at any time.

7. Breaches of this Policy

Any breaches of this policy by a parent/guardian will result in suspension of enrolment and further action being taken to recover debts.

8. Related Documents

- Dealing with Complaints policy
- ACECQA
- National Quality Framework

9. Version Control

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YMCA of the Northern Territory Governance and Management

1. Purpose

Governance arrangements for services are required to reflect the appropriate legal status and authority to hold both provider approval and approval. This policy outlines the responsibilities of managing the service including delivery to the community.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

Delivery of YMCA Children and Family Services to the local community will be governed and managed by a robust framework and be compliant with the Education and Care Services National Regulations and Law and all other relevant legislation pertinent to the service operations.

4. Procedures

The responsibilities of the Approved Provider are:

- To abide by the rules as set out in the *Constitution of YMCA of the Northern Territory*.
- Ensure that the services operate in accordance with the conditions of approval as set out by the regulatory authority, including:
 - ensuring the presence of a nominated supervisor/ responsible person at all times
 - ensuring in conjunction with and relevant landlords that the building premises are appropriately maintained, safe and that any arising issues are addressed promptly.
 - ensuring that the minimum number of staff are on the premises at any given time and that staff hold the relevant qualifications
 - that staff and other persons who have contact with children are fit and proper
 - ensuring appropriate policies, procedures and records are in place and followed.
- Ensure that all members of the management team are oriented into the roles and responsibilities of maintaining the legal operation of the service.
- Notify the regulatory authority in relation to changes that may require amendments under the provisions of the National Legislation.



YMCA of the Northern Territory Governance and Management

- Ensure that effective strategies and resources are in place to allow the Nominated Supervisors to effectively perform their role as required in the Education and Care National Regulations. This will include:
 - Facilitating effective communication between the Nominated Supervisors and the Approved Provider;
 - The availability of adequate human and physical resources to meet the provisions of the regulations;
 - The availability of adequate financial resources to meet the provisions of the regulations;
 - The performance management and professional development of the Nominated Supervisors.

Organisational Structure

| |
|---|
| Board of Directors (Approved Provider) |
| CEO |
| Executive Manager Children and Family Services |
| Coordinators (Nominated Supervisors) Durack OSHC Driver OSHC Jingili Kindergarten Grevillea Early Learning Centre YMCA Early Years Learning Centre |
| Second in Charge |
| Educational Leader |
| Educators |

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents


- Education and Care Services National Regulations 2011
- National Quality Standard
- Education and Care Services Act 2010
- PSC Alliance – Management and Governance Policy template
- NT Associations Act and Regulations
- Safeguarding Children and Young People Policy



YMCA of the Northern Territory Governance and Management

7. Version Control

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YMCA of the Northern Territory

Immunisation and Disease Prevention

1. Purpose

Immunisation is what happens in your body after you have had a vaccination. The vaccine, which contains inactivated or weakened viruses or bacteria (or parts of them), stimulates your immune system so that it can recognise and protect you from future infection (i.e. you become immune to the infection).

Immunisation also protects other people who are not immunised, such as children who are too young to be immunised, or people whose immune systems did not respond to the vaccine. This is because the more people who are immunised against a disease, the lower the chance that a person will ever come into contact with someone who has the disease. The chance of an infection spreading in a community therefore decreases if a large proportion of people are immunised, because the immune people will not become infected and can protect the vulnerable people; this is known as 'herd immunity'.

Immunisation is a simple, safe and effective way of protecting children against harmful diseases that can cause serious health problems and sometimes death.

The health of children is paramount and the aim is to increase immunisation rates in the community. The choice not to vaccinate on the grounds of vaccination objection is neither supported by public health policy or medical research.

2. Scope

This policy and supporting procedures apply to all parents/guardians of children enrolled in any YMCA of Northern Territory Children's Services.

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

3. Policy Statement

To ensure all educators and parents are aware of the importance of disease prevention.

To ensure all parents and educators are aware of their rights and responsibilities if they choose not to have their child immunised.

To ensure educators are aware of their responsibilities when an outbreak occurs.



YMCA of the Northern Territory

Immunisation and Disease Prevention

4. Procedures

- Parents who wish to enrol their child are required to provide evidence of their child's immunisation record.
- Parents are required to present the child's immunisation record at the time of enrolment and as required when updates are completed.
- This information allows children at risk of catching a vaccine preventable disease to be identified if there is a case of that disease at the service.
- The Australian Childhood Immunisation Register (ACIR) maintains immunisation records for children up until their seventh birthday. You can obtain an ACIR Immunisation History Statement for your child by calling 1800 653 809.
- If there is a case of a vaccine preventable disease at the service and your child has not been immunised/their records indicate they have not been immunised, they may be excluded from the service for a period of time or until evidence of immunisation in an approved record is provided.
- If a child is not fully immunised and has been in contact with someone with a vaccine preventable disease outside of the service, they may need to be excluded from the service for a period of time.
- It is the responsibility of families to inform the service that their child has come into contact with someone with a vaccine preventable or infectious disease.
- If you cannot provide an immunisation record for your child you may provide a statutory declaration stating either that your child has been immunised or that you don't know if your child has been immunised for each disease on the schedule. If you are unsure whether your child has been immunised, the service will take the approach that your child is not immunised and request that you seek medical attention.
- To be fully immunised your child needs to have received all vaccines recommended for their age as part of the National Immunisation Program (NIP). Homeopathic immunisation is not recognised.
- **To determine when a person should be excluded:**
- Identify whether the symptoms or a diagnosed illness have an exclusion period.
- Refer to the National Health Medical Research Council (NHMRC) for the recommended minimum periods of exclusion
- Advise the parents or Educator when they may return to the education and care service.



YMCA of the Northern Territory

Immunisation and Disease Prevention

Immunisation Related Payments for Parents

- The benefit applies to children who are fully immunised or have an approved exemption from immunisation. This initiative ensures parents are reminded of the importance of immunising their children at each of the milestones.
- For parents to receive benefits without their child being fully immunised your healthcare provider needs to certify that:
 - your child has a medical reason not to have a particular vaccination; or
 - your child has had a disease and has a natural immunity; or
 - A particular vaccine is unavailable.

Parents are responsible for payment of fees while their child is excluded under all circumstances.

Catering for Children with overseas immunisation records

Overseas immunisation schedules often differ from the schedule recommended in Australia and a child may require extra vaccinations to be up to date with the Australian schedule.

Parents are responsible for having their child's overseas immunisation record transcribed onto the Australian Childhood Immunisation Register (ACIR), if your child is less than seven years of age.

A medical practitioner, registered nurse, registered midwife, enrolled nurse, or a person authorised by the state/territory Health Officer may transcribe overseas immunisation records.

Educators Immunisation

It's recommended by the NHMRC that Educators be immunised against:

- Hepatitis A
- MMR (measles, mumps, rubella)
- Pertussis (Whooping Cough)
- Influenza

Disease Prevention

The most important ways to break the chain of infection and stop the spread of diseases are:

- effective hand hygiene
- exclusion of ill children and Educators
- Immunisation
- cough and sneeze etiquette
- appropriate use of gloves
- effective environmental cleaning.



YMCA of the Northern Territory

Immunisation and Disease Prevention

EFFECTIVE HAND HYGIENE

Hand hygiene is one very effective way to control the spread of infection. Hand hygiene is a general term that refers to washing hands with soap and water, or using an alcohol based hand rub. Hands can play an important role in the spread of infection. The best way to prevent the transmission of disease is through effective hand hygiene. This can be done with soap and water, which removes both dirt and germs from the hands; or by using an alcohol-based hand rub, which reduces the number of germs on the hands.

Please also refer to: Dealing with Infectious Diseases policy

5. Breaches of this Policy

Any breaches of this Policy by a parent/guardian may result in their child/ren been excluded from the service for a period of time.

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- ACECQA
- Early Years Learning Framework
- My Time, Our Place
- Education and Care Services National Regulations
- Education and Care Services National Law
- Staying Healthy in Childcare 5th Edition
- Immunisation Register 1800 653 809

7. Version Control

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| CEO | 13/03/18 | 19/03/18 |

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|  | Liz Stiller | 13/03/18 |
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YMCA of the Northern Territory Immunisation and Disease Prevention

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YMCA of the Northern Territory

Incident, Injury, Trauma and Illness

1. Purpose

The purpose of this policy is to outline all steps to be taken to ensure the safety of all children in care, and to outline the first aid steps to be taken in the event of an incident, injury, trauma, illness or death at the service.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

In the event of Educators, parents/guardians or children experiencing trauma, illness accident, injury or a death there must be sound management to prevent any aggravation of the situation. Such incidents may include:

- A child who becomes unwell whilst in care
- Serious illness/injury/trauma to a child and/or educators requiring medical attention and or hospitalisation.
- A child who is missing or who cannot be accounted for while in care
- Death of a child
- Trauma resulting from a natural disaster
- Any incident resulting in stress/trauma and requiring counselling

4. Procedures

Whilst every precaution should be taken to avoid injury, in the event of a child being injured, it is paramount appropriate first aid is applied and medical treatment is sought where necessary. In the case of a serious injury or illness, Educators are not to diagnose or treat the condition apart from carrying out the appropriate first aid procedures. Diagnosis and treatment are the responsibility of the ambulance officer or medical practitioner in attendance.

Regulations

Coordinators and designated 'responsible persons' must maintain current First Aid qualifications including Anaphylaxis and asthma training.



YMCA of the Northern Territory

Incident, Injury, Trauma and Illness

Educators must ensure there is a suitably equipped first aid kit kept at the program that is easily recognisable and readily accessible to Educators and inaccessible to children.

Educators must ensure that a suitably equipped, easily recognisable portable first aid kit is taken when outdoors at the venue and on all routine outings and excursions.

Any incident requiring attendance by emergency services or a medical practitioner is prescribed as a serious incident and Educators must notify the Coordinator soon as is practicable to ensure the relevant paperwork is completed including a Notification of a Serious Incident to Quality Education and Care NT, through the NQAITS portal.

Treatment of the Child: In the case of a minor Injury

Educators:

- Immediately apply first aid.
- Advise the Parent/Guardian when the child is collected from care.
- When practicable complete the Incident, Injury, Trauma and Illness record.
- If a child suffers a head or facial injury (e.g. Eyes, nose, mouth, teeth etc.) even if deemed to be minor, notify parents/guardians, Coordinator and YMCA WH&S officer immediately.
- Ensure the parent or guardian with whom the child resides is notified as soon as practicable as but no later than 24 hrs after the occurrence.
- Complete the Incident, Injury, Trauma and Illness form.
- Educators must ensure that arrangements are made to collect the child/ren from the program as soon as practicable if it is necessary in the interest of the health, safety or wellbeing of the child or other children in care.

Treatment of the Child: In the case of a serious incident, injury, trauma or illness

Educators:

- Immediately apply first aid.
- Seek medical attention or emergency services as soon as possible.
- Contact the Parent/Guardian and the Coordinator.
- Ensure the child is kept under adult supervision until the child's Parent/Guardian or other responsible person takes charge of the child or the situation.
- Contact the Coordinator and inform them of the situation as soon as practicable.
- Complete the Incident, Injury, Trauma and Illness form.
- Report the incident to Quality Education and Care NT using the NAQITS portal as soon as practicable as but no later than 24 hours.

In the case of a child becoming ill Educators should:

- Make the child comfortable and provide a quiet space for the child
- Contact the parent/guardian and request that the child be collected from care
- If an infectious disease is suspected, follow the 'Dealing with Infectious Diseases' policy.
- Complete the Incident, Injury, Trauma and Illness form.



YMCA of the Northern Territory

Incident, Injury, Trauma and Illness

An Unresponsive Child (Death of a Child)

Educators:

- On finding child, commence first aid – E.A.R. – C.P.R.
- Contact Ambulance and Police immediately providing details.
- Remove other children from the immediate area.
- Contact Executive Manager YMCA Children and Family Services.
- Complete the Incident Injury Trauma and Illness form immediately providing accurate details of times, Educators on duty, actual incident, other children who may have been witnesses etc.

Management:

- The CEO will be informed of the situation, a decision will then be made as to who will speak to the parents and where the parents will be informed of the death.
- At the earliest possible time a counselling debriefing program will be organised by YMCA NT for the parents of the child, Educators and other parents and children of that service/program.
- Report to Quality Education and Care NT.
- As soon as it is appropriate and where deemed necessary, YMCA NT management will complete a formal investigation of the incident and document circumstances.
- If applicable, a debriefing session will be arranged for all parties involved within 24 hours of the incident occurring. For Educators, this will be arranged through YMCA NT Employee Assistance Program.
- Any media response to a critical incident will be the responsibility of the media spokesperson within the YMCA NT
- Privacy of parties involved will be maintained at all times.

Notifications and Records

Educators:

- Will complete the Incident, Injury, Trauma and Illness form and submit to the Coordinator within 24hrs
- Work collaboratively with the Coordinator/Management to provide any further information about the incident and complete any further documentation.

Coordinator/Management:

- Inform the Executive Manager of YMCA Children and Family Services of the incident who will inform the CEO.



YMCA of the Northern Territory

Incident, Injury, Trauma and Illness

- Complete all relevant service documents and lodge a 'Notification of Serious Incident' to Quality Education and Care NT, through the NQAITS portal within 24hrs.
- Incident is to be entered into YMCA extranet within 24hrs.
- Determine whether the incident is Worksafe notifiable and follow the appropriate procedures as required within 48hrs.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations, 2011
- National Quality Standard
- Work Health and Safety Act 2011
- Safeguarding Children and Young People Policy
- Enrolment and Orientation Policy
- Staffing Arrangements Policy
- Governance and Management Policy
- ACEQCA: <http://www.acecqa.gov.au/>

7. Version Control

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Liz Stiller

13/03/18

Signed

Name

Date

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YMCA of the Northern Territory

Interactions with Children

1. Purpose

Interactions with children are underpinned by our professional philosophy, the YMCA Children and Family Services Philosophy, the Early Childhood Code of Ethics, Early Years Learning Framework for Australia, My Time, Our Place and the United Nations Rights of the Child. Harmony between the way that families and Educators raise children is an important dimension aimed at enhancing child wellbeing.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

We believe that any interaction between a child and educator can have a profound effect on the child's self-esteem and overall development. A secure and consistent relationship through a secure environment develops a child's sense of connection and belonging.

Each child will be recognised as an individual with unique needs, interests and strengths. Relationships and interactions will convey respect and understanding and facilitate opportunities for children to play, learn and thrive in their environment. Relationships with children are responsive and respectful and promote children's sense of security and belonging. Through this we hope to pass on the same values and attitudes to the children in their own future interactions.

4. Procedures

The Approved Provider must take reasonable steps to ensure that the Education and Care service provides education and care to children in a way that (Regulation 155):

- Encourages the children to express themselves and their opinions.
- Allows the children to undertake experiences that develop self-reliance and self-esteem.
- Maintains at all times the rights and dignity of each child.
- Gives each child positive guidance and encouragement towards acceptable behaviour.



YMCA of the Northern Territory

Interactions with Children

- Has regard to the family and cultural values, age, and physical and intellectual development and abilities of each child being educated and cared for by the service.

The Approved Provider of an educational and care service must take reasonable steps to ensure that the service provides children being educated and cared for by the service with opportunities to interact and develop respectful and positive relationships with each other and with educators of, and volunteers at the service. (Regulation 156) (1)

Furthermore

- Educators and the Coordinator develop guidance strategies that demonstrate respect and understanding of individual children when they strive to recognise and understand why each child may behave in a certain way, or why behaviour may occur in particular circumstances or at specific times of the day.
- Having supportive relationships with educators enables children to develop confidence in their ability to express themselves, work through differences, learn new things and take calculated risks.
- Children have their dignity and rights maintained at all times, specifically excluding any child management techniques that include punishment that humiliates, frightens or threatens them.
- The program is focused on the development of consistent, predictable relationships which allow for educators and children to spend time together involved in experiences relevant to individual exploration and development.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- National Quality Framework
- Quality Area 5: Relationships with Children
- ACECQA
- Education and Care Services National Regulations
- EYLF
- My Time, Our Place



YMCA of the Northern Territory

Interactions with Children

7. Version Control

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YMCA of the Northern Territory

Maintenance of Building and Equipment

1. Purpose

YMCA Children and Family Services aims to ensure that all people who are on our premises are safe. We believe that the safety of the building, furniture and equipment impacts directly on the safety of children, staff, families and other visitors to the centre. Implementing good maintenance, cleaning and appropriate safety precautions will help to prevent accidents and unintentional injuries.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

To minimise the risk of accidents and injuries to children attending YMCA Children and Family Services.

4. Procedure

- Educator/child ratios maintained at all times
- Children are to be supervised at all times both indoors and outdoors.
- Take all reasonable precautions to provide and maintain an environment that is safe to the health of educators and children. The environment is to be arranged to help minimise the risk of injury to Educators, children and families.
- All equipment (including outdoor climbing equipment) is to be checked on a program-by-program basis for damage and cleanliness. Damaged equipment is to be withdrawn from usage and replaced.
- Daily scans and environmental checklists are completed in both the indoor and outdoor environments on a daily basis. These checklists are held on site.
- Cleaning and poisonous substances will be clearly labelled and stored in a secure, orderly manner that is inaccessible to children.
- Active supervision is required by educators to ensure the safety of the children.
- Educators should avoid activities which distract them from supervision e.g. long phone conversations, administration tasks.



YMCA of the Northern Territory

Maintenance of Building and Equipment

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations
- National Quality Standards
- Work Health and Safety Act 2011
- YMCA Safe Guarding Children and Young People Policy

7. Version Control

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| Document Owner | Executive Manager Children and Family Services | |
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Liz Stiller

13/03/18

Signed

Name

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YMCA of the Northern Territory

Nutrition, Food and Beverages, Dietary Requirements

1. Purpose

YMCA of the Northern Territory Ltd (YMCA) aims to ensure that the nutritional needs of all children attending our services are met. We will provide a relaxed, social mealtime environment, and ensure that the foods we provide are healthy, and safe for children to eat. We also aim to support, and adequately provide for children with food allergies, dietary requirements and restrictions, and specific cultural and religious practices.

We believe that good nutrition is essential to physical and mental health and enables children to be active participants in learning and play. We will provide opportunities for children to experience a range of healthy foods, and to learn about positive food choices.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

A healthy balance of food and drink in sufficient quantity should be provided on a daily basis.

4. Procedure

The following procedures will be followed:

- Ensure children have access to, and are encouraged to access, safe drinking water at all times.
- Ensure that children are offered food and beverages that are appropriate to their nutritional and specific dietary needs, based on written advice from families that is collected upon enrolment in the centre, and updated as required.
- Provide a weekly menu of food and beverages.
- Ensure that foods provided are consistent with the service menu.
- Menus will be planned with input from children, families, educators and displayed where all staff and families can access them.
- Communicate with families regarding any concerns about their child's eating habits.



YMCA of the Northern Territory

Nutrition, Food and Beverages, Dietary Requirements

- Engage children in a range of interesting experiences and conversations relating to nutrition and healthy eating. We will incorporate nutritional information into our educational programs.
- Encourage families to implement positive nutrition habits at home, providing information and healthy food ideas in newsletters, on notice boards, and through our educational programs.
- To provide relaxed, social mealtime environments, where children can try new foods and enjoy their meals.
- Encourage and supervise children to assist in the preparation, serving and cleaning up at meal times
- Not allow food to be used as a form of punishment, or as a reward.
- Not require children to eat foods they do not like, or do not want to eat.
- Encourage educators to present themselves as positive role models, sitting with children at meals times, where appropriate, eating with children at meal times, while maintaining good personal nutrition habits (especially when visible to children).
- Encourage children to adopt socially acceptable behaviours when sitting and eating food together.
- Provide age and developmentally appropriate utensils and furniture for each child.
- Provide educators with relevant nutrition and food safety training.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations 2011
- Guide to the National Quality Standard
- Australian Dietary Guidelines 2013
- Get Up and Grow: Healthy eating and Physical Activity for Early Childhood.
- Early Years Learning Framework
- My Time, Our Place Framework for School Age Care

7. Version Control

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YMCA of the Northern Territory

Nutrition, Food and Beverages, Dietary Requirements

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| CEO | 13/03/18 | 19/03/18 |

Liz Stiller

13/03/18

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Name _____

Date _____

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YMCA of the Northern Territory

Personal Hygiene including Hand Washing

1. Purpose

When groups of children play and learn together, illness and disease can spread from one child to another. Therefore a high standard of environmental and personal hygiene is necessary to avoid infectious diseases being spread through person to person contact and through contact with contaminated surfaces.

YMCA Children and Family Services is committed to protecting all stakeholders by adopting appropriate procedures for dealing with infectious diseases, whilst also respecting the rights of individual privacy through the implementation and monitoring of simple hygiene and infection control strategies to prevent and protect against this risk of disease and illness

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

Parents and children within the YMCA Children and Family Services.

3. Policy Statement

One of the most effective ways of preventing the transmission of disease is to maintain a high level of personal hygiene.

4. Procedures

Personal hygiene is the practice of keeping oneself and one's living and working condition clean in order to prevent disease and to maintain good health. The daily habit of ensuring cleanliness and a hygienic lifestyle will help prevent future health care issues.

Educators will wash their hands using the recommended hand washing procedure outlined in Staying Healthy in Childcare (National Health and Medical Research Council 5th Edition 2013).

How to wash hands:

- Wet hands with water
- Use liquid soap and running water
- Wash your hands thoroughly while counting slowly from 1 to 15
- Rinse your hands while slowly counting from 1 to 15
- Turn off the tap
- Dry hands well with fresh paper towel or hand dryer

When to wash hands:

- On arrival (this reduces new germs being introduced to the program)
- Before handling food
- Before eating



YMCA of the Northern Territory

Personal Hygiene including Hand Washing

- After removing gloves
- After going to the toilet
- After changing a nappy
- After cleaning up blood, faeces or vomit
- After wiping a nose
- Before giving medication
- After handling garbage
- After playing outside
- Before going home (this prevents taking germs home)
- Sanitiser will be provided as an alternative when running water is not available or difficult to access. E.g. excursion.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Staying Healthy in Childcare 5th Edition
- ACECQA
- My Time, Our Place
- Early Years Learning Framework

7. Version Control

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YMCA of the Northern Territory Policy and Procedure Review

1. Purpose

YMCA Children and Family Services aims to employ a holistic approach to the development and maintenance of its policies and procedures. We will ensure that all of our policies and procedures reflect quality practice, and are compliant with all relevant legislation.

Our review processes will provide an important opportunity for families and educators to offer their valuable input in practices and procedures within our services, to ensure that they reflect the beliefs and values of families, staff and the YMCA of the Northern Territory.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

All policies are developed through consultation with educators, families, children and management. All policies and procedures are reviewed annually in February/March.

4. Procedure

- All parents/guardians and educators are invited to comment on and suggest changes to any policies and procedures, including any new policies to be introduced.
- Coordinators meet with the Executive Manager Children and Family Services to review the document with consideration to any suggestions made by parents/guardians and educators.
- Changes to policies (or any new policies) must be approved by the Executive Manager Children and Family Services and the CEO.
- Parents/guardians and educators are informed of any changes.
- New policy document adopted.



YMCA of the Northern Territory Policy and Procedure Review

5. Version Control

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YMCA of the Northern Territory

Providing a Child Safe Environment

1. Purpose

Educators must take every precaution to protect children from harm, injury and accidents within their program, both indoors and outdoors. This can be achieved by following safety procedures. Educators must plan and establish learning environments both indoors and outdoors to maximize supervision of the children in care.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

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- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

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3. Policy Statement

All children attending YMCA Children and Family Services are provided with the opportunity to explore both indoors and outdoors. Supervision of children must always be a priority especially with challenging equipment and activities. Activities and experiences are offered to develop and encourage children's developmental areas as well as broaden skills and knowledge. All activities and experiences are to be provided in a safe environment.

4. Procedures

The safety of children is a priority and all steps are taken to minimize accidents and injury of all children in care.

- Educators complete a daily safety checklist each day in both the indoor and outdoor environment.
- All equipment, resources and toys are checked regularly prior to use by children. New equipment is purchased to replace broken equipment.
- Educators purchase new materials, toys and resources on a regular basis to reflect the needs, interests and development of the children in care.
- Educators set up indoor and outdoor areas safely with children's development, skills and abilities catered for.
- Climbing equipment is set up on grassed or soft ground areas.
- Hazardous substances are inaccessible to children; they are kept in high cupboards, locked cabinets, or behind closed doors that are inaccessible to children.



YMCA of the Northern Territory

Providing a Child Safe Environment

- Outdoor areas are kept free of rubbish, hazardous waste and any other materials or items that have the potential to cause injury, accident or trauma to children.
- Supervision is of utmost importance at all times. Educators work together to ensure children are consistently supervised

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.


In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations 2011
- National Quality Standard
- Workplace Health and Safety Act 2011;
- NT Worksafe 2012
- Safe Guarding Children and Young People Policy

7. Version Control

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|  | Liz Stiller | 13/03/18 |
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YMCA of the Northern Territory

Respect for Diversity

1. Purpose

There are many ways of living, being and of knowing. Children are born belonging to a culture, which is not only influenced by traditional practices, heritage and ancestral knowledge, but also by the experiences, values and beliefs of individual families and communities. Respecting diversity means within the curriculum valuing and reflecting the practices, values and beliefs of families. Educators honour the histories, cultures, languages, traditions, child rearing practices and lifestyle choices of families. They value children's different capacities and abilities and respect differences in families' home lives.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

To ensure all children have equal access to child care without discrimination. Where practicable provide support for families, children and educators through affiliated support agencies and services. To provide a program that explores and appreciates similarities and differences in our society and respects diversity – “we are all different”.

4. Procedures

- Educators are encouraged to model non-sexist, non-racist behaviour and language.
- Educators support children through appropriate experiences to become more aware of commonalities between themselves and others, to value diversity.
- Educators show sensitivity to individual family needs, values and culture.
- Educators encourage families to share information to ensure children's needs are met.
- Children whose first language is not English are to have their first language recognised and fostered in an appropriate manner.
- Educators provide experiences that portray a range of peoples, abilities, cultures, gender and beliefs.
- Educators offer and encourage children to participate in all experiences with consideration of individual needs and interests.
- For Educators to adhere to the Australian Early Childhood Association Code of Ethics.



YMCA of the Northern Territory

Respect for Diversity

- To provide a range of materials and resources that explore diversity e.g. books, dolls, dress ups, posters, puzzles, musical instruments and a range of dramatic play props.
- Encourage the development in children of self-confidence and identity and healthy self-esteem.
- Support children to develop the ability to think critically and to recognise untrue or unfair images, comments or behaviour and to understanding that stereotyping and bias are hurtful.
- Encourage all children to express a wide range of feelings, including empathy for others.
- Children will be encouraged to participate in all aspects of the program and experiences provided.
- Encourage children to talk about the similarities and differences of people.
- Provide specific experiences that enable children and families to learn about race, class, gender and disability.
- Educators will have access to professional development opportunities, literature and other relevant support services.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- National Quality Standards
- Early Years Learning Framework
- My Time, Our Place
- ECA Code of Ethics

7. Version Control

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YMCA of the Northern Territory

Sleep, Rest and Relaxation

1. Purpose

YMCA of the Northern Territory (YMCA) believes that rest, sleep and relaxation should be a pleasant, safe experience, where routines are adapted to meet the individual needs of children and families. Effective rest and sleep strategies are important factors in ensuring a child feels secure and safe, and develops a sense of belonging within the service.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

To ensure that all children's needs in relation to sleep and rest are acknowledged and planned for in the daily routines. All children should have access to a comfortable, quiet place where they can sleep, rest or have a moment of relaxation. Rest can be defined as a period of inactivity, solitude, calmness or tranquillity, and can include a child being in a state of sleep.

4. Procedures

- A quiet and restful environment will be provided for children who require sleep and rest periods that is within hearing and observation range for educators to closely monitor children.
- We will meet individual preferences for children and families, in relation to sleep, rest and relaxation, as long as they are within the service's requirements.
- Children's rest environments will be free from cigarette or tobacco smoke.
- Children who do not require sleep or rest will be provided with appropriate play activities.
- Educators will conduct regular safety checks of sleep rooms.
- Children who are sleeping, resting or relaxing will be closely monitored by educators.

Safe resting practices – Babies, Toddlers and Pre-schoolers

- Children will always be placed on their back to rest.
- If a medical condition exists that prevents a child from being placed on their back, the child's medical practitioner must direct the alternative resting practice in writing.



YMCA of the Northern Territory

Sleep, Rest and Relaxation

- If children turn over in their sleep, they will be allowed to find their own sleeping position.
- At no time will a child's face be covered with bed linen.
- Pillows, soft toys, lamb's wool and cot bumpers are not recommended.
- Sleeping bags with a fitted neck and arm holes are an alternative option to bed linen and encourage a baby to rest on their back. Sleeping bags will not have a hood. Families are welcome to provide their child with a sleeping bag for use at the Centre. Staff will dress the child in a sleeping bag if it is provided for the child.
- Dummies may be used, but they will not be attached to chains.

Supervision of resting children

- All children who are resting or sleeping will be supervised by educators.
- Adults will not rest or sleep in the same environment as a child or group of children.
- All children who have fallen asleep in the Centre will be monitored regularly with specific attention to breathing patterns. Babies will be monitored every 10 minutes, with times recorded on monitoring sheets.
- Staff will observe the following:
 - The position of each child's body in their cot/on their mattress;
 - Each child's breathing rate. If a child is not breathing then the staff member will commence the Centre's First Aid plan for a non-breathing child
 - The arrangement of bed linen. If a child's face is covered, the staff member will immediately uncover the child's face
 - Staff will monitor the security of each cot (e.g. are the sides of the cot up and/or locked) and environment safety (e.g. hanging cords near cots).

Settling children for rest

- Babies who cannot hold their bottles will be held and fed by an educator. If a child is placed in a cot with their bottle, they will be supervised at all times while drinking it.
- No toys will be left in the cots. If a child needs a security toy as a comforter it will be taken out once the child has fallen asleep (e.g. teddy bears).
- If a family's beliefs and practices are in conflict with Red Nose, then the service will not endorse an alternative practice, unless the service is provided with written advice from a medical practitioner.

The rest environment and equipment

- Staff will regularly conduct safety checks of the resting environments and notify the Nominated Supervisor/Responsible Person of any hazards.
- All cots will meet the Australian Safety Standards for Cots.
- Staff will ensure that all cots are placed in an area that is a safe distance from electrical appliances and hanging cords or string.
- Staff will not place an extra mattress or padding under or over the manufacturer's cot mattress.
- Staff will look for the following hazard signs:
 - loose or broken parts
 - missing or loose knobs, screws or sharp catches
 - peeling, cracking paint or splintered wood;



YMCA of the Northern Territory

Sleep, Rest and Relaxation

-any design flaw that reduces the safety of the cot.

- Staff will regularly assess whether older babies or toddlers have the ability to climb over the sides of a cot as this presents a safety risk. In consultation with the family, such children will be encouraged to rest on a toddler bed.
- Prams and strollers will not be used for sleeping children. If a child falls to sleep in a pram, they will be immediately transferred into a cot.

Hygiene practices

- Beds will be cleaned with warm water and detergent between children, if they have been soiled, they will be cleaned with warm water and detergent, then wiped over with sanitiser and paper towel.
- Bed linen will be changed between children using the beds.
- In the case of bedding being soiled, it will be removed immediately from the bed and placed in a bucket to soak with disinfectant. When the washing machine becomes free the bedding will be washed separately. The mattress or bed will be disinfected and placed in the sun to dry. After it is dry it will be replaced with fresh bedding.
- Special bed linen or sleeping aids, clothes (for example, sleeping bags and comforters such as "silky") that are supplied by the child's family are to be washed at least weekly by the child's family.

Sleepwear

- Staff will monitor the temperature of the rest environment and address children's clothing needs.
- Ensure that children are not resting in jumpers with hoods and cords that may contribute to a higher risk of choking.
- Sleepwear should take into consideration the child's age, temperature of the rest environment, bed linen used for resting, and the child's individual needs and the request of the child's family.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations 2011
- Guide to the National Quality Standard
- Early Years Learning Framework
- My Time, Our Place Framework for School Age Care
- www.rednose.com.au- accessed 27/02/18



YMCA of the Northern Territory

Sleep, Rest and Relaxation

7. Version Control

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13/03/18

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YMCA of the Northern Territory Staffing Arrangements

1. Purpose

The YMCA of the Northern Territory (YMCA) will employ and roster appropriately qualified educators, to ensure that our services are, at all times, compliant in relation to staff/child ratios and qualified educators.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

To provide clear guidelines for the employment and rostering of Educators.

4. Procedures

The following educator to child ratios will be maintained at all times as per the Education and Care Services National Regulations:

- Children from birth to 2 years of age-1 educator to 4 children
- Children over 2 to 3 years of age-1 educator to 5 children
- Children aged 3 to 4 years of age-1 educator to 11 children
- Children over 5 Years of age-1 educator to 15 children

Long Day Care:

- At least 50% of staff hold or are actively working towards an approved diploma or higher qualification, and
- All other educators either hold or are actively working towards an approved certificate III level qualification.
- YMCA LDC services must either have access to, or have an early childhood teacher in attendance at the service. Go to the [Australian Children's Education and Care Quality Authority \(ACECQA\)](#) website for more information about the ECT requirements.



YMCA of the Northern Territory

Staffing Arrangements

Out School Hours Care:

- At least 50% of staff working directly with children must have or be working towards either:
 - An approved qualification listed on the ACECQA website
 - A 2 year accredited post-secondary course in child care, or
 - A post-secondary sports and recreation or teaching qualification.

First Aid Qualifications:

- Both Long Day Care and OSHC services must have staff in attendance, and immediately available at all times, with the following first aid qualifications:
 - Current approved first aid qualification
 - Approved anaphylaxis management training, and
 - Approved asthma management training.

Educational Leader:

- The service will have designated in writing a suitably qualified and experienced individual appointed as the Educational Leader who is responsible for leading the development and implementation of educational programs in the service.

Educators Illness or Absence:

- In the case of an educator's absence, replacement educators will hold an equivalent qualification or an existing educator with an equivalent qualification will step up into the role and educators to child ratios will be adhered to.

Educators Rosters:

- To ensure continuity of care for the children, educators will be rostered to work with an assigned group of children where possible.

Volunteers and Students:

- Volunteers and students who are present in the program must have a current Volunteer Working with Children Check and a Police Check.
- At all times will be supervised by an employee of the service.
- Volunteers and Students are not considered in maintaining the Educator to child ratios in the delivery of the program.
- Volunteers and students will not be responsible for children at any time that they are in attendance at the program.

5. Breaches of this Policy

- 5.1 Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.
- 5.2 In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.



YMCA of the Northern Territory Staffing Arrangements

6. Related Documents

- National Quality Standards
- Education and Care Services National Regulations
- Education and Care Services (National Uniform Legislation) Act 2011 Northern Territory
- NT.GOV.AU-accessed 27/02/18

7. Version Control

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YMCA of the Northern Territory

Student and Volunteer Placements

1. Purpose

YMCA Children and Family Services recognises that student placements are important for the training and development of existing educators and future educators in the wider community and so will offer placements to students studying specifically related courses.

YMCA Children and Family Services recognises that the lives of individuals and communities are improved by the positive impact of volunteering and in turn empowers individuals through improved skills, knowledge, personal development and increased community awareness.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

To ensure that students are offered placements in accordance with priority and supervision guidelines as outlined in this policy.

To ensure that volunteer programs provided support and enhance our delivery and meet and exceed the needs and expectations of volunteers.

4. Procedures

Students:

YMCA Children and Family Services will provide placements for students with priority given to those studying:

- Diploma/Degree in E.C and Primary Teaching
- Cert III in Children's Services
- Work Experience
- Student placements will be organised on an annual basis in a manner that is planned and appropriate and suits the needs and culture of the service

Volunteers:

All volunteers will complete an 'Application to Become a Volunteer form'

All volunteers undergo a police check, Working with Children Check (WWCC) and referee check as part of their application.



YMCA of the Northern Territory

Student and Volunteer Placements

Students and Volunteers

- Students and volunteers are allocated a 'supervisor' (usually the Coordinator or group leader) and must meet the relevant documentation and competency requirements.
- Students and volunteers are supervised by program educators during their placement.
- Students and Volunteers are expected to abide by the requirements of the Education and Care Services National Regulations, National Quality Standards and all YMCA Children and Family Services policies and procedures whilst attending the program.
- Students and volunteers are required to sign in and out each day for insurance and occupational health and safety purposes.
- Students and volunteers are not to give advice and information about programs, parenting or individual children without prior consultation with the program supervisor.
- If unwell, students and volunteers are required to contact the coordinator and advise of their absence.
- Occupational Health and Safety incidents are reported and the appropriate forms are completed.

YMCA Educators undertaking approved Study

- In instances where existing educators are undertaking approved study, the service will support their student placement requirements within their work environment when permitted by the training institution.
- Educators are required to meet all duties/tasks as part of their employment with YMCA Children and Family Services during this time when they continue to work in the program.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Staffing Arrangements Policy
- EYLF
- MY Time, Our Place
- ACECQA
- Education and Care Services National Regulations

7. Version Control

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YMCA of the Northern Territory Student and Volunteer Placements

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YMCA of the Northern Territory

Sun Protection

1. Purpose

The YMCA of the Northern Territory (YMCA) aims to protect children, employees and volunteers from the harmful effects of the sun, by implementing the sun safety recommendations of the Cancer Council Australia. Due to UV levels in the Northern Territory being high all year round, this policy is equally applicable at all times of the year.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

It is understood by Educators, children and families that there is a shared responsibility between the service and other stakeholders that the Sun Protection policy and procedures are accepted as a high priority.

4. Procedures

- All children and educators are required to wear hats that protect their face, neck and ears, i.e. legionnaire, broad-brimmed or bucket hats. Baseball or peak caps and visors are not considered a suitable alternative. However, children who bring caps/visors will have sunscreen applied to the back of their neck and ears (all exposed areas) before going out into the sun. Children who do not bring hats will be provided with a spare hat, or will need to stay in a shaded area.
- Children are required to wear loose fitting clothing that covers as much skin as possible. Clothing made from cool, densely woven fabric is recommended. Tops with elbow length sleeves, and if possible, collars and knee length or longer style shorts and skirts are best.
- When on water excursions children are asked to wear rash vests or t-shirts that cover their back and shoulders from the sun.
- Educators must wear hats, and are encouraged to wear sunglasses when working outdoors. Sunscreen is provided for staff members to apply prior to outdoor activity, and they are encouraged to seek shade while outdoors.
- Parents/guardians are asked to apply SPF 30+ sunscreen prior to bringing their child to the service, or upon arrival at the service.



YMCA of the Northern Territory

Sun Protection

- Sunscreen is provided at the service. Staff will reapply sunscreen to children 20 minutes prior to outdoor play in the afternoon.
- Older children are encouraged to apply their own sunscreen, under the supervision of educators, young children may need to be assisted to ensure that it is applied efficiently. Sunscreen must be applied to all areas of exposed skin.
- We will ensure that outdoor areas provide adequate shade for effective sun protection, and when planning and programming for outdoor activities, including excursions, the availability of shade will be considered. Planned experiences will be set up in shady areas.
- Families and visitors are encouraged to use a combination of sun protection measures (sun protective clothing and hats, sunglasses, sunscreen and shade) when participating in and attending outdoor activities.
- Children will be taught about the importance of sun safety on a daily basis, in their routines, through general discussion, and through the inclusion of sun safety in their educational programs.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations 2011
- Guide to the National Quality Standard
- Early Years Learning Framework
- My Time, Our Place Framework for School Age Care

7. Version Control

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YMCA of the Northern Territory Supervision

1. Purpose

Supervision is one of the most important care giving skills required by educators. Active supervision is a combination of listening to and watching children play, being aware of the environment and its potential risks, the weather conditions, the time of day, managing groups of children of varying ages, and an understanding of child development including theories about how children play.

It is also crucial that educators are aware of the different ages, personalities, behaviour and characteristics of the children in their care. How children interact, communicate and play with one another is dependent on educators building relationships with children to learn about whom they are, how they react in certain situations and discover their interests. These are vital skills to develop as they assist educators to predict children's play patterns, which affect how to plan and establish environments and manage supervision strategies to maximise children's safety and ability to play free from harm or injury.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

YMCA Children and Family Services is committed to complying with the Education and Care Services National Regulations and Quality Standards in maintaining supervision of children at all times.

4. Procedures

- Educators are responsible for personally supervising the children in their care at all times.
- Educators are required to work collaboratively to ensure that the indoor and outdoor environments are adequately supervised.
- Ensuring overall supervision is maintained to all areas at all times requires:
 - Thought to the positioning of Educators in the environment
 - The development of skills that enable effective scanning of the environment
 - Listening when children play



YMCA of the Northern Territory Supervision

- Observing children to ensure interactions, exploration and behaviour are appropriate e.g. language, physical contact
- Knowledge of the environment and its potential risks
- Eliminating potential risks e.g. areas of the indoor/outdoor environment that can be difficult to see
- Thought in the development and set up the environment
- Knowledge of the children in care and understanding how groups of children interact and play together
- The promotion of open-ended play and learning experiences
- Consideration in setting play limits with children
- Children's arrival and departure times
- Planning when on excursions or routine outings especially when the use of public facilities will be required
- Planning when transporting children
- Communication between educators, informing one another to ensure adequate supervision is maintained at all times.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations
- National Quality Standards
- YMCA Safeguarding Children and Young People Policy
- ACECQA
- YMCA Staffing Arrangements Policy
- YMCA Determining the Responsible Person Policy
- YMCA Excursions and Regular Outings Policy
- YMCA Water Safety Policy



YMCA of the Northern Territory Supervision

7. Version Control

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YMCA of the Northern Territory Technology and Digital Media

1. Purpose

Television and digital media can be an effective form of exposing children to the wonders around them. If television and other digital media is used, educators need to ensure it is planned, limited to acceptable periods of time during the child's day to maximise opportunities to explore other learning opportunities provided, is age appropriate and monitored, to ensure suitability.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

To ensure that all educators are aware of the use and limits of screen time - Television/DVD/Computers/Electronic games within the children's program.

4. Procedures

Television, technology and digital media viewing shall be;

- Age appropriate.
- For the child's purpose.
- For the learning and development value of the child.
- Under the supervision of educators

LAPTOPS, COMPUTERS AND TABLETS

Each program will be provided with a laptop for use by both educators and children to record learning, research areas of children's interest and source ideas/thoughts for play and leisure experiences for the children's program.

- Wi-Fi connection is available at all programs. Educators are reminded that this is not to be used for personal purposes e.g. mobile phones, iPads and other devices.
- Facebook, Twitter and other social media websites are not appropriate.
- Children will be supervised by educators to ensure appropriate material is being viewed/accessed and all children have equal opportunity to use the computer.
- Each day at the end of the program, the laptop is to be stored in a secure location.



YMCA of the Northern Territory Technology and Digital Media

- The laptop is to remain on the program premises unless prior consent has been sought from the Coordinator.
- Previewing of software: Educators are to preview any software to be viewed by the children to determine suitability and relevance to the children's curriculum and learning. Observations of children at work on the computer and asking their views is a particularly reliable method of evaluating the worth of a particular piece of software.
- Types of software: Open ended software provides many more learning opportunities for children than drill and practice software.
- Social interaction: Information technologies should support the philosophy of the service. The development of social skills is an important element of the program. Educators need to ensure that not only do they choose software which encourages group interactions, but that the strategies for the implementation of the technologies focus on children interacting and not working in isolation.
- Access to the program enrolment database is possible from program laptops. If the database is accessed by staff at the program they are to use it to view information about the children only. Staff are not permitted to make changes to any of the data.
- When accessing the database, staff are to ensure that the material is kept confidential. Children and families at the program are not able to access this information.
- Staff must ensure that all database software is logged out successfully when finished with.

SMART PHONES

- Educators are unable to use their iPhones for messaging, Social Media or personal phone calls during program times unless required in an emergency.
- Children who bring their own phones are asked to leave them in their bags. They are not permitted during program hours.
- Educators are not permitted to use their mobile phones in the program unless under exceptional circumstances e.g. an emergency. The educator will advise the coordinator of the circumstances under which they need to use their personal phone.

IPADS AND OTHER DIGITAL DEVICES

- Children who bring these items from home will be asked to leave them in their bags or a secure location within the programs until the end of the session/day. Educators accept no responsibility for these items.
- Parents/families will be consulted regarding the use of digital devices during program hours.
- Usage time may be longer during School Holiday Program due to the longer hours that the program is in operation.



YMCA of the Northern Territory Technology and Digital Media

TELEVISION & DVD'S

- Educators discuss with children regarding what programs/DVD's will be watched or viewed and make joint decisions with the children about the period(s) of viewing time. Viewing time may vary in School Holiday Program due to the longer hours of care provided.
- Give children a chance to ask questions, describe their feelings, and make sense of what is taking place. Let them know what you think, especially about violence, but also about the good things you see.
- Talk about programs -discuss characters, stories and themes. Describe likes and dislikes. Ask questions, such as "What would happen if you did what that person did?"
- If a child becomes distressed after a program, allow them to talk about what was seen, what they are feeling and why. Consider any links with something that is happening in the child's life or if the child is fearful that what they saw could happen to him/her. Talk calmly, show affection and follow up with some pleasant activity.
- Previewing of DVD's: Educators are to preview any DVD's to be viewed by the children to determine suitability and relevance to the children's curriculum and learning. DVD's will normally be "G" or "PG" rated.

PLEASE NOTE: No responsibility is accepted by the program or educators for loss or damage of personal digital media that children bring to the program.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.

In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations
- ACECQA
- National Quality Standards
- YMCA Safeguarding Children and Young People Policy



YMCA of the Northern Territory Technology and Digital Media

7. Version Control

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YMCA of the Northern Territory

Water Safety

1. Purpose

Educators must take every precaution to maintain children's safety in and around water. A high level of vigilance is critical in relation to water safety and children's access to water hazards. Educators should take every safety measure to identify the risks and to document and implement risk minimization strategies that protect children from water related accidents. In relation to excursions taking place near or in water e.g.: beaches, pool, rivers, a sanctuary; a detailed risk assessment will have been conducted prior to the excursion.

2. Scope

This policy and supporting procedures apply to all YMCA workplace participants, regardless of their employment status or seniority.

YMCA workplace participants' include:

- YMCA NT Board Members and any person serving the YMCA NT on a committee or advisory capacity
- YMCA employees, contractors or sub-contractors, labour hire employees, apprentices or trainees and volunteers involved with the activities of YMCA NT

YMCA workplace participants are required to act in accordance with this Policy, adhere to all relevant policies and procedures, their contract of employment, relevant legislation and consider the YMCA Values in determining what constitutes appropriate conduct in the workplace at all times.

3. Policy Statement

Drowning is one of the leading causes of death for children aged 5-14 years. Other water hazards in relation to child injuries and illnesses are but not limited to: toilets, wading pools, spas, bathtubs, fish ponds, fountains, dams, creeks, lakes and beaches.

4. Procedures

Educators must:

- Ensure that all water carrying vessels that can reasonably present a drowning hazard for children are supervised at all time that water is present within them.
- Ensure that children are encouraged to safely explore the properties of water whilst also building water safety messages into their activities and learning opportunities.
- Ensure that all water carrying vessels that can reasonably present a drowning hazard for children are emptied at the end of each water play activity.
- Ensure that all water carrying vessels that can reasonably present a drowning hazard for children are stored in a manner to prevent the inadvertent collection of water through natural causes such as rain.
- Ensure that all water carrying vessels are emptied and allowed to dry thoroughly at the end of each water play activity to prevent the build-up of potentially harmful bacteria and mould.
- Educator/child ratio on excursions that include a body of water will be assessed according to the risks, identified as part of an excursion risk assessment.



YMCA of the Northern Territory

Water Safety

- This assessment will be undertaken in advance of the excursion with consideration given to:
 - group dynamics
 - needs of individual children
 - parents being advised of the proposed outing
 - the completion of permission forms and
 - Approval by the Coordinator.
 - Ratios will be increased in situations where the risk assessment has identified a higher risk to children's safety and wellbeing. E.g. the size of the body of water, the number of entry points to the water or a child with additional needs.
 - Final approval of the water excursion remains with the Coordinator of the service.

5. Breaches of this Policy

Any breaches of this Policy by a workplace participant may result in YMCA taking disciplinary action against that person, which may include termination of services.


In circumstances where a workplace participant breaches this policy and it involves a breach of any Australian law, YMCA may notify the police or other relevant government authority.

6. Related Documents

- Education and Care Services National Regulations 2011
- Guide to the National Quality Standard
- Early Years Learning Framework
- My Time, Our Place Framework for School Age Care
- <http://www.kidsalive.com.au>- accessed 27 Feb 2018

7. Version Control

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