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INDIVIDUAL PROCEDURES INCLUDED:	<ul style="list-style-type: none"> 5.1 Parent Involvement for Families 5.2 Parent Involvement for Educators 5.3 Enrolment and Orientation 5.4 Delivery and Collection of Children 5.5 Child Access 5.6 Request to Vacate a Position 5.7 Acceptance and Refusal of Authorisations 5.8 Working Together Agreement procedure (Early Education) 5.9 Missing Child Procedure (OOSH) 5.10 Community Code of Conduct
OTHER DOCUMENTS/ LEGISLATION TO BE REFERENCED:	<ul style="list-style-type: none"> ● Collaborative Partnerships Policy ● Orientation Policy ● Authorisations Policy ● Delivery and Collection of Children Policy

5.1 Parent Involvement for Families

Purpose

In respecting our families' beliefs, values and philosophies, St Nicholas educators create an environment that encourages active participation in learning programs creating a sense of belonging to the St Nicholas community. Families are encouraged to communicate their desires and educational goals for their children, and these are reflected in the learning program.

Step by Step

- Parents are encouraged to be as involved as they wish. We understand that working parents may need to just 'drop off and run'.
- No parent rosters will be drawn up for compulsory helping, although parents are welcome to volunteer their talents or help at any time. This help will be recognised, acknowledged and appreciated.
- Parents are encouraged to send from home resources relating to the program to share with educators and children. E.g., books, posters, props, equipment etc.
- It is important parents feel welcome and at ease at the centre. Parents, as well as children, are to be greeted and farewelled daily.
- Parents are encouraged to discuss any concerns, questions, comments etc. with Educators at any time. Please realise that we may not be able to discuss things in detail with you on the spot, and it may be necessary to book an interview with you at a time that is mutually convenient. If we do not have the expertise to answer your questions fully, we will refer you to someone who can.
- If language barriers hinder communication between parents and educators, assistance can be sought through the adult migrant English service advisory team.
- Surveys may be used by management and educators, so parents have the opportunity to evaluate the quality of the program and express an opinion on centre management.
- Parents may be asked to volunteer their assistance on excursions to help supervise. All parents will be required to obtain a Working with Children check when attending excursions as a volunteer.
- Parent and family activities may be organised through the year for optional attendance:
 - Parent information nights
 - Professional speaker nights e.g., speech therapist, dietician etc.
 - Family gatherings e.g., picnics, barbecues etc
- Parent Comments are documented in the reflection journal by staff, or a parent communication book/diary is available for parents to communicate non-confidential information to educators.
- Each St Nicholas service has their own closed parent Facebook page for parents to access. Parents can not only view their child's learning but can also contribute to discussions, provide feedback, and collaborate as a community.
- The St Nicholas Policy Folder can be found in each centre's foyer. Parents are informed of any

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changes to the policies through newsletters, notice board and/or parent nights. Translations of policies will be provided if needed by parents. Parents are given the opportunity to evaluate and contribute to policies via email.

Reference: *2018 National Quality Standards (NQS)*
Education and Care Services National Regulations (Amended 2018)

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5.2 Parent Involvement for Educators

Purpose

In respecting our families' beliefs, values and philosophies, St Nicholas educators create an environment that encourages active participation in learning programs creating a sense of belonging to the St Nicholas community. Families are encouraged to communicate their desires and educational goals for their children, and these are reflected in the learning program.

Step by Step

Educators will encourage reciprocal exchanges with families by:

- Providing a variety of communication tools for families. Communication structures may include comment sheets, booklets, email, or making an appointment to speak to the Director/Nominated Supervisor or a St Nicholas educator.
- Greeting families each morning and inviting them to provide any relevant information educators may need to know about their child.
- Communicating with the parents/carers on a daily basis, both verbally and through digital documentation (i.e. email and social media).
- Endeavouring to let the parent/carer know how their child has been that day and what they did.
- Contacting parents during the day if an educator has particular concern they would like to discuss.
- Discussing parent/carer concerns or queries with the Director/Nominated Supervisor.
- Maintaining professional boundaries with families.
- Accepting individual differences in parents and in their relationships with their children.

Reference: *2018 National Quality Standards (NQS)*
Education and Care Services National Regulations (Amended 2018)

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5.3 Enrolment and Orientation

Purpose

St Nicholas practices aim to encourage families to participate in an orientation program prior to commencing their scheduled days. We believe that the orientation process develops a sense of belonging to the community and establishes a meaningful connection between home and St Nicholas learning and caring environment.

Step by Step

- St Nicholas welcomes visits from prospective families and children. The Director/Nominated Supervisor or delegated educator may provide the visiting family with a tour of St Nicholas environment and information that may include: service philosophy and curriculum, introduction to educators, the physical environment, administrative matters and how to provide feedback.
- After an initial pre-enrolment orientation a family may wish to place the child's name on the waiting list. With consideration of access and guidelines and availability of a position by the Director/Nominated Supervisor, the child/ren may be offered a position at the centre. The family will be asked to accept the offer of the position.
- The Director/Nominated Supervisor will conduct an enrolment process following the acceptance of an offer. An enrolment package will be given to the family and will include:
 - Enrolment form with appropriate authorisations
 - Current fee structure and payment details
 - Parent handbook
 - A full list of centre policies required under regulation 168
 - Information on the National Quality Framework and the Early Years Learning Framework (EYLF)
 - Information on Child Care Subsidy (CSS)
 - Media release consent form
- Prior to starting families will provide the centre with the following;
 - A completed enrolment form including authorisations
 - A bond payment as outlined in the centre fee policy (Early Education Only)
 - Current immunisation history record
 - Birth certificate, passport, or other identification
 - Current contact information for parents and emergency contacts
 - Information on children's additional needs (including medical conditions, health, and developmental concerns)

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This information will be kept at St Nicholas premises in accordance with service policies and the Education and Care Services National Regulations 2018.

- Prior to the child's first day educators will familiarise themselves with information about the child from the enrolment information provided. They will ensure they are aware of any medical conditions and how to manage them if required.
- The Director/Nominated Supervisor will inform educators of the time for any pre-commencement orientation visits.
- A family member will remain on the premises during these orientation visits. The family must sign the visitors book on arrival and when they leave. The child cannot be left at St Nicholas until they have formally commenced at St Nicholas and are therefore included in ratios.
- On the child's first day of attendance children will be supported by educators from their room, with educators working to develop a positive, caring relationship with the child and their family. Primary educators will assist in greeting the children upon arrival, and helping them settle into their day.
- Primary caregivers will work with the family to gather information about the child's routines (eating, sleeping, toileting, play, interests), recording this information and using it to help provide continuity of care between home and the centre.
- Family members will be encouraged to stay at the centre and help settle their child over the first days of starting at the centre. They will be encouraged to continue for as long as it takes the child and family to settle in. Depending on individual needs, families may prefer to start with shorter days, building up the time spent at the centre as the child settles.
- The settling-in process is tailored to meet the needs of the families and the children. As such it will differ for each family and child.
- Educators will introduce the child to other children from their room and help them join in experiences. They will discuss with the child what happens throughout the day, and when to expect a family member to come back and take them home.
- Educators will give information and reassurance to families about the way their child is settling in. They will take the time to discuss the child's day, their achievements, the activities they did, incidents, and friendships. Family members will be encouraged to phone the centre if they would like reassurance of their child's welfare and happiness. Educators will contact family members if they are concerned with a child's emotional state or let them know their child is having a great day and has settled.
- Educators will support family members throughout the settling-in process by listening to their concerns, answering questions, discussing how the child and family is coping, and reassuring them.
- Educators will support children throughout the settling-in process by supporting and comforting them when their parents leave, learning key phrases of a child's home language, introducing them to other children and educators, and ensuring routines are consistent between home and the centre (as much as possible).

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Reference: *2018 National Quality Standards (NQS)*
Education and Care Services National Regulations (Amended 2018)

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5.4 Delivery and Collection of Children

Definitions

In this policy:

“Parents/Carers” means the

1. birth parents;
2. adoptive parents;
3. legally appointed guardians;
4. persons who have care and responsibility for a child under out-of-home care arrangements under the *Children and Young Persons (Care and Protection) Act 1998*; or
5. persons who have responsibility for the day to day care welfare and development of a child under the *Family Law Act 1975*;

in relation to an enrolled child as named in the child’s enrolment record.

“Approved Person” means

- (i) a Parent/Carer of the child; or
 - (ii) an authorised nominee named in the child’s enrolment record; or
 - (iii) a person authorised by a Parent/Carer or authorised nominee named in the child’s enrolment record;
- But excludes a parent or other person who is prohibited by a court order from having access/contact with the child.

Purpose

- St Nicholas has a legal obligation to ensure the security and safety of enrolled children. It is the responsibility of St Nicholas Educators and Parents/Carers to ensure the safe arrival and collection of children at St Nicholas. Parents/Carers must provide the information necessary to enable St Nicholas Educators to complete the required records and documentation.
- As part of our Risk Management process, St Nicholas *may* introduce explicit control measures to minimise the risk of spreading infectious diseases/viruses such as coronavirus (COVID-19). Our risk assessment may result in changes to our *Delivery and Collection of Children Procedure* and are based on mitigating risks following the recommendations made by the Australian Health Protection Principal Committee (AHPPC), Safe Work Australia and the Department of Health. Control measures and changes to policies and procedures are reviewed in consultation with staff members and communicated clearly to parents, families and visitors.

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Step by Step

Arrival at Centre

- Any person who is displaying symptoms such as: fever, coughing, sore throat, fatigue and shortness of breath should not attend our centre under any circumstance
- Children should be taken to greet an educator upon arrival and are not to be left at the service prior to the opening hours of the service
- Children must be signed in each day by an approved person delivering them to St Nicholas.
- Sign in/sign out on the Kiosk must be completed accurately. This record is a legal requirement and vitally important particularly in the case of an emergency.
- Parents/Carers are asked to communicate any important information to educators.
- Parents/Carers are asked to advise educators who will be collecting the child/children from care. Educators are required to document this information on the paper sign-in sheets to inform other educators. If this person is NOT an approved person then the parent must add them in writing as an authorised nominee for the child, and provide to the centre Director (Early Education Only).
- Children will be signed into after school care by an Educator using the Kiosk (OOSH Only)
- The Missing Children Procedure will be followed for a child/ren who are booked into after school care and do not arrive (OOSH only)

Risk Assessment

If the service transports or arranges transportation of children other than as part of excursions, including children travelling between the service and any other educational early childhood service, a transportation risk assessment will be conducted which considers the risks of the transport and guides the safe arrival of children procedures. *National regulation 102AAC, 102B and 102C.*

The risk assessment must:

- Identify and assess any risks that transporting the child may pose to the safety, health or well being of the child and specify how the identified risks will be managed and minimised.
- Be revised at least every 12 months, and as soon as practicable after becoming aware of any circumstances that may affect the transportation procedures and safe arrival of children travelling between the service and any other education or early childhood service. The nominated supervisor must keep a record of each risk assessment conducted under this regulation.

After conducting a risk assessment, if a risk relating to a child trouble is identified, the approved provider must make any necessary updates to the safe arrival of children policies and procedures as soon as practicable.

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Departure from Centre

- Children may only leave the premises if the child leaves.
 - In accordance with the written authorisation of the child's parent or authorised nominee named in the enrolment record; or
 - Taken on an excursion or regular outing; or
 - Because the child requires medical, hospital or ambulance care or treatment; or
 - Because of another emergency (flood, fire etc)
- Children must be signed out each day on the Kiosk by an Approved Person.
- Parents/Carers are asked to encourage children to collect their belongings.
- The premises will be checked before all Educators leave to ensure there are no children present.
- If arrangements for collection of a child change throughout the day, the St Nicholas Educators MUST be notified by the Parent/Carer:

For an **Authorised nominee** this notification can be either.

- in writing via signed letter or email correspondence; or
- verbal authorisation over the phone and this MUST be verified by 2 staff members.

For a **non-authorised nominee** this notification can be either.

- in writing detailing the full name, address and telephone number of the person that will be collecting the child. The letter must also be signed and dated by Parent/Carer and must specify the applicable date.
- Or in the case of emergency a parent may give verbal authorisation for a change in pick up person and this must be verified by two (2) staff members.
- A person who is collecting a child and is not known by the St Nicholas Educators will be required to show proof of identification (e.g., driver licence) before the child will be released from care.
- Persons 16 years and over are able to drop off and collect children from St Nicholas. St Nicholas will not allow any person under 16 years of age to drop off or collect a child. Written consent and photographic proof of age is required.
- St Nicholas will not allow any child to be removed from St Nicholas by an un-Approved Person including a parent or other person who is prohibited from having access/contact with the child by a court order of which St Nicholas is aware.
- If St Nicholas is aware of court orders that merely restrict an Approved Person's access/contact with a child or specify the dates and times that an Approved Person is to have access/contact, St Nicholas Educators are not required to prevent that Approved Person from removing the child. Under these circumstances, St Nicholas Educators will use reasonable endeavours to inform the child's other Parents/Carers that an Approved Person is about to remove the child from St Nicholas.

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Late Collection of Children

- If there are children still present at the centre upon closing, a minimum of two educators will remain until all children are collected.
- If children are collected after closing time, then a late collection fee is charged. The late fee is \$20 for the first 15 minutes and then \$15 for each additional 15 minutes (or part thereof). This fee is not covered by CCS subsidy.
- If parents know they are going to be late they must make alternate arrangements for an Approved Person to collect their child.
- If the parent has not arrived by closing the responsible person will attempt to contact the parent. If the parent cannot be contacted then the responsible person will:
 - Call alternative authorised contacts as nominated on the enrolment form;
 - If no approved person can be contacted then the responsible person may need to contact the police or relevant authorities. If this is to occur the responsible person is to contact the nominated supervisor to alert.

Procedures for Dealing with Un-Approved Persons

Where someone other than an Approved Person arrives at St Nicholas to collect a child, regardless of who that person is, the following procedure will be followed:

- Educators will explain to the person the reason why the child cannot leave with them.
- Educators will make every effort to contact the Parent/Carer and confirm the arrangements.
- Where Parents/Carers are unable to be contacted, Authorised Contacts will be called to facilitate contact with the Parents/Carers.
- If none of the above is successful, two members will remain with the child at the centre until a Parent/Carer can be contacted.
- Un-Approved Persons may be asked to leave the premises.
- If the un-Approved Person insists on taking the child, St Nicholas Educators will call the Police and Parent/Carer and implement Emergency Lock-down procedures. The Director/Nominated Supervisor will also notify their Area Service Manager and the Department of Education and Care Regulatory Authority

Reference: *Education & Care Services National Regulations (Amended 2018) (NSW) Clauses 99 and 168 (2) (f).*

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5.5 Child Access/contact

Purpose

St Nicholas will aim to protect the needs and interests of a child attending its service as determined by a court order which restricts or prohibits access/contact to a child. All matters notified to St Nicholas relating to access/contact arrangements imposed by court orders will be kept on a child's enrolment file.

Step by Step

Procedures for Court Orders

- If access/contact with a child or children is prohibited or restricted by Court Orders, the Parents/Carers of that child or those children must provide a copy of the orders to St Nicholas and inform St Nicholas of the name of the prohibited or restricted person.
- Orders which merely specify the dates and times that a person is to have access/contact with a child, without specifically prohibiting or restricting access/contact at other times does not prohibit or restrict access/contact.

Responsibility of Nominated Supervisor/Responsible Person

If a Parent/Carer informs St Nicholas Educators that they have a court order regarding access/contact with their child who is enrolled at St Nicholas, the Educator must immediately inform the Director and/or the Responsible Person at St Nicholas.

The Nominated Supervisor will:

- Ask the Parent/Carer for a copy of the order. If the Parent/Carer provides a copy of the order, it will be kept at the centre and drawn to the attention of Educators. No action can be taken without a copy of the court order.
- Where a court order nominates a person as prohibited or restricted from access/contact to a child, the child's other Parents/Carers are required to provide photographic identification of the prohibited or restricted person where possible.
- If a person or persons have been prohibited or restricted from access/contact to a child and attend St Nicholas premises contrary to that prohibition or restriction, Educators are to request that the person leave the premises. If the person refuses, Educators are to contact Police immediately on 000.
- No guarantee can be given that Educators will be able to physically prevent access/contact to their child by a prohibited or restricted person, but every reasonable effort will be made to prevent access/contact.

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- If the order prohibiting or restricting access/contact is contravened, the Nominated Supervisor/Responsible Person will contact Police immediately on 000 and then notify the child’s other Parents/Carers and their Area Service Manager.
- Directors/Nominated Supervisors are to inform Educators immediately of any court orders, pertaining to a child in their care. Appropriate method of communication about all court orders, are to be discussed at each Educators meeting.
- Educators are to respect confidentiality of the family concerned and ensure no one, other than St Nicholas Educators are aware of court orders pertaining to the child/ren in care

Procedures when there is no family court order in place

- Without a court order St Nicholas is unable to deny a parent access/contact to their child. If a person provides sufficient documentation/identification to St Nicholas Educators to prove that he or she is a Parent/Carer of the child, that person may remain at St Nicholas while children are being educated and cared for and may remove their child from St Nicholas premises
- In the instance where one Parent/Carer does not wish the other to collect the child, St Nicholas will request that the Parents/Carers resolve this issue amongst themselves.

Procedures for excluding an inappropriate person from the education premises

Any person:

1. Who is forceful or violent or otherwise poses a risk to the safety, health or wellbeing of any child or children being educated at the premises; or
2. whose state of mind or whose pattern of behaviour or common state of mind is such that it would be inappropriate for him or her to be on the education premises.

will be requested to leave the premises. If the person does not leave the premises upon request, the Director/Responsible Person will contact Police immediately on 000 and then notify the child’s other Parents/Carers and the Area Service Manager.

Reference: *Education and Care Services National Regulations (Amended 2018) (NSW) Cl 99*
Educational and Care Services National Law Act 2010 s 171

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5.6 Request to Vacate a Position

Purpose

In the event of a child/family being asked to consider their position at St Nicholas, the following procedures are outlined to ensure that all interactions and communications are dealt with in a compassionate and professional manner.

Reasons families/children may be asked to vacate their position include:

- a) Family unwilling or unable to comply with policies and procedures of St Nicholas
- b) Centre is unable to meet child's need, in term of child or family's special needs
- c) Centre is unable to manage child's behaviour with regard to safety of the child, other children or Educators
- d) Where a child fails to settle, in terms of separation anxiety.

Step by Step

- Educators should identify the problem and document and discuss it with parents
- If necessary, the family is referred to the Area Service Manager or the Department of Education and Communities if dispute is over centre policies or procedures.
- If the issue is in relation to a child's behaviour, the Director/Nominated Supervisor is to contact and gain support in areas of program development, family support and behaviour management strategies. A plan of action involving behaviour modification techniques should be developed and implemented
- Parents are regularly updated on progress as well as problems and strategies to be used.
- If the centre is concerned about the child's lack of progress or situation deteriorates, a case conference of all participants needs to be organised so that direction for the child and family can be planned.
- The Area Services Manager will need to be kept informed of the process being followed and outcomes.
- When a child with a behavioural problem starts to affect the program and environment adversely, the matter should be discussed with the Director/Nominated Supervisor, taking into account why, when and how the incident occurred.
- If the child is not responding to the plan of action, and inappropriate behaviours are occurring frequently, educators will document incidents. A meeting will be held with the child's parents and Director/Nominated Supervisor, in order to discuss the issue, factors relating to why there may be a problem, and how the educators and parents could work together to solve the problem.
- If no solution can be found, then the following steps should be taken:
 - The licensee be informed and involved in discussions regarding the matter.

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- The children’s service advisor for the Department of Community Services be contacted and the matter discussed further.
- The recommendations of this meeting will be discussed confidentially between the licensee and Director.
- Any decision to request that a child vacate the centre, will be made by the Area Service Manager and Director, only after all the steps above have been completed.
- If it is deemed necessary to terminate a child’s position, two weeks’ notice will be given in writing to the parent, with the reasons for the decision outlined.

Reference: *2018 National Quality Standards (NQS)*
Education and Care Services National Regulations (Amended 2018)

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5.7 Acceptance and Refusal of Authorisations

Purpose

St Nicholas has a responsibility to protect the health, safety and wellbeing of each child at all times.

Educators require authorisation for actions such as administration of medications, medical treatment including transportation by an ambulance service, collection of children, excursions and providing access to personal records.

This information outlines what constitutes a correct authorisation and what does not and may therefore result in a refusal.

In compliance with Education and Care Services National Regulations 2018, St Nicholas will implement the following procedures.

Step by Step

Authorisation must be obtained from parent/guardians or authorised nominees in the following circumstances:

- administering medication to children (regulation 92 & 93)
- medical treatment for the child from a registered medical practitioner, hospital or ambulance service
- transportation of the child by an ambulance service
- children leaving the premises in the care of someone other than their parent (regulation 99) other than the case of emergency
- children being taken on excursions or regular outings (regulation 102)

The Director/Nominated Supervisor will:

- Ensure documentation relating to authorisations contains:
 - the name of the child enrolled in St Nicholas;
 - date;
 - signature of the child's guardian/parent, or authorised nominee named in the child's enrolment record;
- Apply these authorisations to the collection of children, administration of medication, excursion, medical treatment, and access to records
- Keep these authorisations in the enrolment record
- Exercise the right of refusal if written or verbal authorisations do not comply.

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- Waive compliance where a child requires emergency medical treatment for conditions such as anaphylaxis or asthma. St Nicholas can administer medication without authorisation in these cases, provided they ensure the following are notified as soon as practicable-
 - A parent of the child;
 - emergency services
- Ensure all authorisation forms received (other than initial enrolment form) from parents or legal guardians are completed and checked that the authoriser is the nominated parent or guardian on the enrolment form.
- Ensure any incomplete or inappropriately signed authorisation forms are returned to the parent or guardian for correction.
- Ensure the activity will be suspended for the child’s participation until authorisation form has been completed, returned to St Nicholas, and authorised correctly.

Reference: *Education and Care Services National Regulations (Amended 2018)*
2018 National Quality Standards (NQS)

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5.8 Working Together Agreement Procedure (Early Education Only)

Purpose:

Our St Nicholas Working Together Agreement promotes a coordinated approach to early childhood inclusion for children with disability and/or developmental delay through:

- Sharing important information, procedures, practices and strategies
- Collaborative goal setting and plan development
- Sharing our philosophy and approaches to inclusion
- Establishing clear and open communication protocols

The Early Years Learning Framework (EYLF) recognises that *'Partnerships ... involve educators, families and support professionals working together to explore the learning potential in everyday events, routines and play so that children with additional needs are provided with daily opportunities to learn from active participation and engagement in these experiences...'* (DEEWR, 2009, p. 12).

Responsibilities:

The Director is responsible for ensuring the Working Together Agreement is signed by parent/carers and all outside support agencies before commencement of therapy at the service.

Educators to ensure the Working Together Agreement is regularly reviewed and updated as required.

Step by Step:

- Director to meet with parents/carers regarding ability to cater for outside agencies/therapists conducting visits at the service and the frequency.

Before commencement of visits, therapists:

- Must read and sign Working Together Agreement (used for both regular and one-off visits). The service will only communicate with therapists/agencies about the child/ren once the Working Together Agreement is signed. Therapists are not to talk about the child/ren in front of other children or parents at the service.
- Will be given a copy of the Working Together Agreement procedure by the service.
- Are to contact the Director with suggested visitation dates and times. It is at the Director's discretion as to whether the service can accommodate these visits. The Director will confirm if the appointments are able to proceed.
- Are to attend a Working Together Meeting to share important information on the strengths and needs of the child/ren and to collaboratively set goals with family and the service.

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- Where possible, one therapist will be nominated to be the main person working with the family and St Nicholas, avoiding multiple practitioners visiting for each child.
- Are to share understanding and knowledge of how they work to build capacity of all involved
- Set up communication system with service (such as email) to share visitation reports and other important information regarding the child’s progress with the service.
- Need to understand and acknowledge that St Nicholas Early Education services have its own curriculum and legal obligations for the education and care of all children in the form of the Early Years Learning Framework (EYLF) and National Quality Standard (NQS).

During Visitations:

- At all times therapists are to work with children within view of educators as a requirement of child protection regulations. Therapists should also work with the child, and their peers, within the context of their play during visits to the service.
- Therapists are to learn from, talk and plan with child/ren’s educators about how to best work in partnership to support the child’s inclusion within the context of the service.
- Educators and therapists are to collaboratively develop a small number of strategies that can be embedded every day within the program, practices and routines in realistic, practical ways. Strategies suggested by therapists are able to be implemented whilst working with small and large groups of children.
- Therapists are to support educators with the development of the child’s individual program so that it supports the child to develop skills that enhance their participation and access within the service.
- Educators are to communicate regularly with outside agencies/therapist to review goals, child participation and make any necessary changes to program and goals.

Parents/Carers responsibilities:

- Parents/carers are to notify the Director of any changes to current therapists. Prior to visitations commencing for new therapists, the Working Together Agreement will need to be reviewed, updated, and signed by all parties. A review meeting is to be organised with all new therapists, key educators and parents’ carers at the service, to ensure the service’s current goals and program are still applicable.
- Parents/carers are to notify Director of any appointment changes prior to the session, to ensure the service can accommodate these.
- Parents/carers are responsible for contacting therapists/agencies to inform them if their child/ren are to be absent on a day a visitation has been scheduled.
- Understand that there may be times where outside providers/therapists cannot access the

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service. St Nicholas will endeavour to give families as much notice as possible, however, at times may not be feasible due to circumstances outside the service’s control.

- Parents/carers understand that St Nicholas does not accept any responsibility for any therapist fee payments, including payments occurring for missed sessions.

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5.9 Missing Child Procedure (OOSH only)

Purpose:

St Nicholas has a responsibility to protect the health, safety and wellbeing of each child at all times.

Step by Step:

Signing Children into OOSH

Note that once children are signed into the care of OOSH, they come under our care and regulatory requirements.

In the case where a child has an OOSH booking and fails to arrive at OOSH the following process will occur:

- Following the roll being marked and identifying the child is absent, the parents will be contacted to confirm if the child should be at OOSH or if other arrangements have occurred. Should the parent/s not respond to the call, emergency contacts will be phoned. The parent will be advised if the child did not arrive to OOSH, then the Police will be contacted as part of our procedure.
- OOSH Staff will check with the school to identify if the child was in attendance at school.
- If it is determined the child should be at OOSH and is or possibly on a bus on their way home, staff will contact the bus company to confirm. The bus company's number will be kept in the OOSH mobile phone as well as on the emergency contact list.
- Should the child not be located on a bus, the Supervisor will contact their local **Police Station** (number to be in mobile phone and on emergency number list) and say:

We request help at St Nicholas OOSH
Address of the OOSH Service
We have a child aged missing
Our number is:

- The staff member will record the time of call and name of the police officer spoken to and follow all instructions
- The Supervisor will contact the parents of the missing child and explain the police are on their way to assist with the search and updated periodically.

Absconding

Should a child appear to be missing during a session of care the following will occur;

- Emergency roll call/head count of all children
- Should a child be missing, children will remain seated whilst a staff member checks

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bathrooms, rooms, ovals etc

- Children moved to a safe, easily supervised area, such as indoors
- Staff will not leave grounds to search for a child
- the parents will be contacted to inform them their child is unable to be located and police will be called
- The Supervisor will contact their local Police Station (number to be in mobile phone and on emergency number list) and say:

We request help at St Nicholas OOSH
 Address of the OOSH Service
 We have a child aged missing
 Our number is:

- The staff member will record the time of call and name of the police officer spoken to and follow all instructions
- The Supervisor will contact the parents after calling police to inform them of the police officer they spoke to etc. Parents will be contacted periodically to update them of the process.

After all incidents of missing children

- The Nominated Supervisor will notify their Area Service Manager and complete an MNResponse Incident Record
- Families who fail to notify the service of their child absence will be given a \$50 Nil-notification fee, added to their statement.
- To assist with children remembering they are attending OOSH, wrist bands are available for children to wear on their OOSH days.
- Parents are reminded to contact the OOSH staff to advise if your child will be absent from OOSH.
- Absconders will be given behaviour management plans and have risk management plans developed with the families to support their attendance at the service

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5.10 Community Code of Conduct

Members of the St Nicholas Community must: nurture and support each other's individual growth and development; create communities of respect and tolerance; and engage in the promotion of peace, justice, and the service of others.

The St Nicholas Community Code of Conduct reinforces the rights and responsibilities each of us have in ensuring we provide an environment where children in the St Nicholas Community can thrive.

Upon acceptance of enrolment and as a condition of continuing enrolment in St Nicholas, all members of the St Nicholas community are bound by this code of conduct. St Nicholas staff must abide by the Catholic Diocese of Maitland-Newcastle's Code of Conduct for workers.

Children in the St Nicholas Community agree to:

- Model positive behaviour to other children.
- Comply with and model positive values.
- Behave in a safe and responsible manner.
- Respect themselves and other members of the community, including through the use of all social media at all times.
- Respect our environment
- Actively participate in our community
- Support the learning of others and make the most of our educational opportunities

Parents and carers in the St Nicholas community agree to:

- Understand and abide by all policies, procedures, and guidelines, which are available upon request at each service
- Model positive behaviour to their child and all children in the community.
- Work in a positive manner with St Nicholas to achieve the best outcomes for your child.
- Communicate constructively, respectfully and in a spirit of partnership with St Nicholas and use the processes and protocols outlined in the Complaints and Grievances Policy when raising concerns.
- Discuss with the St Nicholas Billing Team any barriers to meeting the financial obligations agreed to regarding enrolment.
- Ensure any agreement made with St Nicholas is honoured.
- Communicate with the Director/Nominated Supervisor directly regarding any concerns about their child, other children, staff, or community members.
- Use courteous and acceptable behaviour, in written and spoken language, in all communications with St Nicholas Staff and others member of the community. No aggressive, abusive, or confrontational language or behaviour will be tolerated.

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- Support all staff to maintain a safe learning environment for all children in the St Nicholas Community.
- Treat all members of the St Nicholas Community with respect in all dealings with them, including through the use of all social media at all times.

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