



# Caulfield South Community House

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## Policy and Process Manual Part A

# Committee of Management Business

*Prepared by:*

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*Disclaimer: This manual does not claim to be the absolute authority on all aspects of the Neighbourhood House Sector. Rather, it is a starting point for information and should be used in conjunction with other sources of information and existing policies and procedures.*

*Whilst every effort has been made to ensure that the information is accurate, the House will not accept any liability for any loss or damage, which may be incurred by any person acting in reliance the information.*

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## **Introduction**

The Committee of Management Business Manual (CoM Manual) has been developed to facilitate the implementation and clearly define the House's policies.

The CoM Manual provides guidelines to be followed in the administration of these policies and assists all employees in defining who is responsible for each Committee decision, and the correct procedure which is to be followed.

The policies are consistent with those of best practice management principles. They have the full support and commitment of the Committee of Management.

They have also been written with consideration to the requirements under the *Associations Incorporation Reform ACT (Vic) 2012*.

Committee policies must be kept current and relevant. Therefore, from time to time it will be necessary to modify and amend some sections of the policies and procedures, or for new procedures to be added.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome. This should be provided by email to the Manager.

These policies and procedures impact on all areas of operations within the House and should be read in conjunction with all sections of the Policy Manual which document the day-to-day roles and responsibilities.

## **1. Committee Member Induction**

### **■ Policy Statement**

The Committee of Management is committed to providing a prompt and thorough induction to new members following their election including the information and training necessary to enable them to contribute to the operations of the CoM.

### **■ Application**

This Policy applies to all Committee Members on appointment and throughout their tenure.

### **■ Process**

1. As soon as possible after the appointment of a new member:
  - a. the Chairperson will arrange the new member to receive a welcome pack and an opportunity meet with them prior to the first meeting
  - b. the Chairperson will provide an induction to the new Committee Member, including:
    - i. drawing the Committee Member's attention to the CoM's responsibilities, and the roles and responsibilities they will be expected to perform as an individual
    - ii. understanding of the Act and regulating legal implications and policy for which we sit under
    - iii. chairperson to forward the new member minutes of previous two meetings
    - iv. take the new Committee Member on a tour of the House and grounds, introduce them to employees, volunteers and members.

## **2. Committee Member Recruitment**

### **■ Policy Statement**

The Committee of Management is committed to ensuring that the Committee maintains a full membership and is rejuvenated regularly.

### **■ Application**

This Policy applies to the CoM and each Committee Member to ensure the viability and sustainability of the CoM, by having the appropriate mix of skills and breadth and depth of knowledge and experience to properly represent the interests of all of its stakeholders.

### **■ Process**

1. The CoM will regularly assess its composition against the following to identify areas where its composition falls short of the ideal:
  - a. the necessary areas of expertise
  - b. the ideal balance between experience and innovation
  - c. desirable diversity in relevant areas
  - d. contributions from relevant stakeholders.
2. Following this process, Committee Members will identify potential candidates with the necessary skills, interests, expertise and experience and:
  - a. approach people within their networks who could fill the gaps identified, encouraging them to nominate for election or make themselves available to fill vacancies as they arise
  - b. with the individual's consent, provide the Secretary with names of the prospective candidates for the CoM.
3. Where a vacancy exists COM will identify possible new members and provide them with all necessary and relevant information - the House purposes, Strategic Plan, policies and processes to nominees and candidates.

### **3. Meeting Attendance**

#### **■ Policy Statement**

The Committee of Management is committed to maintaining continuity and cohesion in the management and governance of the House and therefore members are required to attend CoM Meetings.

#### **■ Application**

This Policy applies to all members of the Committee of Management in relation to their attendance at meetings of the Committee of Management and the Sub-committees they have been appointed to.

#### **■ Process**

1. Members will be notified of forthcoming meetings at least seven days before the date of the meeting, unless the meeting is urgent.
2. Where a Committee Member is unable to attend a CoM meeting, they must advise the Manager of their intended absence.
3. The Secretary will maintain a record of attendance of each Committee Member.
4. If a Committee Member is absent for two consecutive meetings without first notifying the Chairperson of their absence or is absent for three consecutive meetings having notified the Chairperson of their intended absence, the Chairperson will consult with them in an attempt to resolve the issue.
5. If no mutually satisfactory resolution is possible, and if the Committee Member wishes to continue on the Committee or Sub-committee, the matter will be considered at the next meeting of the Committee or Sub-committee. The Committee Member may speak to the item and vote on it. The CoM will then decide what actions to be taken regarding that Committee Member's or sub-committee membership of the CoM.
6. The COM may remove any from person from any COM Sub-Committee for any reason, including (but no limited to) non-attendance.

## **4. Committee Exit**

### **■ Policy Statement**

The CoM will respect a committee member's decision to exit at any time for any reason.

### **■ Application**

The CoM recognises that some committee members may be standing aside from their CoM role in order to give someone else a chance to contribute to the Association and on such occasions will look for ways to transfer skills, knowledge and experience to ensure they are not lost altogether but rather rechannelled into another role within the house.

This Policy aims to ensure that the exit process for a committee member is smooth and respectful.

This Policy will be successfully applied when the continuing association between the member and the Association is mutually agreeable.

### **■ Process**

When a committee member leaves it is important to consider the following terms of reference in the exit process:

- CoM members are required to give as much notice as possible to assist with the succession process.
- Committee Members are encouraged to clarify reasons surrounding the request to leave, as this may create an opportunity to resolve any unknown issues and retain the services of the member.
- Resignation must be in writing to the CoM to remove legal obligations.
- Committee Members will be requested to handover all outstanding commitments.
- Committee Members will be requested to return any property or material owned by the house and are obliged to under legislation.
- Committee Members are bound by the confidentiality and privacy rules even after they have left the committee and should ensure that they do not violate this responsibility.
- Committee Members will be requested to assist where possible with the succession process.

## **5. Conflict of Interest**

### **■ Policy Statement**

The Committee of Management is committed to ensuring that all of its decisions are made solely in the best interests of the Association as a whole and all conflicts of interest are declared.

### **■ Application**

This Policy applies to all Committee Members and Sub-Committee members.

### **■ Process**

#### ***Declaring Conflicts of Interest***

1. On appointment, each Committee Member will complete a Conflict of Interest Statement, declaring any existing or potential Conflict of Interest (Appendix G)
2. Where a Committee Member has a direct or indirect pecuniary interest in a contract with the Association:
  - a. the member must disclose the nature and extent of the interest to the Committee or Sub-committee in writing; and
  - b. must not take part in any decision of the Committee or Sub-committee in regard to the contract.
3. Where a Conflict of Interest arises during the course of a Committee or Sub-committee meeting the Committee Member must:
  - a. declare the Conflict of Interest either at the start of the Committee or Sub-committee meeting or when the relevant issue arises.
  - b. leave the meeting during the consideration of that item
  - c. not vote on that issue, nor initiate or take part in any Committee or Sub-committee discussion on that topic (either in the meeting or with other Committee Members before or after the Committee or Sub-committee meetings), unless expressly invited to do so by unanimous agreement by all other Committee Members present.
4. If a Committee Member believes another Committee Member has an undeclared Conflict of Interest they should write to the Chairperson specifying the basis of the alleged potential conflict.

#### ***Recording Conflicts of Interest***

5. The Secretary will record: (Appendix G)
  - a. the details of all Conflicts of Interest in the CoM Conflicts of Interest Register
  - b. the nature of any Conflict of Interest declared at a Committee or Sub-committee meeting in the minutes of the meeting.

#### ***Reviewing Conflicts of Interest***

6. At the Committee meeting following any declaration, the Committee will review the Register and determine how to address the Conflict/s of Interest to remove or mitigate the risk.
7. If a Committee Member alleges that another Committee Member has a Conflict of Interest, whether existing or potential, the Chairperson will recommend a course of action to the next Committee meeting in an attempt to resolve the matter to the satisfaction of both parties.

#### ***Reporting Conflicts of Interest***

8. The Treasurer will:
  - a. report any direct or indirect pecuniary interest in a contract with the Association to the House accountant
  - b. ensure that all direct or indirect pecuniary interests in a contract with the Association are reported in the financial statements presented to the next Annual General Meeting.

## **6. Continuing Professional Development**

### **■ Policy Statement**

The CoM is committed to providing continuing development opportunities for Committee Members.

### **■ Application**

This Policy will be applied following completion of the annual evaluation of the performance of the Committee, at no cost to the member. Where such development is identified as beneficial to the operations of the Committee and to support the lifelong learning of the Committee Member.

### **■ Process**

1. Following the annual review of the CoM, the Committee will:
  - a. identify any gaps in skills and knowledge of each Committee Member
  - b. identify opportunities for professional development of Committee Members
  - c. prioritise opportunities, taking into consideration:
    - i. budgetary restrictions
    - ii. access to a suitable training provider and training.
2. The Chairperson will consult with the Committee Member as to their interest in and availability to undertake the proposed professional development before requesting the House Manager to make the necessary arrangements.

## **7. Dispute Resolution**

### **■ Policy Statement**

The CoM is committed to reaching a speedy and just resolution of any disputes or grievances that may arise that may threaten the harmonious functioning of the CoM.

### **■ Application**

This Policy applies to all Committee Members and to all disputes between the following parties or in relation to the following issues:

- between CoM members
- by a member regarding a CoM process
- by a member regarding a resolution of the CoM.

### **■ Process**

1. A Committee Member must discuss the matter with the Chairperson in the first instance
2. The Chair person may request details of the matter in writing, providing all details of the matter under dispute.
3. The Chairperson must acknowledge receipt of the written notification of the dispute within two days.
4. Depending on the nature of the dispute, the Chairperson will either:
  - a. bring the issue to the next ordinary Committee meeting; or
  - b. call an extraordinary Committee meeting.
5. At the Committee meeting where the dispute is to be heard:
  - a. all Committee Members must be present unless they have advised in writing that they are aware there is a dispute resolution meeting being held and they are unable to attend.
  - b. the Chairperson will:
    - i. allow each Committee Member involved in the dispute equal time to present their case
    - ii. call for a motion from the CoM, e.g. to seek further legal advice or to dismiss the complaint
    - iii. call for a vote on the motion by all Committee Members present at the meeting.
6. The Chair will initiate a review of CoM decision, following the same process, where:
  - a. new information that was not available when the original decision was made comes to light;
  - b. the CoM becomes aware of an error in the information used to make the earlier decision; or
  - c. a Committee Member advises that they were not able to properly present his/her case.

## **8. Governance - Committee Duties and Responsibilities**

### **■ Policy Statement**

The Committee of Management is committed to complying with all its legal, financial, and ethical obligations (Appendix A: Legislative Environment) and upholding the values of the House.

### **■ Application**

This Policy applies to the CoM's governance responsibilities, including the conduct of Committee meetings, and the conduct of Committee Members

All Committee Members will always act in the best interest of the House and will not take advantage of their position or knowingly or recklessly make improper use of their position (or information acquired because of their position) to:

- d. gain any financial benefit for themselves or any other person
- e. cause a detriment to the House.

### **■ Process**

1. At its first meeting after the AGM the Committee will elect the office bearers by ballot.
2. Review the Position Descriptions for the Offices and Ordinary Members (Appendix B: Committee Duties and Responsibilities)
3. The CoM will establish an annual calendar to ensure that there is a system for the regular review of the effectiveness of its financial control, internal control, performance reporting, and policies and procedures by the CoM.
4. The CoM will undertake a full risk assessment (either periodically or on a rolling basis) and take appropriate steps to manage the Association's exposure to significant risks.
5. The CoM will review its governance performance through a process of self-evaluation.
6. If the self-evaluation identifies knowledge or skill gaps in the CoM, the Committee will recruit additional members with those skills and knowledge and/or provide opportunities for existing Committee Members to attain those skills and knowledge.
7. The CoM may, at any time, elect to secure the services of an external consultant to review its effectiveness and make recommendations for improvements in practices and governance.

## **9. Media Contact**

### **■ Policy Statement**

The Committee of Management is committed to projecting a positive view of the House in public, as the community perception of the House is very important to the House's continued success.

### **■ Application**

This Policy applies to verbal and written comments and statements about the House via the media, public speaking engagements, and media releases.

### **■ Process**

1. Committee Members, employees and volunteers will refer all approaches from the media to the Manager
2. The Manager will forward all relevant media enquiries, requests for information and requests for interviews to the Chair for consideration.
3. Where a proactive approach to the media is required, the CoM will nominate a Committee Member or the Manager to undertake the approach.
4. Where non-contentious background information is to be provided to the media, the CoM will nominate a Committee Member for the task.
5. Where possible, prior to any media contact the Committee Member or Manager will undertake background research on the issue and refer the proposed content or response to the CoM for approval.

**NB: SOCIAL MEDIA – REFER TO POLICY IN EMPLOYEE MANUAL**

## **10. Openness, Transparency and Accountability**

### **■ Policy Statement**

The House is committed to openness, transparency, and accountability.

### **■ Application**

This policy applies to the maintenance of all materials and records with due care to confidentiality and decisions to release or retain CoM material

In order to achieve this policy, we will release all information it holds as far as this is consistent with the protection of individual privacy, the effective management of House business and relevant legislation. Unless the Committee decides otherwise, Committee agendas, minutes and papers and those of its Sub-committees – not otherwise required by legislation, regulation, or its rules to be made public – will be made public.

### **■ Process**

1. At each Committee or Sub-committee meeting:
  - a. the Committee or Sub-committee will decide if any document not otherwise required by legislation, regulation, or its rules to be made public, is to remain confidential.
  - b. the Secretary will recall such a decision in the Committee or Sub-committee minutes.
2. The CoM Chair will ensure that:
  - a. information identifying individuals is removed from material before its consideration by the Committee or a Sub-committee, where appropriate.
  - b. Committee and Sub-committee materials are appropriately classified as confidential or open to release.
3. On those occasions and for those matters that the CoM elects not to make public, Committee Members must respect the confidentiality of those documents and of any deliberations in the CoM or Sub-committee on those matters.
4. In particular, CoM members must not:
  - a. disclose to any member of the public any confidential information acquired by virtue of their position as a Committee Member
  - b. use any information acquired by virtue of their position on the CoM for their personal financial or other benefit or for that of any other person
  - c. disclose to any member of the public any confidential information related to the interests of individuals, groups or organisations acquired by virtue of their position on the CoM
  - d. make statements to the media in the name of the Association
  - e. permit any unauthorised person to inspect or have access to any confidential documents or other information.
5. This obligation to protect such matters from disclosure continues even after the Committee Member is no longer serving on the Committee or Sub-committee.
6. The Chairperson will ensure that any observer permitted to attend a Committee or Sub-committee meeting undertakes in writing to maintain the confidentiality of the Committee or Sub-committee matters discussed in their presence.
7. For privacy and privacy legislation requirements refer to the House's Privacy and Confidentiality Policy.

## **11. Sub-Committees**

### **■ Policy Statement**

The CoM is committed to establishing Sub-committees and/or ad hoc committees to assist it in its work.

### **■ Application**

This Policy applies to the establishment, functioning and disbandment of Sub-committees formed by the CoM.

- The Manager will be an ex-officio member of all CoM Sub-committees.
- Committees other than the CoM:
  - cannot exercise authority over employees nor delegate tasks to any employee without the specific agreement of the Manager
  - cannot carry out decisions without first obtaining the CoM's approval.
  - unless explicitly empowered by the full CoM, cannot make binding CoM decisions.

### **■ Process**

1. In establishing a Sub-committee, the CoM will:
  - a. appoint members who have the best knowledge, skills and experience for the particular task, if necessary a non-CoM member to serve on a committee in order to bring additional skills, experience or networks
  - b. appoint the Chairperson of the Sub-committee
  - c. clearly define and document the Sub-committee's name, terms of reference (including quorum, purpose, budget, timelines and meeting frequency, and the extent of its authority).
2. The CoM will:
  - a. regularly review the performance of each Sub-committee
  - b. dissolve Sub-committees by resolution once their work is completed and their written report has been provided to the CoM.
3. The Sub-committee chair will:
  - a. ensure that an agenda is disseminated prior to each Sub-committee meeting and that a record is kept of discussions, decisions made, and tasks carried out
  - b. present a report, including any recommendations regularly to the CoM
  - c. ensure that no action is taken without the approval of the CoM and that the Sub-committee operates within the budget established by the CoM

## **12. Succession Planning**

### **■ Policy Statement**

The CoM is committed to ensuring the stability of a representative, responsive and consistently effective CoM through effective proactive succession planning

### **■ Application**

This policy applies to the upskilling of existing Committee Members, and the identification of potential Committee Members for recruitment or election to fill CoM vacancies as they arise

### **■ Process**

1. On an annual basis, the CoM will:
  - a. identify the skills and experience required to effectively perform each role within the CoM
  - b. review the skills and experience of the incumbents
2. Where it is identified there is a risk to the effective operation of the CoM, either through high dependence on knowledge of the incumbent or the incumbent has advised their intention to vacate the office, the Committee will implement a risk reduction strategy through:
  - a. knowledge sharing
  - b. external professional development of other CoM members
  - c. recruitment strategies to refill the position
  - d. secondment of a non-voting CoM member with the required skills.

## **Appendix A: Legislative Environment**

Summary of the main statutory obligations

### ***Associations Incorporation Reform Act of 2012***

#### ***Conduct Annual General Meetings***

- Each calendar year an Incorporated Association must hold an annual general meeting, within five months after the end of the Association's financial year

#### ***Lodge annual statements***

- Each calendar year an Incorporated Association must lodge an Annual Statement by Public Officer with the Registrar within one month after the annual general meeting.

#### ***Notify the Registrar of Changes to any Association Details***

- Notify the Registrar of a change of Public Officer or change of Public Officer's address.
- Notify the Registrar of a change of its registered address.
- Notify the Registrar of any changes to its statement of purposes or rules.
- Obtains an Australian Business Number (ABN).
- Notify the Registrar if it becomes a trustee of a trust.

#### ***Maintain Adequate Financial Records***

- Maintain adequate and accurate accounting records of its financial transactions.
- A Prescribed Incorporated Association (i.e. one with annual gross revenue of more than \$200,000 or assets in excess of \$500,000) must have its accounts audited at the end of each financial year and retain accounting records for 7 years.

#### ***Make Copies of Documents Available for Inspection by Members on Request***

An Incorporated Association must make the following documents available for inspection on request by its members:

- a copy of the Constitution
- a copy of the trust deed of any trust held on behalf of the incorporated association by a person or body other than the Association
- all policy documents and any other relevant documentation.

#### ***Include Registered Name in Documents***

- Ensure that its registered name and number appears on all formal documentation.

#### ***Notify the Registrar of a Special Resolution***

An Incorporated Association must notify the Registrar of any special resolution to:

- change its name
- change its rules or statement of purposes
- amalgamate with another Incorporated Association.
- wind up and distribute assets.

### ***Children's Services Act 1996 and Children's Services Regulations 2009***

Actively comply at all times with:

- the minimum standards set out in the Act and Regulations unless the Minister has granted an exemption from any provisions
- all conditions and restrictions of the licence.

## **Appendix B: Committee Duties and Responsibilities**

The CoM is responsible and accountable for ensuring and monitoring that the Association is performing well and is solvent at all times. The function of the Committee of Management is to ensure the delivery of its objects, and set its strategic direction focussing on the core policies.

The CoM must take responsibility for the following, whilst avoiding involvement in day-to-day operational decisions:

### **Key Governance**

- Compliance monitoring – ensure compliance with the objects, purposes and values of the Association, and with the Model Rules
- Organisational governance – set or approve policies, plans and budgets to achieve those objectives, and monitoring performance against them
- Strategic planning – review and approve strategic direction and initiatives
- Regulatory monitoring – ensure that the Association complies with all relevant laws, regulations and regulatory requirements
- Financial monitoring – review the Association’s budget, monitoring management and financial performance to ensure the solvency, financial strength and good performance of the Association
- Financial reporting – consider and approve annual financial statements and required reports to government
- Organisational structure – set and maintain a framework of delegation and internal control
- Succession and remuneration planning – plan for CoM, House Manager, Childcare Coordinator and executive succession, and determine employee remuneration
- Risk management – review and monitor the effectiveness of risk management and compliance in the Association; agree or ratify all policies and decisions on matters which might create significant risk to the Association, financial or otherwise
- Dispute management – deal with and manage conflicts that may arise within the Association, including conflicts arising with and between CoM members, employees, members, volunteers, and service users
- Social responsibility – consider the social, ethical and environmental impact of all activities and operations and ensure that these are acceptable
- CoM performance and composition – evaluate and improve the performance of the CoM.

### **Childcare Licence**

Ensure that:

- written policies, practices, procedures and record systems are implemented and maintained, and that client confidentiality is maintained at all times
- the licensed capacity is not exceeded
- the correct ratios of employees to children are maintained
- enabling the reporting to the CoM on issues affecting the childcare operations

**Note:** Whilst the day-to-day operations of the Childcare Care Service are delegated to the Manager, the Licensee is responsible for ensuring that at all times the childcare standards are implemented in the House for which they hold the licence.

## **Appendix C: Position Descriptions**

### **The Role of the Chairperson**

The Chairperson creates the conditions for overall committee and individual committee member effectiveness.

The Chairperson will be a person who has suitable skills to carry out the following:

- providing overall leadership of the committee and overseeing its effectiveness in fulfilling its purpose of governance.
- chairing all (as far as practicable) committee meetings, ensuring that meeting rules are followed
- facilitating discussion and decision making
- managing the (agreed) process of the meeting
- delegating governance tasks to the appropriate committee members
- co-ordinating the meeting agenda items in collaboration with the secretary
- chairing AGM
- being aware of future directions and plans, specifically the key long-term goals.

### **The Role of the Deputy Chairperson**

The Deputy Chairperson will be a person who has suitable skills to assist the Chairperson with the following:

- participate as a member of the committee
- deputise for the Chairperson in committee meetings and general meetings as needed
- assist the Chairperson to establish a constructive working relationship with and to provide support for the employees
- undertake other things as delegated by the Chairperson or requested by the committee, staff or membership

### **The Role of the Treasurer**

The Treasurer will be a person who has the skills to carry out the following:

- preparing the draft annual budget and other financial reports
- budgetary planning
- monitoring balance sheets
- maintaining financial records
- reporting on the status of PCLC's finances to committee meetings with associated evidence.

### **The Role of the Secretary**

- liaising with the Chair and Manager to plan meetings
- receiving agenda items from committee members
- circulating agendas and reports
- taking minutes (unless there is a minutes secretary)
- circulating approved minutes
- checking that agreed actions are carried out

## Appendix D: Schedule of CoM Activities (Annual Calendar)

Month	Activity	Responsibility
<b>January</b>		
<b>February</b>	1. Bi-Monthly CoM Meeting	Secretary
<b>March</b>	2. Secure Accountant/ Auditor for preparation of Financial Statements	Treasurer
	3. Strategic Plan Approval	Chairperson
<b>April</b>	4. Bi-Monthly CoM Meeting	Secretary
	5. Approval of Budget	Treasurer
<b>May</b>		
<b>June</b>	6. Bi-Monthly CoM Meeting	Secretary
<b>July</b>		
<b>August</b>	7. Monthly CoM Meeting	Secretary
	8. CoM Review	<i>Chairperson</i>
	9. CoM Member – Succession Planning Review	<i>Chairperson</i>
<b>September</b>	10. Post AGM invitations to members	
	11. Prepare AGM reports	<i>Chairperson</i>
	12. Disclose COI to Accountant	<i>Treasurer</i>
<b>October</b>	13. Conduct Annual General Meeting	Chairperson
	Annual Performance Review for House Manager	<i>Chairperson</i>
<b>November</b>	14. Monthly CoM Meeting	Secretary
	15. Annual Committee Review	<i>Chairperson</i>
<b>December</b>	16. Monthly CoM Meeting	Secretary
	17. Lodge Annual Statement with Consumer Affairs Vic	<i>Public Officer</i>
<b>Monthly</b> (At each meeting (standing agenda items))	18. Monitoring of: a. Budget and financial performance b. Compliance checklist, including Childcare Licensee compliance with minimum standards	
<b>At least quarterly</b>	19. Monitoring of: a. Strategic plan performance b. Risk	
<b>Annually (Selection each month - TBD)</b>	20. Review of all policies annually (with a set reviewed at each meeting), taking into account risk, and social, economic and environmental impact of activities and operations	

Month	Activity	Responsibility
<b>Annually (Month TBD)</b>	21. Review of plans annually, eg: <ul style="list-style-type: none"> <li>a. Strategic Plan before end of financial/calendar year</li> <li>b. Mission, Vision and Values before end of financial/calendar year</li> <li>c. Review of and establishment of new budget before end of financial/calendar year</li> <li>d. Risk management plan</li> <li>e. Emergency Management Plan</li> </ul>	
<b>At least Annually (Month TBD)</b>	22. Review of: <ul style="list-style-type: none"> <li>a. organisational structure</li> <li>b. House Manager's performance, remuneration and PD (including Childcare Licensee responsibilities)</li> <li>c. Committee's performance, development of succession plans and identification of professional development required</li> <li>d. Composition of Committee and skills, experience and expertise required, and identification of potential candidates for election</li> <li>e. Sub-committees' performance</li> <li>f. Committee and House Conflict of Interest Register</li> </ul>	
<b>At least Annually (Month TBD before AGM)</b>	23. Set membership and other fees	
<b>Meeting after the AGM</b>	24. Elect office bearers 25. Review Office-bearers' PDs 26. Review delegations 27. Appoint members to Sub-committees 28. Determine frequency of Committee meetings	

## Appendix E: Sub-committees

<b>Garden Sub-Committee</b>	
<b><i>Membership</i></b>	Community Garden Members and Volunteers
<b><i>Chair</i></b>	One CoM member and Manager
<b><i>Scope</i></b>	To oversee and review the CSCH Community Garden Program

## **Appendix F: Forms and Templates**

• Conflict of Interest Statement
• Conflict of Interest Register
• Register of Members
• AGM Agenda TEMPLATE
• AGM Appointment of Proxy TEMPLATE
• AGM Attendance List TEMPLATE
• AGM Committee Ballot Paper TEMPLATE
• AGM Minutes TEMPLATE
• Committee Nomination Form TEMPLATE
• Meeting Agenda TEMPLATE
• Meeting Minutes TEMPLATE
• Meeting Report TEMPLATE
• Notice of AGM TEMPLATE
• Risk Register TEMPLATE
• Sub-committee Terms of Reference TEMPLATE
• Model Rules
• Delegations and Authorities



# Caulfield South Community House

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## Policy and Process Manual Part B

# Employees and Volunteers HR Manual

*(including Committee Members)*

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*Disclaimer: This manual does not claim to be the absolute authority on all aspects of the Neighbourhood House Sector. Rather, it is a starting point for information and should be used in conjunction with other sources of information and existing policies and procedures.*

*Whilst every effort has been made to ensure that the information is accurate, the House will not accept any liability for any loss or damage, which may be incurred by any person acting in reliance the information.*

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# Introduction

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The Caulfield South Community House Policy and Procedure Manuals have been developed to facilitate the implementation and clearly define the House's policies in respect to all aspects of our programs and service delivery.

The manuals provide processes to be followed in the administration of these policies and assist all employees and volunteers in performing their duties.

The policies are consistent with those of best practice management principles. They have the full support and commitment of the Committee of Management.

The Employees and Volunteers HR Manual has been written with consideration to the National Employment Standards (NES) which, along with the Agreement outlining the terms and conditions of employment which the House must follow.

As an employee or volunteer, you are required to familiarise yourself with the Policies and Processes relevant to your position. This Manual gives an overview of individual responsibilities in relation to the Policies only and does not reflect the full scope of your role and responsibilities.

Any suggestions, recommendations or feedback on the policies and processes specified in this manual are welcome. This should be provided by email to the Manager.

These policies and processes impact on all areas of operations within the House and should be read in conjunction with all the other House manuals which document employees' and volunteers' day-to-day roles and responsibilities.

## ■ Definitions - General<sup>1</sup>

**Employee** – all paid staff including the House Manager<sup>2</sup>

**Volunteer** - anyone who voluntarily performs duties for Caulfield South Community House, including Committee Members

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<sup>1</sup> Definitions relating to a specific policy or process are included in that policy or process.

<sup>2</sup> As the Manager is an employee, the Chairperson, as the supervisor of the Manager, will perform the role of manager to the House Manager.

# **1. Alcohol and Other Drugs**

## **■ Policy Statement**

Caulfield South Community House is committed to creating and maintaining a safe, healthy and productive workplace for all employees and volunteers and providing a safe environment for members, children and the public

## **■ Application**

This Policy applies to all employees and volunteers, including Committee Members, and independent contractors. The House has a zero tolerance to any employee or volunteer being under the influence of alcohol or drugs (prescription or illegal drugs) while on the premises or at any House-related function

## **■ Process**

1. If any employee or volunteer, other than a Committee Member, is concerned that another employee or volunteer is under the influence of alcohol or other drugs, they must bring this matter to the attention of the Manager immediately.
2. If any Committee Member is concerned that another Committee Member is under the influence of alcohol or other drugs, they must bring this matter to the attention of the Chairperson immediately or, if the Chairperson is the individual concerned, to the attention of the Deputy Chairperson.
3. Once notified of such a concern, the Manager, Chairperson or Deputy Chairperson will meet with the individual concerned in private to:
  - a. discuss the importance of maintaining a safe and healthy workplace
  - b. ascertain whether or not the individual is affected by alcohol or drugs or whether their behaviour is due to some other factor
  - c. offer support and advice to the individual in dealing with the behaviour or addiction
  - d. if necessary, request the individual to leave the workplace until they have recovered from the condition
  - e. offer transport to the individual to enable them get home safely.
4. If the individual is hostile, the Manager, Chairperson or Deputy Chairperson should seek the support of another Committee Member or senior employee in approaching the individual.
5. If the individual refuses to co-operate or needs medical attention, the Manager, Chairperson or Deputy Chairperson should request an employee or other Committee Member to call the police or ambulance as appropriate.
6. When the individual returns to the office or Committee, the House Manager, Chairperson or Deputy Chairperson will again meet in private with individual concerned to offer assistance, encouragement and information if there is or appears to be an ongoing problem.
7. The Manager will take disciplinary action against any employee or volunteer, other than a Committee Member, for being under the influence of alcohol or other drugs, as appropriate.
8. Where the Manager or a Committee Member is the individual concerned, the Committee of Management will take disciplinary action against them for being under the influence of alcohol or other drugs, as appropriate.
9. The Manager will bring this policy to the attention of employees and volunteers, including Committee Members, before any official House function or function they might attend as representatives of the House.

## **2. Attendance for Duty**

### **■ Policy Statement**

Employees and volunteers are expected to arrive at work with sufficient time to commence their duties by the start time agreed with the Manager.

### **■ Application**

This Policy applies to all employees and volunteers, including Committee Members in relation to their Committee of Management commitments.

### **■ Process**

1. If an employee or volunteer expects to arrive late, they must notify the Manager or Chairperson, as appropriate, as soon as possible and at least one hour prior to their scheduled arrival.

### **3. Bullying, Harassment and Discrimination**

#### **■ Policy Statement**

Caulfield South Community House is committed to ensuring employees and volunteers are treated fairly and equitably in an environment free of bullying and harassment, including sexual harassment, and discrimination. Bullying, harassment and discrimination<sup>3</sup> will not be tolerated, may be unlawful, and may result in dismissal.

#### **■ Application**

This Policy applies to all employees and volunteers in their treatment of other employees and volunteers, and members, and vice versa. It is expected that every employee and volunteer will respect the reasonable limits set by others and avoid language or behaviour that could be reasonably expected to offend or embarrass others.

#### ***Definitions and Explanations***

- Direct discrimination occurs when someone is treated unfavourably because of a personal characteristic that is protected under Victorian law.
- Indirect Discrimination occurs when a rule seems neutral but has a discriminatory impact on certain people.
- Personal characteristics protected under State legislation include: eg.
  - age
  - breastfeeding
  - carer status
  - disability
  - employment activity
  - gender identity
  - marital status
  - parental status
  - physical features
  - political activity/belief
  - race
  - religious activity/belief
- Reasonable adjustments are changes that allow people with a disability to work safely and productively and may include:
  - reviewing and, if necessary, adjusting the performance requirements of the job
  - arranging flexibility in work hours (see 'Flexible work arrangements')
  - approving more regular breaks for people with chronic pain or fatigue
  - buying desks with adjustable heights for people using a wheelchair.
- Sexual harassment includes unwelcome conduct of a sexual nature in circumstances in which it could reasonably be expected to make a person feel offended, humiliated or intimidated.
- Workplace bullying may include behaviour that is directed toward an employee or volunteer, or group of employees or volunteers, that creates a risk to health and safety e.g. physical and/or verbal abuse, excluding or isolating individuals.

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<sup>3</sup> In some cases, the House is permitted to discriminate on the basis of disability, if:

- the adjustments needed are not reasonable, or
- the person with the disability could not perform the genuine and reasonable requirements of the position even if the adjustments were made.

## ■ Process

1. If an employee or volunteer believes they are being, or have been, discriminated against or bullied or harassed, they should:
  - a. if they feel comfortable in approaching the other person directly, tell the offender the behaviour is offensive, unwelcome and against House policy and should stop.
  - b. keep a written record of the incident(s).
  - c. if the behaviour continues, or if they are not comfortable approaching the other person directly, lodge a complaint with the Manager or the Chairperson of the Committee of Management, providing full details of the alleged discrimination, bullying or harassment. The employee or volunteer may also lodge a complaint with the Victorian Equal Opportunity and Human Rights Commission, or the Australian Human Rights Commission, or take action under the *Fair Work Act 2009*.
2. The recipient of the complaint will:
  - a. treat the complaint seriously and confidentially.
  - b. allow the complainant to bring another person to the interview if they choose to.
  - c. ask the complainant for the full story, including what happened, step by step.
  - d. take notes, using the complainant's own words.
  - e. ask the complainant to check the notes of the meeting to ensure the record of the conversation is accurate.
  - f. explain and agree on the next action with the complainant.
3. If an investigation is required, the Manager or Chairperson of the CoM as appropriate, will:
  - a. not assume guilt.
  - b. advise the complainant on the potential outcomes of the investigation if the allegations are substantiated.
  - c. interview all directly concerned separately and keep records of statements
  - d. ensure confidentiality by minimising disclosure to those who need to know.
  - e. decide the appropriate action based on the investigation and the evidence collected.
  - f. if resolution is not immediately possible, refer the complainant to the CoM.
4. Possible outcomes where a complaint is found to be justified, following investigation, may include:
  - a. disciplinary action against the perpetrator (counselling, warning or dismissal)
  - b. additional training for the perpetrator or all employees and volunteers
  - c. counselling for the complainant
  - d. an apology (with the details to be agreed between all involved).

Employees and volunteers will not be victimised or treated unfairly for raising an issue or making a complaint which will, as far as possible, be treated as confidential.

## **4. Code of Conduct**

### **■ Policy Statement**

The Committee of Management, staff and volunteers of Caulfield South Community have a legal and moral responsibility to manage the organisation in the best interests of the community it serves.

### **■ Application**

Committee, staff and volunteers will demonstrate professional ethical behaviour at all times – in their responsibility to the organisation, in their professional relationships with each other and in their professional service to the community – and will be required to adhere to this code of conduct

### **■ Process**

- To ensure that staff, COM members and volunteers act with integrity when representing and/or working with clients and one another
  - Treating all people with honesty, courtesy and respect
  - Appreciating individual differences
  - Working to the best of your ability
  - Maintaining confidentiality
  - Using CSCH resources for the benefit of CSCH
- To ensure that the behaviours and attitudes reflect the overall principles and values of the Caulfield South Community House, supporting and abiding by all policies and procedures
  - Understanding and supporting the mission, vision and values
  - Being responsible and accountable
  - Disclosing and avoiding conflicts of interest
  - Obeying the law
- To ensure that staff, COM members and volunteers support the safety, participation, wellbeing and empowerment of children and observe child safe principles and expectations for appropriate behaviour towards and in the company of children
  - Adhering to the commitment of Child Safety at all times
  - Taking all reasonable steps to protect children from abuse
  - Listening and responding to the views and concerns of children (particularly if they are telling you that they or another child has been abused and/or are worried about their safety)
  - Promoting the cultural safety, participation and empowerment of all children, including Aboriginal children, children with cultural diverse backgrounds and children with a disability
  - Ensuring as far as practicable that adults are not left alone with a child
  - Reporting any allegations of child abuse to the Manager
  - Ensure any allegation is reported to the police or child protection
  - Reporting any child safety concerns to the Manager
  - Encouraging children to 'have a say' and participate in all relevant organisational activities where possible

## 5. Conflict of Interest

### ■ Policy Statement

Employees and volunteers may have other business interests and activities outside of Caulfield South Community House which may give rise to real or perceived conflicts of interest with the House's objectives and future activities. In such circumstances, employees and volunteers need to ensure that they declare these conflicts of interest.

### ■ Application

This Policy applies to all employees and volunteers and their other business interests and activities outside Caulfield South Community House

### ■ Process

#### ***Conflict of Interest Declarations***

1. Where an employee or volunteer has a direct or indirect pecuniary interest in a contract with the Association:
  - a. they must disclose the nature and extent of the interest to the House Manager in writing; and
  - b. must not take part in any decision in regard to the contract.
2. Where a Conflict of Interest arises during the course of their work the employee or volunteer must:
  - a. declare the Conflict of Interest immediately to the Manager
  - b. not initiate or take part in any discussion or decision in regard to the matter (either with other employees or volunteers, including Committee Members), unless expressly invited to do so by the Manager or the Chairperson.
3. If an employee or volunteer believes another an employee or volunteer has an undeclared Conflict of Interest, they should write to the Manager specifying the basis of the alleged potential conflict.

#### ***Recording Conflicts of Interest***

4. The Manager will record the details of all Conflicts of Interest in the House Conflicts of Interest Register.

#### ***Management Review of Conflicts of Interest***

5. On receipt of notification of an employee's or volunteer's Conflict of Interest, the Manager will:
  - a. notify the Chairperson in writing before any decision on the matter
  - b. determine how to address the Conflict of Interest to remove or mitigate the risk, if necessary in consultation with the Chairperson.
6. The Committee of Management will review the House Conflicts of Interest Register at least annually.
7. If an employee or volunteer alleges that another an employee or volunteer has a Conflict of Interest, whether existing or potential, the Manager will recommend a course of action to the next Committee of Management meeting in an attempt to resolve the matter.

#### ***Reporting Conflicts of Interest***

8. The Treasurer will:
  - a. report any direct or indirect pecuniary interest in a contract with the CSCSH accountant

## **6. Dress Code**

### **■ Policy Statement**

Caulfield South Community House aims to establish a safe and comfortable environment for all employees and volunteers and to project an image that is in keeping with the needs of members and other stakeholders.

### **■ Application**

This Policy applies to all employees and volunteers when they are on duty at or representing the House. As a minimum, dress should be clean, neat, and appropriate to the individual's role and responsibilities, including a sun hat when working outside. As a general rule, ripped clothing of any sort, low-cut clothing (eg shirts and jeans), and/or thongs are not acceptable.

### **■ Process**

1. When working outside, all employees and volunteers must wear a hat.
2. If an employee or volunteer presents for duty at the House dressed inappropriately, the Manager will discreetly remind them of the dress code and advise them what they should improve. If necessary, the Manager will request the employee or volunteer to leave the House and return only when their dress standard is appropriate.
3. If an employee or volunteer repeatedly presents dressed inappropriately, the Manager will treat this as a serious breach of their employment/volunteer contract and take appropriate disciplinary action.

## **7. Employee and Volunteer Recruitment Policy**

### **■ Policy Statement**

Caulfield South Community House is committed to providing high quality programs and services to our community through the recruitment of the best employees and volunteers available using fair, efficient, and effective recruitment methods.

### **■ Application**

This Policy applies to the recruitment of all Caulfield South Community House employees and volunteers

### **■ Process**

#### ***Pre-recruitment***

1. Whenever an employment or volunteer opportunity becomes available, the Manager<sup>4</sup> will:
  - a. carefully consider the requirements for the position, and the key selection criteria
  - b. review and update the Position Description or create a new one
  - c. refer the Position Description to the Committee of Management for review and approval.
2. Once the Committee of Management has approved the Position Description the Manager will advertise the position.

#### ***Screening***

3. Once applications have closed, the Manager will:
  - a. screen each applicant based on their résumé against the Position Description
  - b. shortlist the applicants assessed as suitable for the role
  - c. arrange an interview with each shortlisted candidate.

#### ***Interviews***

4. The Manager and/or Nominated Committee of Management will:
  - a. interview the shortlisted candidates, and review the evidence of their qualifications

#### ***Reference and other checks***

5. For the one or two most highly rated candidates, the Manager and/or nominated Committee of Management will:
  - a. check the references and contact their previous employers
  - b. validate the transcripts of the candidates' qualifications and other certifications

#### ***Conditional offer***

6. The Manager will:
  - a. advise the successful candidate to offer them the position
  - b. request that the original or certified copy of the Working with Children Check and, if required, the Police Check be provided within 14 days.

#### ***Notifications to unsuccessful candidates***

7. Once the successful candidate has started in the position, the Manager will notify all of the other candidates that they have been unsuccessful.

#### ***Records management***

8. The Manager will ensure that all of the documentation relating to the appointment is stored in the appropriate personnel file.

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<sup>4</sup> Where the Manager position is vacant, the Chair of the Committee of Management will undertake processes assigned to the Manager.

## **8. Gifts and Gratuities**

### **■ Policy Statement**

Caulfield South Community House requires that all gifts and gratuities (money) be declared and registered, and forbids employees and volunteers requesting gifts and gratuities

### **■ Application**

This Policy applies to all employees and volunteers in relation to gifts and gratuities of any nature and to any value

### **■ Process**

1. If an employee or volunteer is offered a gift or gratuity, they must complete the Gift and Gratuity Declaration and submit it to the Manager.
2. The House Manager will record the gift or gratuity on the Gifts/Gratuities Register and the register will be tabled and recorded at the following COM Meeting.

## **9. Induction**

### **■ Policy Statement**

Caulfield South Community House is committed to inducting each new House employee and volunteer to familiarise them with their workplace and help them to settle into their new environment.

### **■ Application**

This Policy applies for all employees and volunteers.

### **■ Process**

1. The Manager will formally welcome each new employee and volunteer to the House, introduce them to the other employees and volunteers, and give them a tour of the site to familiarise them with:
  - a. each room and its designated function and amenities
  - b. the administration area
  - c. the program areas
  - d. the childcare areas
  - e. the location of amenities
  - f. the telephone system, photocopier, computers etc; and tools and other outdoor equipment (if appropriate)
  - g. fire extinguishers and emergency exit locations
  - h. first aid kit location
  - i. the kitchen and tea/coffee making facilities.
2. The Manager will also provide the new employee or volunteer with a copy of:
  - a. Employee:
    - i. the House Policy and Process Manuals
    - ii. the individual's position description
    - iii. the Fair Work Information Sheet
  - b. Volunteer:
    - i. the House Policy and Process Manuals
    - ii. the volunteer's responsibilities and tasks.
3. The Manager will provide an overview of the workplace, its mission statement and the structure and:
  - a. clarify the roles of each person within the Association and the role of the individual's team
  - b. ensure that the new employee or volunteer understands the duties and responsibilities of their position
  - c. discuss the policies, procedures, agreements and legislative requirements that may have an impact on the individual's role
  - d. explain the OH&S evacuation procedure
  - e. explain the duties, hours of work or attendance and the timesheet or attendance recording requirements
  - f. go through the new employee or volunteer paperwork and re-iterate the Code of Conduct
  - g. provide relevant training on workplace IT systems, email and Childcare IT processes (if applicable)

## **10. Intellectual Property and Security**

### **■ Policy Statement**

All intellectual property developed, discoveries or inventions made in the performance of duties related in any way to the business of the House belong to the House; and the House's sensitive information, data, property, including keys to premises or any House property, need to be held securely to maintain the confidence of our stakeholders.

### **■ Application**

This Policy applies to all employees and volunteers and to all House property, including information.

### **■ Process**

1. Each employee and volunteer will do everything necessary to ensure that ownership of such intellectual property is held by the House including, if required, assigning such intellectual property to the House.
2. Each employee and volunteer will store all House data and information appropriately, with advice from the Manager where required, using passwords for documents containing sensitive data.
3. No employee and volunteer will share their passwords with anyone else, except as authorised by the Manager, and will lock their computer when not in use to prevent unauthorised access.
4. Each employee and volunteer will put away all House property, including keys, after use and secure it if appropriate.
5. Any employee or volunteer authorised to take House property, including keys, off the premises will ensure that it is stored securely and not left in an unattended vehicle unless it would be unreasonable to remove it.

## 11. Planned or Unplanned Leave

### ■ Policy Statement

All employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, employment contract or employment law takes precedence.

### ■ Application

This Policy applies to all planned and unplanned leave, whether paid or unpaid.

The House does not pay out unused personal/carer's leave or compassionate leave.

### ■ Process

#### ***Annual leave***

Applications for annual leave should be lodged at least two weeks in advance.

Leave must be approved in advance, except when the employee is unable to plan for the absence. Planned leave must be mutually agreed and take into account the employee's workload and personal needs. Any documents regarding leave will be kept on the employee's personnel file

If an employee is injured while away from work, the House will allow them to exhaust their paid sick leave, accumulated annual leave and long service leave.

#### ***Personal (sick) leave***

An employee is entitled to a minimum of 10 days of personal/carer's leave every 12 months which all may be taken as carer's leave if required. Carer's leave is available for the care or support of an ill family or household member or if an unexpected emergency affects a family or household member.

We are committed to supporting our employees and volunteers, where possible, to facilitate a return to work (employees) or duties (volunteers).

#### ***Compassionate leave***

Compassionate leave is paid leave taken by an employee to spend time with a family or household member, who has a personal illness or injury, that poses a serious threat to his or her life, or after the death of a family or household member.

Each employee is entitled to a period of two days paid compassionate leave for each occasion where a family or household member has died, or the employee needs to spend time with a seriously ill family member. Additional unpaid leave maybe granted at management discretion.

#### ***Long service leave***

Employees are entitled to long service leave in line with Victorian long service leave laws or the *Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016*.

#### ***Parental leave***

Employees are entitled to parental leave in line with the *Neighbourhood Houses and Adult Community Education Centres Collective Agreement 2016*.

***Time in lieu***

Caulfield South Community House will grant time in lieu to an employee who is required to work outside their normal hours, subject to the prior approval of the Manager. The employee should use their time in lieu balance within a period agreed with the Manager.

***Leave without pay***

Management has the discretion to approve leave without pay that an employee is not otherwise entitled to.

***Jury duty leave***

An employee is entitled to paid leave for jury duty in accordance with legislation. Caulfield South Community House will reimburse the employee the difference between the amount the court has paid and their base salary. If an employee is absent because of jury service of more than 10 days in total, the House is only required to pay them for the first ten days of absence.

***Emergency services leave***

Caulfield South Community House will support emergency services leave wherever possible, as an important community service.

## 12. Occupational Health and Safety

### ■ Policy Statement

Management is responsible for working in consultation with employees to ensure ongoing active prevention of injury and illness in the workplace. Employees have a legal duty to take care to protect their own health and safety and to avoid adversely affecting the health and safety of any other person.

### ■ Application

In the event of an injury arising from their employment or volunteer work, all employees, including part-time, casual, and probationary employees and volunteers, are covered by workers' compensation or Professional Indemnity and Public Liability Insurance.

### ■ Process

1. Each Employee and volunteer will undergo an orientation/induction program prior to commencing employment or volunteering services
2. Each employee and volunteer will familiarise themselves with the Emergency Management Plan.
3. In the performance of their duties, whether onsite at the House or offsite, employees and volunteers have a responsibility to implement safe work practices, including:
  - a. obeying any reasonable instruction aimed at protecting their health and safety
  - b. using any equipment provided to protect their health and safety while at work
  - c. seeking a colleague's assistance when climbing stepladders or lifting heavy objects
  - d. following correct lifting procedures
  - e. ensuring they are not affected by alcohol or any other drug.
4. Any employee and volunteer who observes a safety incident will:
  - a. if qualified, apply first aid to the affected person immediately or, if unqualified, call for one of the House's qualified first aiders
  - b. if the injury is serious, arrange for an ambulance to be called
  - c. complete an incident report in the Incident Reporting book located in the House office.
5. On receipt of a report of an injury, incident or near miss, the Manager will:
  - a. insert the details in the Register of Injuries, Incidents and Near Misses
  - b. report the incident to WorkSafe and the House's workers and volunteers compensation insurer as appropriate
  - c. report the incident to the CoM:
    - i. if a serious incident, immediately
    - ii. if a non-serious incident, at the next CoM meeting
  - d. take any necessary action to ensure the injured individual receives ongoing care and treatment for their injury as directed by WorkSafe or the insurer.
6. Any employee or volunteer who is injured on the job, or experiences a safety incident or a near miss, must:
  - a. report the incident to the Manager if this has not already been done
  - b. complete an incident report form as soon as possible after the incident.
7. Each employee and volunteer will support the continuous improvement of workplace health and safety by:
  - c. assist in the identification of hazards, the assessment of risks and the implementation of risk control measures

## 13. Performance Management

### ■ Policy Statement

Caulfield South Community House is committed to helping all employees and volunteers succeed and excel by being clear about what is expected of them, the extent of their authority, and how they are performing.

### ■ Application

This Policy applies to all employees and volunteers regardless of their role and responsibilities. This is a two-way ongoing process through informal discussions and formal annual reviews where employees and volunteers can give management feedback on their performance too.

### ■ Process

1. At least monthly, the Manager will meet with administration and childcare staff and agenda discussions will include updates and information sharing on all requirements and regulations around Childcare Subsidy - Family Assistant Law.
2. At least twice a year, the Manager will meet with each employee and volunteer to discuss their workload and performance and seek feedback on their role and responsibilities and any difficulties they are facing.
3. At least annually, the Manager will arrange a formal performance plan review with each **employee**:
  - a. At least one month before the review, the Manager will provide the Performance Plan listing the individual's responsibilities and KPIs to the individual
  - b. At least one week before the review meeting, the individual will return the Performance Plan to the Manager with their comments on their performance against each KPI.
  - c. The Manager will then insert their responses to the individual's comments.
  - d. At the review meeting, the Manager and the individual will discuss:
    - i. the individual's and the Manager's responses
    - ii. the individual's concerns about achieving the KPIs or any other matter
    - iii. opportunities for improvement
    - iv. any training or other professional development which might assist in the achievement of the KPIs.
  - e. After the review meeting, the House Manager will:
    - i. revise their comments to reflect the discussion and add details of any recommended training or professional development
    - ii. provide a copy of the final Performance Plan to the individual for their signature, confirming that the review meeting has occurred

## **14. Phone, Email and Internet Usage**

### **■ Policy Statement**

Limited private use of House phones, emails and the internet is permitted if the private use does not interfere with a person's work, is within the law, and does not bring the House into disrepute.

Email has legal status as a document and is accepted as evidence in a court of law. Even when it is used for private purposes, the House may be held responsible for the contents of email messages, including any attachments. Access to emails can be demanded as part of legal action in some circumstances.

### **■ Application**

This Policy applies to all employees and volunteers accessing the House phones, emails and the internet when they are at the House or elsewhere, and includes employees' and volunteers' activities on:

- social or business networking sites such as LinkedIn, Facebook, and Twitter
- personal or business blogs
- public and private web-based forums or message boards or any other internet sites.

### **■ Process**

1. All employees and volunteers will ensure that the content of their emails:
  - a. is not defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of the House in the community or to its relationships with any person or business
  - b. is not gossip about a colleague or colleagues
  - c. could not be considered offensive, demeaning, persistently irritating, threatening or discriminatory
  - d. does not involve the harassment of others or concern personal relationships.
2. No employee or volunteer, except the Manager or person authorised by the Manager who is engaged in ensuring compliance with this policy, or authorised employee who has been requested to attend to a fault, upgrade or similar situation, will access the email records of another person. Access in each case will be limited to the minimum required to complete the task.
3. When using email, no employee or volunteer will pretend to be another person or use another person's computer without the House Manager's permission.
4. When using the House internet, no employee or volunteer will:
  - a. attend to personal activities of a business nature
  - b. view sites of incoming emails portraying obscene, violent, defamatory and unlawful material and material that could cause the House to be in breach of equal opportunity or anti-discrimination legislation, verbally, in writing or pictorially; or download or print material as described above; or show to others, or allow others to see, such items
  - c. download software from the internet or from unauthorised disks and CD ROMs on to the internal network.

## 15. Privacy and Confidentiality

### ■ Policy Statement

Caulfield South Community House is committed to:

- responsible and secure collection and handling of personal information
- protecting the privacy of the personal information of everyone involved with the House
- ensuring individuals are fully informed regarding the collection, storage, use, disclosure and disposal of their personal information, and *their* access to that information.
- allowing any person to have access to their own personal records.

### ■ Application

This Policy applies to all employees and volunteers and all personal information collected, used, disclosed and disposed of by the House.

Caulfield South Community House will not release personal details such as home addresses and phone numbers of any member. If contact is required, it should be made via the House Manager who can contact the member on the enquirer's behalf. This ensures private lives are kept separate from individuals' involvement with the House.

### ■ Process

1. When collecting information, each employee and volunteer will:
  - a. only collect information which relates to an individual's personal affairs for lawful purposes only
  - b. only gain information with the knowledge and consent of the person concerned
  - c. tell the person the reason the information is required, whether it is required by law, and who will have access to that information.
2. When using personal information, each employee and volunteer will check that the information is correct before using it and use the information only for the purpose it was intended unless:
  - a. the person has consented to its use for this additional purpose
  - b. its use is essential to the life or health of the member.
3. When using information other than for its original purpose, each employee and volunteer will keep a record of this additional use.
4. Each employee and volunteer will:
  - a. only keep relevant and up-to-date information.
  - b. keep sensitive or confidential information in a secure, locked place which is only accessible to authorised employees or volunteers.
5. If an individual, requests access to their own personal records, an employee or volunteer will provide access to the records, ensuring that other records remain confidential.

## **16. Resignation and Retirement Policy**

### **■ Policy Statement**

Caulfield South Community House is committed to:

- creating a working environment that encourages employees to remain with the House for long periods
- paying employees who resign or retire from the House their accrued but unused annual leave and long service leave entitlements
- inviting resigning or retiring employees to provide feedback on their employment with the House.

### **■ Application**

This Policy applies to all Caulfield South Community House employees, except casual employees, unless otherwise specified.

### **■ Process**

1. An employee wishing to resign or retire must:
  - a. provide notice of their intention in writing to the Manager stating the proposed date of resignation or retirement, within the period prescribed in their contract of employment or applicable industrial instrument
  - b. return all Caulfield South Community House property on or before their final day of employment at the House.
2. Whenever an employee submits a notice of resignation or retirement, the Manager will:
  - a. add the resignation/retirement notice to the employee's personal file
  - b. provide the appropriate documentation to the employee for completion
  - c. complete the necessary paperwork to ensure the employee receives their correct entitlements on their departure
  - d. prepare a letter to be signed by the Chair of the Committee of Management accepting the employee's resignation or retirement and recognising the employee's contribution to the House
  - e. on or before the employee's final day:
    - i. conduct an exit interview with the employee to obtain valuable information on the House and the way it is managed
    - ii. present a letter to a retiring employee recognising their contribution to the House
    - iii. if requested and appropriate provide a reference and/or certificate of service to the employee
    - iv. retrieve all Caulfield South Community House property held by the employee.
  - f. add the report of the exit interview to the employee's personal file.
3. After the employee's final day, the Manager will arrange for the removal of their access to all House technology and facilities.

## **17. Smoke-free Workplace**

### **■ Policy Statement**

Caulfield South Community House is a smoke-free workplace. CSCH is committed to providing and maintaining a healthy work environment for the wellbeing of employees, volunteers, contractors, visitors and members of the public, including a smoke-free workplace.

### **■ Application**

This Policy applies to all employees and volunteers when on duty either at the House, including all outdoor areas, or offsite. Smoking is only permitted during designated breaks and only outside the House grounds.

### **■ Process**

1. The Manager will provide support to employees and volunteers who wish to quit or reduce their smoking by making health information on smoking available.
2. Any employee or volunteer who is aware of a breach of this Policy, must report the breach to the Manager as soon as possible.
3. If an employee or volunteer breaches this Policy, the Manager will:
  - a. approach the individual and ask them to refrain from smoking in that area, and remind them of the Policy
  - b. if the employee or volunteer continues to offend:
    - i. advise them that if they again breach the Policy, they will be asked to leave their employment or volunteer role
    - ii. provide the advice in writing within 24 hours
  - c. if the employee or volunteer offends again, give them notice in writing that their services are no longer required.

## **18. Working with Children and Police Checks**

### **■ Policy Statement**

Prior to commencement of duties, all employees, volunteers and contractors must present proof that they have a current Working with Children Check and, if required, have undergone a Police Check at their own expense.

### **■ Application**

This Policy applies to all employees, volunteers and contractors nominated for positions and duties at the House.

Caulfield South Community House applies a professional approach to recruitment and selection of employees, volunteers and contractors to attract and appoint individuals with the necessary skills and attributes to fulfil meet the House's aims. Whilst all appointments are made on the principle of merit, to comply with all relevant Legislation,

Caulfield South Community House shall not be liable for any loss of income or consequential damages arising from the issue of the Negative Notice or any lawful actions the House takes to comply with the Working with Children legislation.

### **■ Process**

1. Prior to advertising any position or contract, the Manager will review the Position Description or contract to ensure that it includes any necessary requirement for candidates or tenderers to hold a Working with Children Check and, if required, have undergone a Police Check.
2. When notifying a candidate of their successful selection, the Manager will request that the original or certified copy of the Working with Children Check and, if required, the Police Check be provided within 14 days of the notification.
3. If the successful candidate does not provide an original or certified copy of the Working with Children Check and, where required, the Police Check within the required period, or provide an acceptable excuse for not providing the information, the Manager will notify them in writing that the offer has been withdrawn.
4. In the event the Department of Justice notifies the Manager with a Negative Notice, or if at any time, the employee is issued with a Negative Notice, the Manager must take the following necessary steps:
  - a. reallocate all duties which would involve working in direct contact with children.
  - b. meet with the employee and issue a notice to the employee directing that they no longer be involved in House activities that involve working in direct contact with children.

## **Appendix A: Forms and Templates**

• Employee and Volunteer Contact Details form
• Employee and Volunteer Incident Report form
• Employee and Volunteer Induction Checklist
• Have Your Say Forms/suggestion box
• Position Description
• Accident, Injury, Illness and Incident Register TEMPLATE
• Annual & Long Service Leave Application TEMPLATE
• Conflict of Interest Declaration TEMPLATE
• Employee Engagement Letter Casual TEMPLATE
• Employee Engagement Letter Full-time Part-time TEMPLATE
• Gifts and Gratuities Declaration Form TEMPLATE
• Performance Plan Form TEMPLATE
• Personal Leave Application Form TEMPLATE
• Privacy and Confidentiality Employee & Volunteer Acknowledgement TEMPLATE
• Volunteer Agreement Letter TEMPLATE



# Caulfield South Community House

## Policy and Process Manual Part C

# Finance

*Prepared by:*

*The Committee of Management  
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CSCH Inc 2018

©

*Caulfield South Community House Inc. Finance Manual*

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*Disclaimer: This manual does not claim to be the absolute authority on all aspects of the Neighbourhood House Sector. Rather, it is a starting point for information and should be used in conjunction with other sources of information and existing policies and procedures.*

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## Introduction

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The House Policy and Process Manuals have been developed to facilitate the implementation and clearly define the House's policies in respect to all aspects of the Association's program and service delivery.

The manuals provide processes to be followed in the administration of these policies and assist all employees and volunteers in performing their duties.

The policies are consistent with those of best practice management principles. They have the full support and commitment of the Committee of Management.

All employees and volunteers are required to familiarise themselves with the policies and processes relevant to their position.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome. This should be provided by email to the House Manager.

These policies and processes impact on all areas of operations within the House and should be read in conjunction with the all other House manuals which document the day-to-day roles and responsibilities.

## 1. Accounts Payable

### Policy Statement

Caulfield South Community House is committed to the careful management of and proper accounting for all expenditure

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~~This Policy applies to the management and recording of House expenditure.~~

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### Application

This Policy applies to the management and recording of House expenditure

~~Caulfield South Community House is committed to the careful management of and proper accounting for all expenditure.~~

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### Process

1. When an invoice is received, the Finance Officer will forward it to the Manager for approval.
2. The Manager will:
  - a. check that the goods were received in good order and in the correct quantity, or services provided in accordance with the terms of the contract
  - b. if correct, write 'approved', and initial the invoice
  - c. forward the invoice to the Finance Officer for payment.
3. At the time of the next fortnightly pay run, the Finance Officer will:
  - a. enter the data for the payment into the accounting software
  - b. perform the required electronic funds transaction to complete the payment.
4. Once the payment is completed, the Finance Officer will file the invoice and payment receipt in the Accounts Payable file accordingly.
5. The Finance Manager/Accountant will provide a written report to the Committee of Management of all expenditure at each Committee of Management meeting.

## 2. Accounts Receivable

### Policy Statement

Caulfield South Community House is committed to the careful management of and proper receipting of all income.

### Application

#### Application

This Policy applies to the management and recording of the receipt of all monies including contributions from key stakeholders, grants and donations, membership fees, student fees, facility hire, program fees and fundraising activities

### Process

#### Process

1. Whenever an invoice is required for payment of membership, kindergarten, childcare or room booking fees, the Finance Officer will:
  - a. enter the details into the accounting software
  - b. email the resulting invoice to the relevant officer for dissemination to the 'purchaser'.
2. If a receipt is required for any monies received, the Finance Officer will:
  - a. enter the details into the accounting software
  - b. email the resulting receipt to the relevant employee for dissemination to the payer.
3. In conjunction with the relevant employee, the Finance Officer will monitor the payment of invoices and issue reminders to debtors regularly, with the frequency of reminders increasing as the number of days overdue increases.
4. The Finance Officer will review EFT payments at least weekly and record any payments received in the accounting software.
5. The House Accountant will provide a written report to the Committee of Management of all income received and invoices outstanding at each Committee of Management meeting.

### **3. Annual Budget**

#### **Policy Statement**

Caulfield South Community House is committed to operating on a break-even basis

#### **Application**

This Policy applies to the development of the House's annual budget

#### **Process**

1. In April of each year, in consultation with the Manager and the COM, the Finance Manager/Accountant will draft a budget for the House for the following financial year, based on the anticipated income and expenditure.
2. The Finance Manager/Accountant will make any adjustments the Committee of Management requires before resubmitting it to the Committee via the Treasurer.
3. Once the budget has been finalised, the Manager and Treasurer will present it to the Committee of Management for approval.
4. The Finance Manager/Accountant will forward monthly Financial reports to the COM for review of expenditure to identify possible savings, where necessary.
5. The Finance Manager/Accountant will report any budget adjustments to the Committee of Management at each meeting.

## 4. Asset Management

### Policy Statement

In accordance with standard accounting practice, Caulfield South Community House will register its assets in an Assets Register and recognise them as assets on the balance sheet

### Application

#### Application

This Policy applies to the registration and disposal of House assets

### Process

#### Process

1. For all House assets, the Finance Manager/Accountant will allocate an asset number to each asset when it is purchased.
2. The Finance Officer will maintain an electronic Asset Register itemising the assets held by the Association, including:
  - a. a description of the asset
  - b. the asset number
  - c. the date of purchase
  - d. the name of the supplier
  - e. the purchase price
  - f. depreciation details
  - g. the date of disposal
  - h. the method of disposal
  - i. the return (income), if any, from disposal
  - j. the reason for the asset's disposal
  - k. delete the asset from the Asset Register at the end of the financial year after the statement of financial position has been finalised and this information incorporated into the annual report.
3. At the end of each month, the Finance Manager/Accountant will:
  - a. calculate the depreciation for the preceding month based on the standard rates as set by the Australian Taxation Office and:
  - b. list the depreciation charge as an expense in the annual Income and Expenditure statement
  - c. list the asset at full value in the balance sheet, less the accumulated depreciation charges each year since it was purchased.
4. In consultation with the Manager, and subject to the approval of the Committee of Management, the Finance Manager/Accountant will determine when an asset should be disposed of (including trading in), for example, if the asset:
  - a. is no longer required
  - b. no longer meets requirements
  - c. is fully depreciated.
5. If an asset to be disposed of, such as a computer, contains House information, the Manager will ensure that the hard drive is erased before the asset is made available for disposal.
6. The Finance Officer will remove the asset number from the asset and arrange for the disposal of the asset.

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7. Once an asset has been disposed of, the Finance Manager/Accountant will delete the asset from the Asset Register and record the income from the sale of an asset into the accounting software.

## 5. Audit

### Policy Statement

Caulfield South Community House recognises the importance of fiduciary compliance.

### Application

### Application

This Policy applies to the annual and any ad hoc audit of the House's financial affairs.

### Process

### Process

1. At the end of each financial year, once the Finance Officer has completed the data entry and closed off the accounts for the year, the Finance Manager/Accountant will provide them to the Auditor for the annual audit.
2. When the auditor's report is received:
  - a. the Treasurer will provide the report to the Committee of Management for presentation to the Annual General Meeting
  - b. the Finance Manager/Accountant will:
    - i. store the hard copy of the report in the Audit file for the relevant year
    - ii. store the soft copy of the report in the Audit Report folder for the relevant year.
3. Once the audit report is finalised, the House Manager will provide copies of the audited Annual Financial Statements to the funding bodies as required under the funding agreements.

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## 6. Banking

### Policy Statement

Caulfield South Community House is committed to the careful management of all monies and maintenance of appropriate bank accounts

### Application

#### Application

This Policy applies to the timely deposit of all monies into the appropriate bank account

### Process

#### Process

1. Whenever a cheque is received, the Finance Officer will:
  - a. record the details in the accounting software.
  - b. bank the cheque as soon as possible
2. Whenever a payment is made in cash, the Finance Officer will:
  - a. record the details in the accounting software.
  - b. bank the cash as soon as possible
3. When cash or a cheque is required, the Finance Officer will:
  - a. draw a cheque for the amount required and have it signed by the authorised signatories
  - b. record the transaction in the accounting software
  - c. provide the cheque to the person requesting it or take the signed cheque to the bank and provide the resulting cash to the officer requesting it.
4. Whenever an EFT payment is required, the Finance Officer will:
  - d. Request authorisation from the Manager
  - e. Once approved by Manager, enter details in the accounting software
  - f. If EFT payment is under \$250.00, Manager can approve on Bendigo Bank app
  - g. If EFT payment is over \$250.00, Manager and second signatory from the Committee of Management is required on Bendigo Bank app
5. When a bank statement is received, the Finance Officer will:
  - a. reconcile the amounts paid and received against the relevant documents, including:
    - i. accounts received
    - ii. invoices issued
    - iii. Petty Cash Expense Sheet
  - b. store the statement in the Bank Statements Folder.

## 7. Cashflow Management

### Policy Statement

Caulfield South Community House will regularly review income and expenditure to ensure that it can continue to meet its obligations to its members

### Application

#### Application

This Policy applies to the review of cashflow

### Process

#### Process

#### **Cashflow Forecasting**

1. At the end of each quarter, the Finance Manager/Accountant will forecast the cashflow for the following quarter based on anticipated expenditure in consultation with the House Manager.
2. In April each year, the House Accountant will forecast the cashflow for the following financial year, by quarter, based on the actual expenditure for the year to date and future expenditure foreshadowed for the current year in consultation with the Manager.

#### **Cashflow Monitoring**

3. At the end of each month, the Finance Manager/Accountant will produce a Monthly Expense Report from the accounting software, showing the accounts payable and regular payments scheduled for the following month to determine the cashflow required.

#### **End of Period Reporting**

4. In the first week of each month, the Finance Manager/Accountant will:
  - a. reconcile the previous month's accounts and produce from the accounting software:
    - i. a balance sheet for the month
    - ii. a profit and loss statement for the month and the year to date
  - b. close off the accounts in the accounting software
  - c. produce a Month End Report from the accounting software, showing the actual income and expenditure for the previous month
  - d. print and provide the report to the Manager, Treasurer and Committee of Management.

## 8. Childcare Subsidy (CSS) Management

### Policy Statement

Caulfield South Community House will manage CCS payments and any data relating to childcare service management securely and accurately to ensure compliance with Australian Government Department of Education and Training expectations.

### Application

Childcare Subsidy is the regular payment that assists eligible families with the costs of child care. Child Care Subsidy will be paid directly to providers to be passed onto families as a fee reduction. It will reduce the fees that a family pays a childcare provider for the care of their child.

### Process

The Manager will ensure any person with management or control and/or any person responsible for the day to day operations of the childcare service, are fit and proper persons and have provided Police Checks (no more than 6 months old) and current Working with Children Checks.

### Access to Software:

CSCH uses Xplor software to manage all administrative systems pertaining to the Occasional Childcare Service and the Child Care Subsidy system, including recording attendance and absences, provide Statements of Entitlement, invoices and receipts.

- The Manager will have secure access to Xplor software to oversee all functions, including the enrolment process and submission of weekly session reports to Centrelink/DHS.
- The Finance Officer and Finance Manager will have secure access to the financial components of the Xplora Software to complete Statement of Entitlement and invoicing
- Parents and Guardians will have secure access to third party software for the purpose of signing in/out and booking sessions for their child/ren.

### Training:

Relevant training and induction sessions (via webinar or on-site) will be provided for all employees to familiarise themselves with the Xplora software system by Xplora training staff, this will include an understanding of the role responsibilities under Family Assistance Law.

### Record Keeping and Notifications:

CSCH will keep and maintain the following records:

- Complaints relating to compliance with the Family Assistance Law
- Record of attendance and absences for each child for whom care is provided (regardless of eligibility for CCS)
- Statements or documents demonstrating that additional absence days in excess of the initial 42 absence days meet the criteria
- Copies of invoices and receipts issued in relation to the payment of childcare fees
- Copies of all 'Statement of Entitlements' issued and documents relating to any associated changes to entitlements
- Evidence documents (including supporting documents ie. WWC) in relation to applications for approval 'persons with management or control', 'control of a provider' and/or 'service operators'
- Records will be kept for seven (7) years

**The Dept of Education and Training provide a 'Childcare Tipoff Line' for any concerns with CCS policy or processes. Ph: 1800 664 231 email: [tipoffline@education.gov.au](mailto:tipoffline@education.gov.au)**

## 9. Fee Setting and Fee Administration

### Policy Statement

This policy applies to children, families, staff, management, volunteers and visitors of our Occasional Childcare Service and provides an appropriate fee structure which maximises the quality and viability of the service and reflects the family's ability to pay in a timely manner.

### Application

Children's Services fees are set and reviewed at the Annual General Meeting each year by Committee of Management

### Process

- The Manager is responsible for the implementation of this policy
- The Committee of Management is responsible for the setting of fees in accordance with budgetary constraints, in liaison with the Manager.
- Every endeavour will be made to keep fees as affordable as possible.

### Fee Administration

- Fees are charged 'per session @ 5 hours'
- To receive the Childcare Subsidy - Families must firstly apply and qualify and their level of subsidy will be determined by MyGov and takes into consideration – family income, activity level of parents and type of childcare service.
- Fees are paid on a fortnightly basis and various payment arrangements can be arranged, these must be confirmed with the Manager and Finance Officer.
- The Manager and Finance Officer are responsible for the billing and facilitation of prompt fee payment.
- Fees are payable a fortnight in advance. This includes pupil free days, sick days, public holidays and family holidays, but excludes periods of time when the service is closed.
- Families will be issued with a fee statement on a fortnightly basis in accordance with the fee payment and regulatory requirements.
- A dishonour fee will apply for direct debit transactions where an insufficient funds charge has been applied
- If a family is experiencing financial difficulties, a suitable payment plan may be arranged, a letter of request must be received by the manager.
- Should families wish to discuss fees, they will need to make an appointment to see the Manager
- If a family is not eligible for the Childcare Subsidy, the Manager may offer a reduced fee

## 10. Fraud Management

### Policy Statement

Caulfield South Community House employees share in the responsibility for the prevention and detection of fraud in their areas of responsibility, and for reporting any suspected or actual cases of fraud.

### Application

~~This Policy applies to the mitigation and detection of fraud, and the response if any fraud is detected~~

### Application

This Policy applies to the mitigation and detection of fraud, and the response if any fraud is detected. Caulfield South Community House will ensure that appropriate and effective internal control systems are in place to prevent and detect fraud.

Any fraud by any employee or volunteer (including a member of the Committee of Management) is grounds for dismissal

### Process

~~All Caulfield South Community House employees share in the responsibility for the prevention and detection of fraud in their areas of responsibility, and for reporting any suspected or actual cases of fraud. Any fraud by any employee or volunteer (including a member of the Committee of Management) is grounds for dismissal.~~

~~Caulfield South Community House will ensure that appropriate and effective internal control systems are in place to prevent and detect fraud~~

### Process

1. At least once per year, the Committee of Management will assess the risk of fraud across the Association and review the mechanisms in place to:
  - a. control the opportunities for fraud
  - b. detect fraud
  - c. educate employees about fraud prevention and detection
  - d. facilitate the reporting of suspected fraudulent activities.
2. Any employee or volunteer who suspects or is aware of any fraudulent activity must immediately notify the Manager<sup>1</sup>.
3. On receipt of a report of suspected or fraudulent activity, the Manager must immediately:
  - a. advise the President and Committee of Management immediately
  - b. investigate the matter, gathering all the details available from all sources

<sup>1</sup> Where the Manager is suspected of involvement in fraudulent activity, the employee or volunteer must report the matter to the Committee of Management.

- c. provide a written report to the Committee of Management<sup>2</sup> <sup>3</sup>.
4. On receipt of a report of suspected or fraudulent activity, the Committee of Management must convene a meeting of the Committee of Management to determine:
    - a. the action required, including whether or not dismissal is warranted
    - b. whether to seek legal advice on the possibility of criminal prosecution and/or whether to report the matter to the police.

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<sup>2</sup> Where a member of the Committee of Management is suspected of involvement in fraudulent activity, the Manager must notify an executive member of the Committee of Management.

<sup>3</sup> Where the full Committee of Management is suspected of involvement in fraudulent activity, the Manager must notify Consumer Affairs Victoria.

## 11. Fundraising

### Policy Statement

Caulfield South Community House is committed to ensuring that fundraising activities are carried out in an ethical manner.

### Application

#### Application

This Policy applies to all Caulfield South Community House fundraising activities, in accordance with the following principles:

- Fundraising activities carried out by CSCH will comply with all relevant laws.
- Any communications to the public made in the course of carrying out a fundraising activity will be truthful and non-deceptive.
- All monies raised via fundraising activities will be for the stated purpose of the appeal and will comply with the Association's stated mission and purpose.
- All personal information collected by CSCH is confidential and is not for sale or to be given away or disclosed to any third party without consent.
- Nobody directly or indirectly employed by or volunteering for CSCH will accept commissions, bonuses or payments for fundraising activities on behalf of the Association.
- No general solicitations will be undertaken by telephone or door-to-door.
- Fundraising activities should not be undertaken if they may be detrimental to the good name or community standing of CSCH.
- Financial contributions will only be accepted from companies, organisations, and individuals the Committee of Management considers ethical.

### Process

1. The Manager will:
  - a. seek written approval from the Committee of Management – as recorded in the Committee meeting minutes - before undertaking any fundraising activity
  - b. submit a statement of estimated income and expenses to the Committee of Management of any new fundraising activity that may present a financial risk to the House
  - c. report regularly to the Committee of Management, including tabling the Sub-committee meeting minutes at Committee of Management meetings
  - d. prepare a report on any fundraising for inclusion in the House's annual report.

## 12. Insurance

### Policy Statement

Caulfield South Community House is committed to ensuring that it has adequate and appropriate insurance to protect its employees, volunteers, members, the public and all of its assets

### Application

#### Application

This Policy applies to the identification of appropriate property insurance, and the payment of premiums for workers compensation insurance. As Caulfield South Community House is directly funded by the Department of Health and Human Services, the Department's Public Liability Insurance applies also to the House.

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### Process

#### Process

#### Workcover

1. The Finance Manager/Accountant will ensure that the House's Workcover premiums are paid on time and that the information provided to the insurer is updated whenever there is a change in the number of employees employed or the annual salaries predicted or actual.

#### Property Insurance

2. In April each year, the Finance Manager/Accountant will:
  - a. assess the adequacy of the House's property insurance policy, referring to the Asset Register or other records relevant to the purpose of the insurance
  - b. seek quotes for renewal or increase of the policy from the House's insurance broker
  - c. assess the quotes and the proposed policy wording
  - d. refer the quotes and the proposed policy to the Manager with an explanation of any differences between the quotes and proposed policy wordings and a recommendation for decision by the Committee of Management.
3. Once the Committee of Management has approved the renewal or replacement of a policy, the Finance Officer will:
  - a. complete the documentation for each policy
  - b. arrange payment of the premium
  - c. store the Certificates of Currency in the Contracts and Insurance Folder.

## 13. Investment Management

### Policy Statement

Caulfield South Community House Committee of Management will manage the Association's finances judiciously based on its major objectives and the legislative and accountability requirements, including investing excess funds in an appropriate investment bank account to fund

### Application

#### Application

This Policy applies to the management funds set aside for investment

### Process

#### Process

1. The Finance Officer will:
  - a. ensure that the necessary instructions are in place to authorise the bank to automatically transfer funding deposits to the House's high yield investment account linked with Neighbourhood Houses Victoria for co-ordination of funding deposits
  - b. ensure that the transfer of funds is correctly recorded in the accounting software
  - c. Passwords and money transfer transaction instructions are kept in document format and securely locked in the House safe
  - d. The Finance Manager/Accountant will provide a report at the beginning of each month to the Manager, Treasurer and Committee of Management on the balance of the House's bank and investment accounts.

## 14. Reimbursement of Business Expenses

### Policy Statement

Caulfield South Community House will reimburse employees and volunteers for pre-approved expenses properly incurred in the performance of their duties, subject to the presentation of tax receipts or other evidence of payment and of the purpose of each expense.

### Application

~~Process: This Policy applies to the purchase of all goods and services for the House by employees and volunteers.~~

### Application

This Policy applies to the purchase of all goods and services for the House by employees and volunteers.

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### Process

#### Process

1. Prior to purchasing goods or services for the House, an employee or volunteer will seek the written approval of the Manager and/or the Committee of Management (depending on the type of expense).
2. Following purchase of the goods or services, the employee or volunteer will submit the completed Expense Reimbursement Form with the tax receipts or other evidence of payment to the Manager and/or the Committee of Management (depending on the type of expense) for approval.
3. The Finance Officer will arrange reimbursement of the expense in the next pay run.

## 15. Taxation

### Policy Statement

Caulfield South Community House is committed to paying all taxes and duties when they fall due and in accordance with the House's charitable status

### Application

This Policy applies to the calculation and payment of taxes and duties and the collection of GST.

This Policy applies to the calculation and payment of taxes and duties and the collection of GST.

### Process

1. Each quarter, the House Accountant will:
  - a. produce a BAS report from the accounting software
  - b. send the information to the House's accountant for completion and submission of the BAS to the Australian Taxation Office (ATO)
  - c. store the hard copy of the report in the ATO: BAS folder for the relevant year
  - d. store the soft copy of the report in the BAS folder for the relevant year.
2. At the end of each quarter, the House Accountant will:
  - a. print the PAYG monthly report from the accounting software
  - b. enter the details into the BAS form
  - c. send the completed BAS form to the external accountant for authorisation and submission to the ATO.
3. At the end of each quarter, to prepare the end of year superannuation return, the House Accountant will:
  - a. print the annual superannuation report from the accounting software
  - b. enter the details on the ATO Annual Return
  - c. post the form to the ATO.

**Appendix A: Accounting System Categories**

**Appendix B: GST Codes**

**Appendix C: Insurer details**



Caulfield South  
Community House Inc

**Appendix D: Forms and Templates**

Commented [LM1]: Links to existing documents to be inserted.

- Assets Register Proforma
- Personal Reimbursement Form
- Petty Cash Form



# Caulfield South Community House

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Policy and Process Manual

Part D

## General Operations

*Prepared by:*

*The Committee of Management  
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*Disclaimer: This manual does not claim to be the absolute authority on all aspects of the Neighbourhood House Sector. Rather, it is a starting point for information and should be used in conjunction with other sources of information and existing policies and procedures.*

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## Introduction

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The House Policy and Process Manuals have been developed to facilitate the implementation and clearly define the House's policies in respect to all aspects of the Association's program and service delivery.

The manuals provide processes to be followed in the administration of these policies and assist all employees and volunteers in performing their duties.

The policies are consistent with those of best practice management principles. They have the full support and commitment of the Committee of Management.

All employees and volunteers are required to familiarise themselves with the policies and processes relevant to their position.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome. This should be provided by email to the House Manager.

These policies and processes impact on all areas of operations within the House and should be read in conjunction with the all other House manuals which document the day-to-day roles and responsibilities.

# 1. Organisational Chart

## ■ Policy Statement

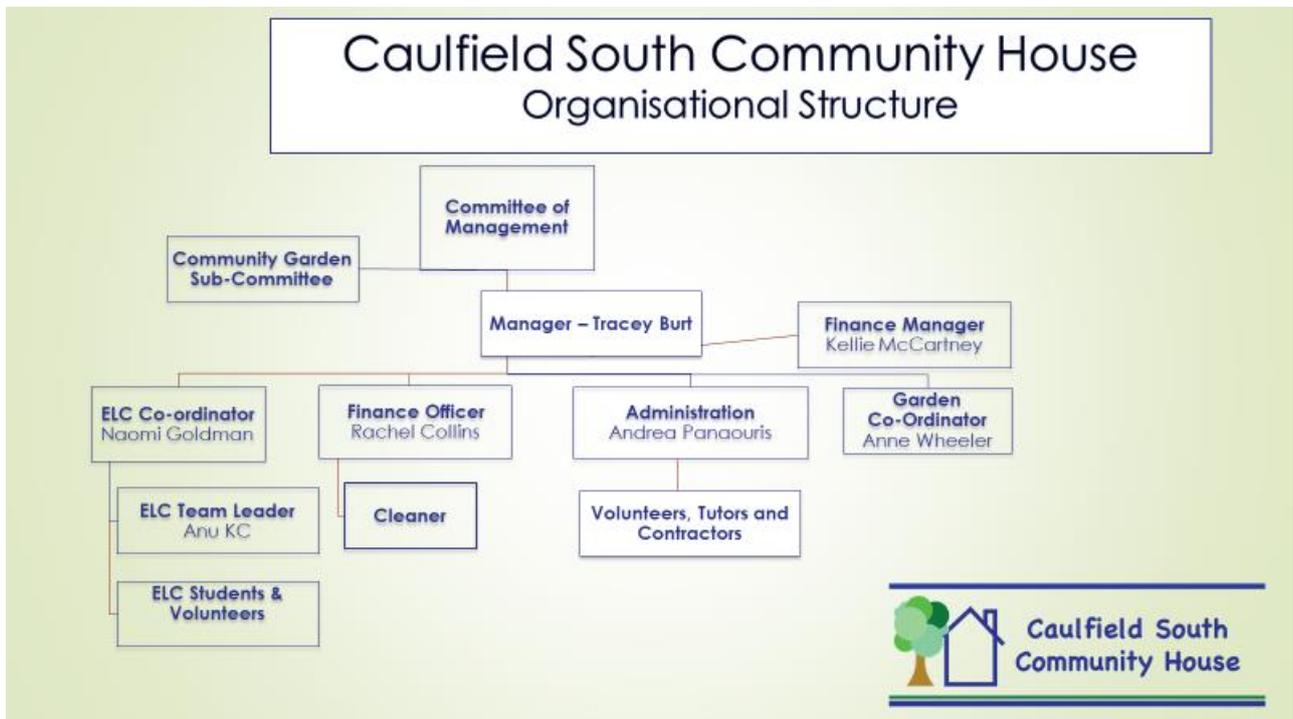
Caulfield South Community House is committed to ensuring that the number and type of positions meets the needs of the members

## ■ Application

This Policy applies to the organisational structure for the management of the Caulfield South Community House

## ■ Process

1. The Committee of Management will review the House's organisational structure (**Error! Reference source not found.**Organisational Chart) at least annually, and whenever there is a variation to the programs and activities at the House.



## **2. Building and Equipment Maintenance**

### **■ Policy Statement**

Caulfield South Community House is committed to ensuring that the House building, fixtures and fittings, and equipment are kept in good condition to provide a safe environment for all employees, volunteers, members, children and others visiting the House

### **■ Application**

This Policy applies to the regular and ad hoc maintenance of the Caulfield South Community House building, fixtures and fittings, and equipment to ensure that it is kept in good condition; and to prevent any area falling into disrepair, possibly requiring additional unnecessary expense to restore it

### **■ Process**

1. In consultation with a builder or a handyperson, the House Manager will develop a schedule for cleaning and maintaining the interior and exterior features of the building, including:
  - Air-conditioning and heating
  - Windows and doors
  - Lighting
  - Locks
  - Kitchen appliances and fittings
  - Furniture
  - Internal floors, walls and ceilings
  - External floors, walls and roof.
2. In accordance with the schedule, or whenever any ad hoc repairs or cleaning are required, the House Manager will arrange building repairs and maintenance as follows:
  - a. contact appropriate service providers to ascertain their availability and request quotes and, if necessary, certified proof of their Working with Children and Police Checks
  - b. if the cost is outside the budget, present three quotes to the CoM at its next meeting
  - c. notify the selected service provider and arrange the time for the cleaning and/or repairs
  - d. if necessary, notify employees, volunteers, parents and members of the timing of the cleaning or repairs and how this may affect them
  - e. when the service provider arrives, show them where they will be working and ensure that they are aware of any access or other applicable limitations
  - f. if required, ensure that safety barriers are installed around the work area

### **3. Community House Memberships**

#### **■ Policy Statement**

Caulfield South Community House values its members and is committed to handling member applications expeditiously and confidentially

#### **■ Application**

This Policy applies to all applications for House membership

#### **■ Process**

1. When an application for House membership is received, the Administration Officer will:
  - a. check that the application has been completed correctly
  - b. issue a receipt for the fee
  - c. record the receipt of the fee in the accounting software
  - d. enter the member's details in the House member register.
2. The House Manager will advise the number of new members registered since the previous report to the CoM at each meeting.
3. In November each year, the Finance Officer will send a membership renewal form to each member, including information on the membership fee for the next year.

## 4. Emergency Evacuation and/or Lock-Down

### ■ Policy Statement

Caulfield South Community House is committed to responding quickly and appropriately to any situation or event that poses an imminent or severe risk to the individuals at the House at the time e.g. flood, fire or a situation that requires a lockdown or lockout

### ■ Application

Caulfield South Community House will apply:

- locking down the premises immediately an external and immediate danger is identified, and it is determined that staff and participants should be secured **inside** the building for their own safety
- locking our staff and participants **out of the** premises when an internal immediate danger is identified.

### ■ Process

#### **Lockdown**

1. As soon as an external and immediate threat is identified, the Manager will:
  - a. call **000** for emergency services and seek and follow the advice
    - i. initiate the lock-down and instruct staff to close internal doors and windows
  - b. check that all external doors (and windows if appropriate) are locked
  - c. keep the main entrance as the only entry point – it must be constantly monitored, and no unauthorised people allowed access
  - d. ensure that all staff, volunteers and program participants are accounted for
  - e. if it is safe to do so, have a staff member wait at the main entry to the facility to guide emergency services personnel.
  - f. as appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
  - g. maintain a record of actions/decisions undertaken and the times
2. After a lockdown, the Manager will:
  - h. ensure that support is provided to any staff, volunteers or program participants with medical or other needs
  - i. undertake an operational debrief with staff to identify any lock-down and procedural changes required

#### **Lock-out**

3. As soon as an internal and immediate threat is identified, the Manager will:
  - j. call **000** for emergency services and seek and follow the advice
  - k. announce the lock-out with instructions about what is required, such as nominating staff to check the premises for anyone left inside and collect the Emergency Kit
  - l. assemble the children, staff, volunteers and participants to the most identified assembly area:
  - m. check that all children, staff, volunteers and participants are accounted for
  - n. where appropriate, confirm with emergency services personnel that it is safe to return to normal operations
  - o. maintain a record of actions/decisions undertaken and times
4. After a lock-out, the Manager will:
  - p. ensure that support is provided to any children, staff or participant with medical or other needs are supported
  - q. undertake an operational debrief with staff and the Incident Management Team to identify any lock-out and procedural changes required

## **5. Emergency Management Plan**

### **■ Policy Statement**

Caulfield South Community House is committed to being prepared for emergency situations such as fire, explosion, medical emergencies, chemical spills and natural disasters

### **■ Application**

This Policy applies to the developing a plan to guide employees and volunteers in managing emergencies.

### **■ Process**

1. In consultation with the Childcare Coordinator the House Manager will develop an Emergency Management Plan that:
  - a. takes the following into consideration:
    - i. the range of services offered and activities at the House
    - ii. the location of emergency and health services nearby
    - iii. the availability suitable emergency evacuation points nearby
    - iv. the layout of the House
  - b. addresses all possible emergencies, such as fire, explosion, medical emergency, rescues, incidents with hazardous chemicals, bomb threats, armed confrontations and natural disasters, complete data loss
  - c. includes emergency procedures for employees and volunteers to provide:
    - i. an effective response to an emergency
    - ii. evacuation procedures
    - iii. early notification of emergency service organisations
    - iv. medical treatment and assistance
    - v. effective communication between emergency coordinator and all individuals at the House at the time
  - d. includes:
    - i. contact details key personnel and their roles and responsibilities in responding to an emergency
    - ii. contact details local emergency services
    - iii. evacuation procedures
    - iv. a floorplan of the House and its environs
    - v. post-incident procedures, including notifications to regulators, trauma counselling and debriefing
2. The House Manager will also:
  - a. provide the Emergency Management Plan to all employees and volunteers on their induction
  - b. arrange for the training and instruction of all employees and volunteers in emergency management incorporating role plays, with annual refresher courses
  - c. display information about the Emergency Management Plan and a summary of key points prominently throughout the House
  - d. review the Plan annually.

## 6. Management of Keys and Security Codes

### ■ Policy Statement

Caulfield South Community House is committed to protecting the House's premises, property and confidential and sensitive information in the most effective manner possible, taking into consideration the needs of the organisation and community hirers

### ■ Application

This Policy applies to the management of keys and security codes for the premises and the code to the office safe

### ■ Process

#### *House keys*

1. The House Manager will:
  - a. in consultation with a qualified locksmith and the building's owners as required, arrange for:
    - i. the installation and maintenance of appropriate locks for the main entry door, Child Care Hall and the secured office area
  - b. whenever a key is lost, stolen or misplaced:
    - i. report the matter to the Chair of the Committee of Management immediately
    - ii. review and finalise the incident form
    - iii. discuss with the Committee of Management whether the locks should be replaced.
  - c. whenever a lock is damaged:
    - i. report the matter to the Chair of the Committee of Management immediately
    - ii. if required, report the matter to the police and the insurance company
    - iii. arrange for the replacement of the lock.
  - d. ensure that one main Master Key is disseminated to:
    - i. the Chair of the Committee of Management
    - ii. the House Manager
    - iii. the Childcare Coordinator
    - iv. office staff members
    - v. the Finance Officer for venue hires
    - vi. the House cleaner
  - e. ensure that all those holding main entry and office keys are aware of their responsibilities for the security and use of keys under this Policy
  - f. recover any key or keys issued to a person who is leaving the organisation or no longer requires the key or keys for operational purposes.
2. Employees, volunteers, contractors, and venue hirers holding main entry and office keys will:
  - a. NEVER provide their key or keys to any other person for any purpose
  - b. if their key or keys are lost, stolen or misplaced:
    - i. report the matter to the House Manager immediately
    - ii. complete an incident form
  - c. if their key or keys are damaged and unusable:
    - i. request the House Manager for a replacement key
    - ii. return the key or keys to the House Manager

### **Security codes**

3. The House Manager will:
  - a. in consultation with a qualified locksmith, manage:
    - i. the installation and maintenance of an appropriate security alarm system for the office area and the computer room
    - ii. the recoding of the security alarms whenever a person holding a code leaves the organisation or no longer requires the code for operational purpose.
  - i. whenever a code is deliberately or inadvertently disclosed, report the matter to the Chair of the Committee of Management immediately
  - b. ensure that the security code for the office and computer area is available only to:
    - i. the House Manager
    - ii. office staff members
  - c. ensure that all those with access to security codes are aware of their responsibilities for the security of these codes under this Policy.
4. Employees and consultants with access to a security code will:
  - a. NEVER share the code with any other person for any purpose
    - i. if they inadvertently disclose a security code report the matter to the House Manager immediately

### **Safe code**

5. The House Manager will manage:
  - a. the installation and maintenance of an appropriate office safe
  - b. the recoding of the safe whenever a person holding a code leaves the organisation or no longer requires the code for operational purpose.
6. The House Manager will ensure that the access code to the office safe is available only to:
  - a. the House Manager
  - b. office staff members.
7. Employees with access to the code for the safe will:
  - a. NEVER share the code with any other person for any purpose
  - b. if they inadvertently disclose the code, report the matter to the House Manager immediately

### **Key and code register**

8. The House Manager will ensure that the Finance Officer maintains a comprehensive register of keys cut, issued and returned, and security and safe code dissemination, including:
  - a. the numbers of all keys cut, the key number and the date
  - b. the names and signatures of all employees, volunteers and contractors, and venue hirers receiving keys and the date
  - c. the date and source of all keys returned
  - d. the names and signatures of all employees and contractors receiving a security code or code to the safe code and the date.

### **Securing the premises**

9. Employees and contractors will, if the last to leave the premises:
  - a. ensure that all external doors and windows are locked
  - b. bring in any House materials from the street
  - c. turn off all lights and set alarms if they have access to those codes.

## 7. Reporting to Key Stakeholders

### ■ Policy Statement

Caulfield South Community House is committed to providing compliant and timely reports to its key stakeholders in accordance with statutory requirements and its Model Rules.

### ■ Application

This Policy applies to the preparation of all reports to key stakeholders, including:

- Department of Education and Early Childhood Development
- Department of Health and Human Services
- City of Glen Eira
- House members

### ■ Process

#### ***Reports to Regulators***

10. At least four weeks before the report is due, the House Manager will:
  - a. draft the report
  - b. submit it to the CoM with:
    - i. appropriate financial reports
    - ii. additional documentation as requested by the regulators
11. Once the CoM has reviewed the report, the House Manager will:
  - a. make the required amendments and submit to the regulator by the due date
  - b. provide a copy of the final report to the CoM at its next meeting

#### ***Report to members***

12. At least four weeks before the AGM, the House Manager will:
  - c. draft the report
  - d. submit it to the CoM with:
    - iii. appropriate financial accounting reports
    - iv. additional supporting documents for distribution in the AGM report
13. Once the CoM has reviewed the report, the House Manager will make the required amendments and provide it to the Chairperson for presentation to members at the AGM.

## **8. Risk Management**

### **■ Policy Statement**

Caulfield South Community House is committed to minimising the risk any of its operations or activities poses to the organisation or its employees, volunteers, parents, children, members, or the general public.

### **■ Application**

This Policy applies to the development and review of the Risk Management framework for the House

**Note:** Risk could be anything that hinders the sustainable achievement of the House's objectives, including the failure to exploit opportunities

### **■ Process**

1. On an annual basis or at any time on request, the Manager will present the Organisation's Risk Management Plan and Risk Register to the Committee of Management for review.
2. The Committee of Management will:
  - a. undertake a SWOT analysis taking into account internal and external factors and the Association's goals and objectives to determine the risks, both positive and negative
  - b. for each category of risk decide the acceptable level of risk
  - c. analyse the risks to determine the likelihood of occurrence and known and possible consequences
  - d. identify existing controls that minimise those risks
  - e. record the categories of risk to be managed, including the controls
  - f. score each risk based on the likelihood (frequent, possible, rare) and consequence (significant, major, minor) of it occurring to calculate the overall level of risk
  - g. determine appropriate options for treating each risk and delegate any follow-up action to a Committee Member, a sub-committee or Manager.
3. Committee of Management will review the likelihood and consequence of each Significant and Major risk and adjust its categorisation and controls if appropriate.

## **9. Safe Food Handling**

### **■ Policy Statement**

Caulfield South Community House is committed to: ensuring adequate health and hygiene procedures are implemented at the House, including safe practices for handling, preparing, storing and serving food.

### **■ Application**

This Policy applies to all employees, contractors, students, and volunteers, including members and parents involved in handling, preparing, storing and serving food and drinks at the Caulfield South Community House

### **■ Process**

1. The Manager will display up-to-date food safety information to ensure that the food and drink handled or sold at the House is safe for human consumption, including:
  - a. details of any allergies among children, parents, members employees, volunteers, contractors, students on placement, or any other visitors to the House
  - b. foodstuffs prohibited at the House
  - c. washing hands for hygiene when planning to handle food or drinks
  - d. covering of wounds or cuts on hands or arms with wound strips or bandages
  - e. wearing food preparation gloves prior to handling, preparing and cleaning up food and drinks
  - f. cleaning of food preparation surfaces, utensils, cooking and storage equipment before and after use
  - g. appropriate preparation of ingredients, including thorough washing of fruit and vegetables, before use
  - h. disposing of scraps
2. The Manager will also:
  - a. monitor compliance with food safety practices
  - b. ensure all facilities and equipment for food preparation and storage are kept clean, and in good repair and working order
  - c. contact the City of Glen Eira to determine requirements prior to selling food at a fête, food stall or other House event
  - d. inform DEECD, DHS and parents if there is an outbreak of gastroenteritis or possible food poisoning occurs at the Childcare Service
3. All employees, volunteers, contractors, students, members and parents will ensure that hot drinks are only prepared and consumed in areas inaccessible to children.

## 10. Safety Assessment

### ■ Policy Statement

Caulfield South Community House is committed to providing a safe and healthy environment for employees, volunteers, members, children and others visiting the House

### ■ Application

This Policy applies to the safe management of the facilities and equipment to ensure the removal of hazards

### ■ Process

1. All employees and volunteers will be responsible for taking care of their own safety and the safety of others who may be affected by their actions.
2. As soon as they become aware of a hazard, each employee or volunteer will:
  - a. attempt to remove or limit the impact of the hazard
  - b. bring the hazard to the attention of their supervisor, even if it has been removed
  - c. report the hazard to the Manager using the Incident Register.
3. On receipt of a report of a hazard, the House Manager will:
  - a. take steps immediately to eliminate any ongoing hazard
  - b. review the Incident Register quarterly to identify any systemic issues and take action to permanently eliminate such hazards.
4. At the beginning of each term, and more frequently if required, the House Manager will:
  - a. arrange regular safety audits of the following:
    - i. indoor and outdoor environments
    - ii. all equipment, including emergency equipment
    - iii. the playground and the fixed equipment outdoors
    - iv. the community garden and tools
    - v. pest control methods
  - b. ensure that:
    - i. all cupboards/rooms are labelled accordingly, including those containing chemicals and first aid kits
    - ii. child-proof locks are installed on doors and cupboards where contents may be harmful
    - iii. all equipment and materials used meet relevant safety standards.
5. At the beginning of each term, and more frequently if required, the Childcare Coordinator will arrange practice emergency and evacuation procedures for all employees, volunteers and children.
6. Prior to the children arriving at the Childcare Service each day, the Childcare Coordinator will
  - a. conduct a safety inspection of the premises
  - b. if the inspection identifies any problem:
    - i. ensure that the problem is corrected
    - ii. if it is not possible to correct the problem, put in place temporary measures to ensure the children's, employee's and volunteers' safety
    - iii. notify the House Manager who will assist in obtaining a more permanent solution
  - c. ensure that all potentially dangerous materials and equipment are stored in a locked cupboard or out of the children's reach.

## Appendix A: Forms and Templates

- |                           |
|---------------------------|
| • Facility Booking Form   |
| • Incident Form           |
| • Membership Renewal Form |
| • Venue Hire Checklist    |



**Caulfield South  
Community House**

Policy and Process Manual  
Part E

## **Early Learning Child Care Services**

*Prepared by:*

*The Committee of Management  
and Tracey Burt, Manager, Caulfield South Community House*

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*Disclaimer: This manual does not claim to be the absolute authority on all aspects of the Neighbourhood House Sector. Rather, it is a starting point for information and should be used in conjunction with other sources of information and existing policies and procedures.*

*The information is provided on the basis that readers will be responsible for making their own assessments of the matters discussed and are advised to verify all relevant representations, statements and information and obtain independent advice before acting on any information contained in or in connection with this manual.*

*While every effort has been made to ensure that the information is accurate, the House will not accept any liability for any loss or damage, which may be incurred by any person acting in reliance the information.*

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## Introduction

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The House Policy and Procedure Manuals have been developed to facilitate the implementation and clearly define the House's policies in respect to all aspects of the Association's program and service delivery.

The manuals provide processes to be followed in the administration of these policies and assist all employees and volunteers in performing their duties.

The policies are consistent with those of best practice management principles. They have the full support and commitment of the Committee of Management.

This Child Care Manual has been written with consideration to the following legislation outlining the requirements for the provision of child care services:

- Children's Services Act 1996 (amended 25 May 2009)
- Children's Services Regulations 2009
- Health Act 1958
- Health Records Act 2001
- Occupational Health and Safety Act 2004

As an employee or volunteer, you are required to familiarise yourself with the Policies and Processes relevant to your position. This Manual gives an overview of individual responsibilities in relation to the Policies only and does not reflect the full scope of your role and responsibilities.

Any suggestions, recommendations or feedback on the policies and processes specified in this manual are welcome. This should be provided by email to the House Manager.

These policies and processes impact on all areas of the House's Child Care operations and should be read in conjunction with all the other House manuals which document employees' and volunteers' day-to-day roles and responsibilities.

## 1. Anaphylaxis<sup>1</sup>

### ■ Policy Statement

Caulfield South Community House is committed to:

- adopting risk minimisation strategies to reduce the risk of a child having an anaphylactic reaction
- raising awareness about allergies and anaphylaxis amongst the House's community
- actively involving the parents/guardians of each child at risk of anaphylaxis
- ensuring that each child at risk of anaphylaxis has a personalised Action Plan
- ensuring each staff member and other relevant adults undertake anaphylaxis training

### ■ Application

This policy applies to all employees and volunteers, parents and guardians regardless of whether or not a child enrolled at the Child Care Service is diagnosed by a qualified medical practitioner as being at risk of anaphylaxis.

### ■ Process

1. The Child Care Co-ordinator will:
  - a. Receive the child's personalised *Action Plan for Anaphylaxis* that the family must obtain from their GP prior to the commencement of the child's enrolment at the Service.
  - b. ensure that the *Action Plan for Anaphylaxis* is prominently displayed at the Child Care Service
  - c. review annually, the Child Care Service's *Action Plan for Anaphylaxis*
  - d. ensure child care staff:
    - i. attend approved anaphylaxis management training at least annually
    - ii. practise the administration of an adrenaline autoinjector preferably annually
  - e. ensure that at least one child care staff member with current approved anaphylaxis management training is in attendance and immediately available at all times the service is in operation
  - f. ensure that all staff, including relief staff, are aware of the symptoms of an anaphylactic reaction, the child at risk of anaphylaxis, the child's allergies, the *Action Plan for Anaphylaxis*, and the location of the EpiPen kit
  - g. ensure that there are adequate adrenaline autoinjector kits provided and that they are regularly maintained
  - h. ensure the expiry date of the adrenaline autoinjector is checked regularly and replaced when required and the liquid in the EpiPen/EpiPen Jnr is clear.
2. When a child diagnosed as 'at risk' of anaphylaxis is enrolled the Child care Coordinator will:
  - a. identify children at risk of anaphylaxis during the enrolment process and inform staff
  - a. ensure the Enrolment checklist for children diagnosed as at risk of anaphylaxis is completed
  - b. ensure a copy of the child's *Action Plan for Anaphylaxis* is visible to all staff
  - c. ensure that all staff, including casual and relief staff, are aware of the child's diagnosis, their allergies and symptoms, and the location of their adrenaline autoinjector kits and *Action Plan for Anaphylaxis*

---

<sup>1</sup> Anaphylaxis is a severe, life-threatening allergic reaction affecting up to two per cent of the general population and up to five per cent of children. The most common causes in young children are eggs, peanuts, tree nuts, cow's milk, bee and other insect stings, and some medications. A reaction can develop within minutes of exposure to the allergen but can be treated effectively with the use of an EpiPen.

- d. encourage the child's parents/guardians and staff to continuously exchange information regarding the current status of the child's allergies
  - e. ensure that no child who has been prescribed an EpiPen is permitted to attend the service or its programs without that EpiPen
  - f. ensure that the child's parent/guardian provides written consent to the medical treatment or ambulance transportation of a child in the event of an emergency, and that this authorisation is kept in the child's enrolment record
  - g. ensure that the child's parent/guardian provides written authorisation for excursions outside the service
  - h. ensure measures are in place to prevent cross-contamination of any food given to children diagnosed as at risk of anaphylaxis
  - i. ensure that staff accompanying the child outside the service carry a fully equipped adrenaline autoinjector kit along with the child's *ASCIA Action Plan for Anaphylaxis*
  - j. notify the child's parent/guardian and emergency services as is practicable if medication has been administered to the child in an anaphylaxis emergency without authorisation from a parent/guardian or authorised nominee
  - k. notify the child's parent/guardian as soon as is practicable if medication is administered to the child in the case of an emergency and update the child's medication record
  - l. review the adequacy of the response of the service if a child has an anaphylactic reaction and consider the need for additional training and other corrective action.
3. Staff responsible for a child at risk of anaphylaxis will:
- a. follow the child's *Action Plan for Anaphylaxis* in the event of an allergic reaction,
  - b. where a child who has not been diagnosed as allergic, but who appears to be having an anaphylactic reaction:
    - i. call an ambulance immediately by dialling 000
    - ii. commence first aid measures
    - iii. contact the parent/guardian
    - iv. contact the person to be notified in the event of illness if the parent/guardian cannot be contacted
  - c. ensure that medication is not administered to a child at the service unless it has been authorised and administered in accordance with the Medication Policy
  - d. allow the child to only eat food that has been specifically prepared for him/her
  - e. not allow trading or sharing of food, food utensils or containers with the child
  - f. if required, seat a highly allergic child at a table separate from other children when they are consuming food or drink containing or potentially containing the allergen. (Children with allergies should not generally be separated from other children and should be socially included in all activities.)
  - g. increase supervision of the child on special occasions such as excursions, incursions, or family days.
4. In the event of an allergic reaction, which may progress to an anaphylactic episode, staff will:
- a. follow the child's *ASCIA Action Plan for Anaphylaxis*
  - b. inform the House Manager and the child's parents/guardians following an anaphylactic episode.
5. In the event that a child who has not been diagnosed as at risk of anaphylaxis appears to be having an anaphylactic episode, staff will follow appropriate first aid procedures.

## 2. Asthma

### ■ Policy Statement

Caulfield South Community House is committed to:

- providing a safe and healthy environment for all children enrolled at the service
- providing an environment in which children with asthma can participate to their full potential
- providing a clear set of guidelines and procedures to be followed in the management of asthma
- educating and raising awareness about asthma among staff and parents/guardians

### ■ Application

This Policy applies to all employees and volunteers, parents and guardians, children and others attending the Child Care Service's programs and activities. Asthma management is a shared responsibility. Whilst Caulfield South Community House recognises its duty of care towards children with asthma during their time at the service, the responsibility for ongoing asthma management rests with the child's family and medical practitioner

### ■ Process

1. The House Manager will:
  - a. ensure that all child care staff are aware of asthma management strategies upon employment at the service
  - b. ensure that all child care staff undertake Emergency Asthma Management (EAM) training at least annually and that this is recorded in their training records
  - c. ensure that medication is administered in accordance with the Medication Policy.
2. The Child Care Coordinator will:
  - a. ensure that all child care staff are aware of this Policy and the asthma first aid procedure and that they can identify children displaying the symptoms of an asthma attack and locate their personal medication and their *Asthma Care Plan*.
  - b. ensure the expiry date of reliever medication is checked regularly and replaced when required, and that spacers and face masks are replaced after every use
  - c. ensure at least one staff member with current approved Emergency Asthma Management (EAM) training is on duty at all times
  - d. discuss with parents/guardians the requirements for completing the enrolment form and medication record for their child
  - e. provide parents/guardians with a copy of the service's Asthma Policy upon enrolment of their child
  - f. identify children with asthma during the enrolment process and inform staff
  - g. ensure that children with asthma can participate in all activities safely and to their full potential
  - h. identify and minimise asthma triggers for children attending the service, where possible
  - i. ensure that an asthma first aid kit is taken on all excursions and other offsite activities
  - j. compile a list of children with asthma and placing it in a secure, but readily accessible, location known to all staff. This should include the *Asthma Care Plan* for each child
  - k. ensure that induction procedures for casual and relief staff include information about children attending the service who have been diagnosed with asthma, and the location of their medication and *Asthma Care Plan*

- l. for a child with asthma:
  - i. provide the parents/guardians with an *Asthma Care Plan* to be completed in consultation with, and signed by, a medical practitioner
  - ii. ensure a medication record is kept for each child to whom medication is to be administered by the service
  - iii. ensure parents/guardians of all children with asthma, provide reliever medication and a spacer at all times their child is attending the service.
  - iv. Staff to ensure all asthma medication provided, is clearly labelled with the child's name and check expiry date.
  - v. develop an *Asthma Care Plan* in consultation with the parents/guardians
  - vi. file the child's *Asthma Care Plan* with their enrolment record
  - vii. immediately communicate any concerns with the child's parents/guardians regarding the management of their child at the service
  - viii. communicate any concerns to the parents/guardians if their child's asthma is limiting his/her ability to participate fully in all activities.
  
3. All staff will:
  - a. identify and, where possible, minimise asthma triggers as outlined in the child's *Asthma Care Plan*
  - b. administer prescribed asthma medication in accordance with the child's *Asthma Care Plan* and the *Administration of Medication Policy* of the service
  - c. under no circumstances change the dosage of medication without referring to the child's family first
  - d. advise parents/guardians of any observations made of a change in the child's condition
  - e. under no circumstances allow a child to self-administer any asthma medications.
  - f. ensure that when medication has been administered to a child in an asthma emergency without authorisation from the parent/guardian or authorised nominee, the parent/guardian of the child and emergency services are notified as soon as is practicable
  - g. follow appropriate reporting procedures set out in Policy 17 Medical & Accident Emergency in the event that a child is ill or is involved in a medical emergency or an incident at the service that results in injury or trauma.

### 3. Child Safe Standards<sup>2</sup>

#### ■ Policy Statement

Caulfield South Community House is committed to:

- ensuring that all the children enrolled at the Child care Service feel safe and are kept safe
- making the welfare of the children at the Child care Service the first priority
- taking a zero tolerance approach to child abuse
- providing a child-friendly environment where children feel safe and have fun
- valuing diversity and applying non-discriminatory practices.

#### ■ Application

This Policy applies to all staff, volunteers and others involved at the Child care Service in relation to all children who use the Service.

#### ■ Process

1. The House Manager will:
  - a. apply best practice standards in the recruitment and screening of staff and volunteers
  - b. interview and conduct referee checks on all staff and volunteer applicants
  - c. require Police Checks and/or Working with Children Checks for relevant positions
  - d. include the House's commitment to child safety and the screening requirements in all vacancy advertisements
  - e. ensure that all staff and volunteers receive adequate and appropriate training on identifying and assessing, and minimising the risks of child abuse, and detecting potential signs of child abuse, along with the House's Code of Conduct
  - f. appoint Child Safety Personnel with the specific responsibility for responding to any complaints made by children, parents/guardians, staff of volunteers.
  - g. ensure there are risk management strategies in place to identify, assess, and take steps to minimise child abuse risks, which include risks posed by physical environments, and online environments
  - h. ensure that this policy is reviewed following any significant incident and at least every two years.
2. All Child Care staff will:
  - a. encourage children to express their views
  - b. listen to their views and respect what they have to say, particularly on matters that directly affect them
  - c. teach the children what they can do if they feel unsafe
  - d. listen to and act on any concerns the children or their parents/guardians raise
  - e. encourage family participation and a sense of community
  - f. respect and value the diversity of the local community
  - g. promote the cultural safety, participation, and empowerment of children from culturally and/or linguistically diverse backgrounds
  - h. welcome children with a disability and their families, and act to promote their equal participation
  - i. foster children's curiosity, enjoyment and empathetic awareness of cultural differences and similarities and providing special cultural activities in response to the children's interest
  - j. provide a range of materials that represent varied racial groups, in response to the children's interests, acknowledging the similarities and difference between cultural groups

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<sup>2</sup> Child safe policy and statement of commitment, Child safe standards toolkit: resource two, State of Victoria, Department of Health and Human Services, December 2015  
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- k. provide support or written information for those families who have English as a second language
  - l. if they have a **reasonable belief** (see possible factors below), that an incident has occurred report the incident to the Child Safety Personnel:
    - i. a child states they or someone they know has been abused (noting that sometimes the child may in fact be referring to themselves)
    - ii. observing behaviour consistent with that of an abuse victim
    - iii. someone else has raised a suspicion of abuse but is unwilling to report it
    - iv. observing suspicious behaviour.
3. Child Safety Personnel will:
- a. investigate any allegation, concern or complaint from any source that there has been an incident
  - b. submit a report to child protection if they believe on reasonable grounds that a child is in need of protection from physical injury or sexual abuse
  - c. report to the Child Care Coordinator and/or House Manager the outcomes of their investigation with recommendations for action.

## **4. Clothing and Footwear**

### **■ Policy Statement**

Caulfield South Community House is committed to ensuring that each child is dressed appropriately and safely at all times.

### **■ Application**

This Policy applies to all staff and volunteers when organising activities for enrolled children and in particular, caring for children who are not toilet-trained.

### **■ Process**

1. When a child is dropped off at the Child Care Service wearing inappropriate clothing or footwear, such as thongs, the staff member welcoming the child will:
  - a. speak to the parent/guardian and ask them to change the child's clothing or footwear and remove the inadequate item/s from the Child Care Service
  - b. if the parent/guardian has no suitable alternative for the child, request that the child be removed from the Child Care Service and returned only when he or she is dressed appropriately.
2. If a parent/guardian provides insufficient changes of clothes or nappies for their child, the child care worker will advise the parent/guardian when they collect the child from the Child care Service.
3. If there are repeated instances of insufficient changes of clothes or nappies provided for a child, the Child Care Coordinator will consult with the parent/guardian.

## **5. Compliments and Complaints**

### **■ Policy Statement**

Caulfield South Community House is committed to:

- providing an environment of mutual respect and open communication
- dealing with disputes, complaints and complainants with fairness and equity
- maintaining confidentiality at all times.

### **■ Application**

This Policy applies to all employees and volunteers in their relationships with parents/ guardians handling compliments, disputes and complaints.

### **■ Process**

1. The House Manager will ensure that:
  - a. the following details are displayed prominently at the main entrance of the service:
    - i. the name and telephone number of the person to whom compliments, complaints and grievances may be addressed, and how to make an anonymous compliment, complaint or and grievance
    - ii. the address and telephone number of the Authorised Officer at the DEECD regional office
  - b. information on how to lodge a compliment, complaint or grievance is included on the House website
2. In responding to compliments, complaints or grievances, staff members will at all times:
  - a. provide a respectful, valuing, and informative acknowledgement
  - b. maintain their professionalism and integrity
  - c. comply with the House's Privacy and Confidentiality Policy.
3. If a parent/guardian raises any issues or concerns with any staff member:
  - a. the staff member will:
    - i. notify the House Manager if the complaint escalates and becomes a grievance
  - b. the House Manager will:
    - i. meet with the complainant in an attempt to resolve the issue
4. The House Manager must inform DEECD in writing within 24 hours of receiving a notifiable complaint.
5. All staff will work co-operatively with the Dept Education in any investigations related to grievances about the House, its programs or staff.

## **6. Confidentiality**

### **■ Policy Statement**

Caulfield South Community House is committed to:

- responsible and secure collection and handling of personal information
- protecting the privacy of each individual's personal information
- ensuring individuals are fully informed regarding the collection, storage, use, disclosure and disposal of their personal information, and their access to that information

### **■ Application**

This Policy applies to all staff and volunteers in the collection, storage, use, disclosure and disposal of personal and health information relating to all current and prospective enrolments and their families.

### **■ Process**

1. The House Manager will ensure that:
  - a. all personal records and documents relating to current and prospective enrolments and their families are maintained and stored securely, including electronic storage
  - b. a copy of this Policy, including the Privacy Statement, is prominently displayed at the Child Care Service and is available on request
  - c. all staff and volunteers are aware of their responsibilities in relation to the collection, storage, use, disclosure and disposal of personal and health information about prospective and current enrolments and their families.
2. When photos or video recordings are going to be taken at the Child care Service, the Child Care Coordinator will ensure that:
  - a. children and parents/guardians are notified
  - b. the parents/guardians of the children who are to be photographed or videoed provide informed and voluntary consent before the event.
3. All staff and volunteers will ensure that they do not disclose any child's enrolment at the House to anyone without the consent of the child's parent or guardian.
4. The Child Care Co-ordinator will respect the wishes of those parents who have indicated on their child's enrolment form that "no photos are to be used for social media or marketing purposes" and will refrain from doing so.
5. The Child Care Co-ordinator will check all photos of children displayed through-out the Child Care Service and to ensure appropriate permission has been received for display.

## **7. Drop-off and Collection of Children**

### **■ Policy Statement**

Caulfield South Community House is committed to:

- ensuring children are safely dropped off at and collected from the Child care Service
- fulfilling its duty of care to all children
- providing a welcoming environment to children and their families
- encouraging families to drop off and collect their child or children on time
- complying with all legislative requirements.

### **■ Application**

This Policy applies to all Child Care employees and volunteers, the Approved Provider and Committee of Management in relation to the care of all children enrolled at the Child Care Service.

### **■ Process**

1. The Child care Coordinator will ensure that:
  - a. educator-to-child ratios are maintained at all times children are in attendance at the service, including when children are collected late from the service
  - b. an attendance book/electronic device is provided for parents/guardians to:
    - i. to sign in their child when they are dropped off at the Child care Service, including the time of drop-off. Once the child has been signed in and the time entered, or the parent/guardian leaves the service, the staff members will be responsible for the supervision of the child.
    - ii. to sign out their child, including the time of collection. Once the child has been signed out, and the time entered, the parent/guardian will be responsible for the supervision of the child even while they are still on the premises
  - c. if a parent/guardian fails to sign a child in or out a staff member will complete this task.
2. Child care staff will:
  - d. refuse to allow a child to leave the service except with a parent/guardian or authorised nominee, or with the written authorisation of one of these except in the case of a medical emergency or an excursion
  - e. ensure that no child is taken outside the service premises on an excursion except with the written authorisation of a parent/guardian or authorised nominee
  - f. inform the Approved Provider as soon as is practicable, but within 24 hours, if a child has left the service unattended by an adult or with an unauthorised person
3. Where a staff member believes that a parent/guardian or authorised nominee may be ill, affected by alcohol or drugs, or not able to safely care for their child, staff will:
  - a. consult with the Child care Coordinator or House Manager, if possible
  - b. if a parent/guardian arrives at the House intoxicated or under the influence of other drugs, notify the police
  - c. complete the Incident, Injury, Trauma and Illness Record and file with the child's enrolment form.
4. When a child is to be collected by an unauthorised person, including where a parent/guardian or authorised nominee telephones the service to notify that such a person will be collecting the child, the Child care Coordinator will:
  - a. request that the parent/guardian or authorised nominee email the authorisation if it is possible to do so, detailing the name, address and telephone number of the person who will be collecting the child; and ensure that the email authorisation is stored with the child's enrolment record. Check the persons ID on collection of the child.

- b. if it is not possible for the parent/guardian or authorised nominee to provide authorisation via email, the House will accept a verbal authorisation provided that:
  - i. all details of the person collecting the child, including the name, address and telephone number of the person are obtained
  - ii. if the person to collect the child is unknown to the staff member in charge at the time, photo identification is obtained to confirm the person's identity on arrival at the service
- c. ensure that:
  - i. the attendance record is completed prior to the child leaving the service
  - ii. the child is not released where authorisation is not or cannot be provided by the parent/guardian or authorised nominee
  - iii. the House Manager is notified in the event that written authorisation is not provided, for further follow-up.
- 5. Where a parent/guardian or authorised nominee **has** notified the service that they will be late collecting their child, the Child care Coordinator will:
  - a. ensure that the educator-to-child ratios are maintained at all times children are in attendance at the service until the parent/guardian has arrived for collection
- 6. Where a parent/guardian or authorised nominee is late collecting their child and **has not** notified the service that they will be late, the Child care Coordinator will:
  - a. ensure that the educator-to-child ratios are maintained at all times children are in attendance at the service
  - b. contact the parents/guardians or the authorised nominee to request collection
  - c. inform the House Manager of the situation
  - d. designate somebody to continue to attempt to contact the child's parents/guardians and emergency persons
- 7. If the safety of the child or service staff is threatened or if they fear for the safety of the child, themselves or other service staff at any time Child care staff will:
  - a. contact police
  - b. within 24 hours of a serious incident, inform the Regulatory Authority (DEECD).

## 8. Enrolment and Orientation

### ■ Policy Statement

Caulfield South Community House is committed to providing access to child care services on an equitable basis, with the following provisos:

- at the end of each term, existing family enrolments will be given the first option to continue their enrolments
- in deciding whether to accept an enrolment, a child's developmental stage within the group will be taken into consideration
- in order to sustain active enrolments for the Child care Service, adequate age ratios amongst each group will be maintained wherever possible.

### ■ Application

This Policy applies to the House Manager, Child care Coordinator and all staff involved in managing applications for the Caulfield South Community House Child care Services, and orienting children into the service.

### ■ Process

1. On receipt of a Child care enrolment application, the Child care Coordinator will:
  - a. review the current vacancies for the child's age group
  - b. if there is no vacancy, notify the applicant when a vacancy may be available and invite them to place the child's name on the waiting list
  - c. if there is a vacancy and the child meets the required developmental stage, offer the applicant a place for the child, provisional on the provision of the necessary documentation and fees.
2. Once the applicant accepts the offer of a place, the Child care Coordinator will arrange a convenient time to introduce the child and family into the child care program and begin the orientation process.
3. **Prior to enrolment**, the Child care Coordinator will review the child's immunisation documentation to assess if it complies with requirements.
4. Whenever a child is accepted, the Child care Coordinator will:
  - a. review the enrolment application to identify any additional needs and make the necessary arrangements to ensure that these needs are addressed
  - b. keep the Immunisation History Statement on file
  - a. discuss the child's needs with the parents/guardians and develop an orientation program to assist them to settle into the program.
5. If a vacancy occurs,
  - a. the Child care Coordinator will offer the place to the family of the next suitable candidate on the waiting list
6. To assist a child's orientation into the service, child care staff will:
  - a. encourage parents/guardians to:
    - i. stay with their child as long as required during the settling in period
    - ii. make contact with educators and carers at the service, when required
  - b. assisting parents/guardians to develop and maintain a routine for saying goodbye to their child
  - c. share information with parents/guardians regarding their child's progress settling into the service
  - d. providing comfort and reassurance to children who are showing signs of distress when separating from family members.

## 9. Exclusion of Sick Children and Staff

### ■ Policy Statement

Caulfield South Community House is committed to maintaining a safe and healthy environment for all children and staff, and others who visit the Child care Service

### ■ Application

This Policy applies to all staff, children enrolled at the Child care Service, and others who visit the Child care Service, who present with symptoms of, or have been diagnosed with an infectious disease

### ■ Process

1. The Child care Coordinator will:
  - a. ensure that at least one staff member with current approved first aid qualifications is in attendance and immediately available at all times the service is in operation
  - b. when a child or staff member is sick, including those with cold sores, conjunctivitis, school sores, Gastroenteritis or head lice, exclude the sick child or staff member to prevent the introduction or re-introduction of infection into the House and avoid contagion of other children and staff.
2. If a staff member or child enrolled at the Child care Service is suspected of or is suffering from an infectious or vaccine-preventable disease, the Child care Coordinator will:
  - a. notify the House Manager immediately
  - b. contact the parents/guardians of the child and request that the child be collected as soon as possible
  - c. within 24 hours, notify the parents/guardians of all children enrolled at the Child care Service, and all other staff of the potential outbreak and displaying this information prominently
  - d. if the disease is confirmed, ensure that the staff member or child is not permitted to return to the Child care Service until the minimum exclusion period has expired and the staff member or child feels well and then only on presentation of a medical certificate confirming they can be readmitted.
3. If a staff member or child enrolled at the Child care Service is diagnosed with any of the specified diseases, the Child care Coordinator will notify the Department of Education and Early Childhood Development, respecting confidentiality at all times.
4. Staff will call the parents/guardians to remove their child from the service if the child:
  - a. has a fever of more than 37°C until their temperature, activity level and appetite are back to normal
  - b. has been prescribed antibiotics for an acute illness for at least 24 hours
  - c. is vomiting or suffering from diarrhoea until 24 hours after the vomiting/diarrhoea has stopped
  - d. has more than 2-3 soiled nappies
  - e. shows signs of being lethargic, not eating or has unusual energy levels
  - f. has cold sores until the sores have dried
  - g. has a heavy cough or cold, especially if the child has a green, snotty nose, until the cough/cold has eased
  - h. has school sores until the sores have dried
  - i. has conjunctivitis until the infection has cleared
  - j. head lice until lice treatment has commenced and there are no longer any live lice.

## **10. Food Safety**

### **■ Policy Statement**

Caulfield South Community House is committed to:

- providing a safe environment for all children and staff
- promoting good hygiene
- being flexible to individual needs

### **■ Application**

This Policy applies to all child care staff and volunteers in relation to the provision and consumption of food and drinks for the children

### **■ Process**

1. Parents are to pack and provide healthy snacks and lunches for their children. Parents are notified at the commencement of their child's enrolment to ensure the food provided does not contain nuts. CSCH is a nut free environment.
2. A Food Warning notice is displayed on the Child Care Service parent's notice board
3. If a child brings nuts, to the Child care Service, staff will:
  - a. remove the item and explain the reason to the child
  - b. give the item to the parent/guardian when the child is collected, advising them that the item is not permitted and the reasons.
4. If children with allergies are enrolled at the Child care Service, the Child care Coordinator will notify all parents/guardians whether celebration food, such as birthday cakes is permitted, and the alternatives, such as stickers, available.
5. All child care staff will:
  - a. provide water to the children throughout the day
  - b. encourage children to wash their hands before eating
  - c. making meal and snack times as relaxing and enjoyable as possible by having the children sit in a social manner at the table
  - d. sitting at the table with the children and having a snack also
  - e. be sensitive and flexible to individual needs, such as allowing a tired, hungry child to begin their snack earlier if necessary.

## 11. Gender Equity

### ■ Policy Statement

Caulfield South Community House is committed to providing all children with the opportunity to develop to their maximum potential, regardless of their gender, reflecting our commitment to nurturing each child's sense of self-worth, confidence and independence

### ■ Application

This Policy applies to the creation and continuing development of a curriculum that values each gender equally and providing equal opportunity for all genders to participate in all aspects of the program

### ■ Process

1. The Child care Coordinator will:
  - a. review the curriculum at least annually to ensure that it is not biased towards a particular gender and that all learning experiences are:
    - i. equally accessible
    - ii. enable children to develop understanding about the discriminatory nature of some social practices, behaviours and attitudes.
  - b. purchase only equipment that does not reinforce gender bias
  - c. remove resources that may not reflect gender equity.
2. All child care staff will:
  - a. treat all children equally and provide the same opportunities for all genders
  - b. encourage children to participate in all activities but respect their choices and acknowledge their play preferences
  - c. question attitudes, behaviours and values that may limit or hinder children's skills and potential
  - d. actively encourage all children to show empathy and healthy assertiveness, treating other children as equal
  - e. use language that does not reflect bias to any gender
  - f. give all children equal attention and time
  - g. choose books, songs, etc, that promote gender equity and
  - h. act as good role models who are not biased in any way.

## **12. Head Lice Policy**

### **■ Policy Statement**

Whilst recognising that parents/guardians have the primary responsibility for the detection and treatment of head lice, Caulfield South Community House is committed to working in a cooperative and collaborative manner to assist all families to manage head lice effectively.

### **■ Application**

This Policy applies to all staff in assisting with the treatment and control of head lice in a consistent and coordinated manner

### **■ Process**

1. In the event that live head lice are identified on a child at the Child care Service, child care staff will:
  - a. notify the parent/guardian to pick up the child immediately and not allow the child to return to the Child care Service until appropriate treatment has commenced
  - b. notify the parents/guardians of the other children at the Child care Service so they have an early opportunity to detect and treat their children if necessary
  - c. maintain a sympathetic attitude and avoid stigmatising or blaming the families of the children with head lice.
2. If a parent/guardian notifies staff that their child has live lice, staff will:
  - a. not allow the child to return to the Child care Service until appropriate treatment has commenced
  - b. notify the parents/guardians of the other children at the Child care Service so they have an early opportunity to detect and treat their children if necessary
  - c. maintain a sympathetic attitude and avoid stigmatising or blaming the families of the children with head lice
  - d. notify families each time a case of head lice is detected in the House.
  - e. provide up-to-date information parents/guardians via newsletters or Information Bulletins.
3. In the event that live head lice are identified on a staff member at the Child care Service, the staff member will not return to the Child care Service until appropriate treatment has commenced.

## **13. Immunisation**

### **■ Policy Statement**

Caulfield South Community House is committed to:

- providing a safe and healthy environment for all children, staff, volunteers and others involved with the Child care Service.
- providing advice and support to a child and their family, staff member or volunteer who presents to the Child care Service with symptoms of an infectious disease or infestation
- providing up-to-date information and resources for families, staff and volunteers regarding infectious diseases and infestation management and immunisation programs

### **■ Application**

This Policy applies to all the management of infectious diseases and infestations for the protection of all children, staff, volunteers and others visiting the Child care Service.

### **■ Process**

1. The Child care Service will not process a new enrolment for a child whose immunisations are not up-to-date. Families must provide documentation that shows the child:
  - is fully vaccinated for their age; or
  - is on a recognised catch up schedule if their child has fallen behind with their vaccinations; or
  - has a medical reason not to be vaccinated
  - if a child has received vaccinations outside of Australia, a letter from an Australian GP must be obtained to confirm vaccinations meet the Australian requirements.
2. The Child care Service can offer a Grace Period of up to 16 weeks. During this time, an up-to-date immunisation record must be supplied to the Child care Service to finalise the enrolment process.
3. During an outbreak of some infectious diseases (such as measles and whooping cough), child care staff will exclude a child whose immunisations are not up-to-date from the Child care Service for precautionary measures.

## **14. Infection Control**

### **■ Policy Statement**

Caulfield South Community House is committed to maintaining a safe and healthy environment for children, staff, volunteers and others involved with the Child care Service, including the prevention of the spread of infectious diseases such as HIV, Hepatitis B and Hepatitis C.

### **■ Application**

This Policy applies to all staff and volunteers when handling or dealing with blood, faeces, urine, sweat and tears.

### **■ Process**

1. When dealing with blood, all staff and volunteers will:
  - a. treat all blood as potentially infectious
  - b. locate the first aid kit and notify a first aid qualified staff member
  - c. wear disposable gloves
  - d. cover open wounds with a waterproof dressing
  - e. clean spills.
2. When cleaning blood and body fluids with disinfectant or cleaning detergent, all staff and volunteers will:
  - a. wear disposable gloves
  - b. apply absorbent paper to soak up the substance
  - c. clean the surface with detergent and hot water
  - d. dry the area so that it is not slippery
  - e. ensure all children are well clear of the affected area and are safe
  - f. place used gloves and paper towel in a plastic bag, seal the bag and dispose of it in the appropriate bin
  - g. wash their hands thoroughly.

## 15. Interactions with Children

### ■ Policy Statement

Caulfield South Community House is committed to:

- considering the health, safety and wellbeing of each child, and providing a safe, secure and welcoming environment in which they can develop and learn
- maintaining its duty of care towards all children at the service
- building collaborative relationships with families to improve learning and development outcomes for children
- encouraging positive, respectful and warm relationships between children and staff and volunteers.
- the development of positive and respectful relationships with each child at the Child care Service
- supporting each child to learn and develop in a secure and empowering environment

### ■ Application

This Policy applies to all employees and volunteers and their behaviour in respect to the children at the Child care Service and their families

### ■ Process

1. All staff will be positive and respectful and model appropriate behaviour when working with children and families.
2. All staff will:
  - a. ensure that there is supervision of children at all times
  - b. communicate and work collaboratively with parents/guardians and families in relation to their child's learning, development, interactions, behaviour and relationships
  - c. deliver educational programs, in accordance with an approved learning framework,
  - d. staff will observe the children's interests, then develop and deliver a program that incorporates their interest
  - e. deliver programs that develop a sense of wellbeing and identity, connection to community, and provide skills for lifelong learning in all children
  - f. develop a program that develops inclusiveness and acceptance of all children's needs
  - g. provide education and care to the children in a way that:
    - i. encourages them to express themselves and their opinions
    - ii. allows them to undertake experiences that develop self-reliance and self-esteem
    - iii. maintains the dignity and the rights of each child at all times
    - iv. offers positive guidance and encouragement towards acceptable behaviour
  - h. support each child to develop responsive relationships, and to work and learn in collaboration with others
  - i. use positive and respectful strategies to assist children to manage their own behaviour, and to respond appropriately to conflict and the behaviour of others
  - j. be aware that it is an offence to subject a child to any form of corporal punishment, or any discipline that is unreasonable or excessive in the circumstances
  - k. maintain confidentiality at all times.

## 16. Lock-down and Lock-out

### ■ Policy Statement

Caulfield South Community House is committed to ensuring the safety of all children by:

- locking down the premises immediately an external and immediate danger is identified, and it is determined that the children should be secured inside the building for their own safety
- locking the children out of the premises when an internal immediate danger is identified, and it is determined that the children should be excluded for their safety.

### ■ Application

This Policy applies to all staff and volunteers when the children are under threat from an external source.

### ■ Process

#### Lock-down

1. As soon as an external and immediate threat is identified, the Child care Coordinator will:
  - a. call **000** for emergency services and seek and follow the advice
  - b. initiate the lock-down and instruct staff as necessary to:
    - i. close internal doors and windows
    - ii. remain in the child care services indoor room
  - c. check that all external doors (and windows if appropriate) are locked
  - d. notify parents/guardians and returning groups to not come to the facility until the incident is over
  - e. ensure a telephone line is kept free.
  - f. keep the main entrance as the only entry point – it must be constantly monitored, and no unauthorised people allowed access
  - g. ensure that all children, staff, volunteers and visitors are accounted for
  - h. if it is safe to do so, have a staff member wait at the main entry to the facility to guide emergency services personnel.
  - i. as appropriate, confirm with emergency services personnel that it is safe to return to normal operations.
  - j. maintain a record of actions/decisions undertaken and the times
  - k. contact the children's parents/guardians as required.
2. After a lock-down, the Child care Coordinator will:
  - a. ensure that support is provided to any children, staff, volunteers or visitors with medical or other needs
  - b. when appropriate activate the parent/guardian reunification process
  - c. distribute a prepared communication to parents/guardians as appropriate
  - d. undertake an operational debrief with staff to identify any lock-down and procedural changes required
  - e. report any serious incidents to the relevant DET officer in the region (Services operating under the *Children's Services Act 1996* refer to practice note Serious incidents available at:  
[www.education.vic.gov.au/childhood/providers/regulation/Pages/vcspracnotes.aspx](http://www.education.vic.gov.au/childhood/providers/regulation/Pages/vcspracnotes.aspx))

**Lock-out**

3. As soon as an internal and immediate threat is identified, the Child care Coordinator will:
  - a. call **000** for emergency services and seek and follow the advice
  - b. announce the lock-out with instructions about what is required, such as nominating staff to check the premises for anyone left inside and collect the Emergency Kit
  - c. assemble the children, staff, volunteers and visitors to the most identified assembly area:
  - d. check that all children, staff, volunteers and visitors are accounted for
  - e. where appropriate, confirm with emergency services personnel that it is safe to return to normal operations
  - f. maintain a record of actions/decisions undertaken and times
  - g. contact the children's parents/guardians as required.
4. After a lock-out, the Child care Coordinator will:
  - a. ensure that support is provided to any children, staff or visitors with medical or other needs are supported
  - b. determine whether to activate the parent/guardian reunification process
  - c. distribute letters to parents/guardians as appropriate
  - d. undertake an operational debrief with staff and the Incident Management Team to identify any lock-out and procedural changes required
  - e. report any serious incidents to the relevant DET officer in the region  
(Services operating under the *Children's Services Act 1996* refer to practice note Serious incidents available at:  
[www.education.vic.gov.au/childhood/providers/regulation/Pages/vcspracnotes.aspx](http://www.education.vic.gov.au/childhood/providers/regulation/Pages/vcspracnotes.aspx))

## 17. Medical & Accident Emergency

### ■ Policy

Caulfield South Community House is committed to ensuring the children's wellbeing at all times by:

- providing a safe and healthy environment for the children
- developing, monitoring and practising sound accident prevention strategies
- responding to and treating any injury quickly and appropriately to prevent an exacerbation of the situation
- keeping parents/guardians informed of any accidents or injuries that affect their child.

### ■ Application

This Policy applies to the management of an injury to any child while in the care of Child care Service staff.

### ■ Process

The House Manager will ensure that emergency procedures are displayed in high visibility areas throughout the House

1. If a child suffers a **minor injury**, the staff member involved will:
  - a. administer basic first aid as quickly and effectively as possible to prevent any serious harm or secondary issues
  - b. complete and sign an Accident Report in the presence of a witness
  - c. inform the parent/guardian by phone at the time of the injury or when they arrive to collect their child
  - d. request the parent/guardian to sign an acknowledgement of the injury in the Accident Book
  - e. provide the Accident Report to the Child care Coordinator for information and filing in the accident file.
2. If a child suffers a **major injury**:
  - a. the staff member involved will:
    - i. if emergency treatment is required ask a co-worker to call for an ambulance and notify the Child care Coordinator immediately
    - ii. administer basic first aid as quickly and effectively as possible to prevent any serious harm or secondary issues
    - iii. stay with the child until the ambulance officers arrive
    - iv. a staff member of the House to travel in the ambulance in the absence of a parent, guardian or emergency contact person
    - v. document clearly and specifically all the details of the incident in the Child Accident Report and sign it in the presence of a witness
    - vi. provide the Accident Report to the Child care Coordinator
  - b. a co-worker will take the other children to another part of the premises
  - c. the Child care Coordinator will:
    - i. immediately notify the child's parents/guardians by phone of the incident and whether medical aid or hospitalisation is required
    - ii. immediately notify the House Manager and a Committee Member or, if unable to contact the House Manager, one of the Committee of Management Executives
    - iii. request the parent/guardian to sign an acknowledgement of the injury in the accident book
    - iv. undertake an investigation into the incident within 24 hours
    - v. within 48 hours, provide a report outlining the accident to the Secretary of the Department of Education and Early Childhood Development
    - vi. arrange for counselling for the child and other children, families and staff as required.

## 18. Medication

### ■ Policy Statement

Caulfield South Community House is committed to

- providing a safe and healthy environment for all children, staff, volunteers and others at the Child care Service
- responding immediately to the needs of a child who is ill or becomes ill while attending the service
- ensuring that medication is administered safely and appropriately.

### ■ Application

This policy applies to all staff in relation to the administration and storage of medication.

### ■ Process

1. Whenever a parent/guardian provides medication for their child, staff will:
  - a. Check the use by date of the medication
  - b. immediately place the medication in the House fridge or the first aid cupboard as appropriate
  - c. ensure that the parent/guardian enters the following medication information in the Medication Book:
    - i. Date of entry and Child's full name
    - ii. Name of medication and dosage to be given
    - iii. Date and time of requested dose including, for precautionary medication, the symptoms that need to be present before medication should be given, eg. if wheezing commences, or if the child's temperature rises above 37 degrees
    - iv. Why the medication is required
    - v. The parent's/guardian's signature authorising the administration of the medication
  - d. ensure that, if a parent/guardian requests a change to the dosage written on the container, whether or not it is over the counter or prescribed medication, the parent/guardian provides a letter signed by the child's doctor authorising the change in dosage. (If no such letter is provided, only the dosage that is written on the medication container may be administered and the parents/guardians contacted and informed accordingly.)
2. All staff will ensure that, when arranging to administer authorised medication to a child that:
  - a. two staff with Level II First Aid Training are present
  - b. prior to administering the medication, both staff check and witness that:
    - i. the parent's/guardian's details entered into the Medication Book are the same as those written on the medication label – child's name, dosage, correct time since previous dosage
    - ii. the correct dosage is prepared for the child in question
    - iii. the full dosage is administered to the correct child.
  - c. medication is never left in a position where it is accessible to children.
  - d. once the medication has been administered to the child, both staff members complete and sign the medication administration forms.
3. When a parent/guardian arrives to collect their child, staff will invite them to check and sign the medication administration details in the Medication Book to acknowledge that the requested medication has been given, the dosage and the time administered.
4. When a child suffers from an ongoing condition, such as Asthma or Epilepsy, which requires prolonged or preventative medications, staff will refer to the *Medical Management Plan* signed by the child's doctor and provided by the parents/guardians at the time of enrolment or onset of the illness.

## 19. Qualified Staff

### ■ Policy Statement

Caulfield South Community House is committed to providing only staff qualified in accordance with the *Children's Services Regulations 2009* to care for and educate all children left in care at the House.

### ■ Application

This Policy applies to the employment and engagement of child care staff.

### ■ Process

1. The House Manager will ensure that:
  - a. all staff employed to care for and educate all children left in care at the House, hold the qualifications specified in the *Children's Services Regulations 2009*
  - b. copies of each staff member's qualifications are kept on the premises at all times
  - c. if a qualified staff member is absent, they will be replaced by another qualified staff member employed by the House or, if necessary, a qualified staff member from an employment agency
  - d. ongoing training opportunities are provided for staff to enhance their professional development.

## **20. Sun Smart**

### **■ Policy**

Caulfield South Community House is committed to providing a SunSmart environment for children and staff and volunteers to protect them from skin damage caused by the harmful UV rays of the sun

### **■ Application**

This Policy applies to all child care activities throughout the year, and particularly in warmer weather, and to all children, and staff, volunteers and other adults involved at the Child care Service

### **■ Process**

1. The Child care Coordinator will ensure that:
  - a. every child is provided with a legionnaire style hat upon enrolment
  - b. sunscreen with protection Factor 50 is always available at the House
    - parents are encouraged to apply sunscreen to their child prior to leaving
    - alternatively, sunscreen is applied to each child prior to going outside
    - if a child has an allergy or sensitivity to sunscreen, parents must provide an appropriate alternative for staff to apply
    - sunscreen must be clearly labelled and left in child's bag
  - c. SunSmart information is displayed as a reminder of this SunSmart Policy.
2. Child care staff will:
  - a. ensure that children, staff, volunteers and others involved at the Child care Service, wear hats and use shaded areas during the warmer weather and always during terms 1 and 4
  - b. if a child does not have a sun hat that protects their face, neck and ears, or clothing that protects both their shoulders and backs, and footwear that covers their feet
  - c. if a child refuses to wear a sun hat that protects their face, neck and ears, keep the child inside with adequate supervision or, if this is not an option, require the child to play only in the shaded area outside
  - d. if a child's hat is not clearly labelled, write the child's name on the inside rim of the hat
  - e. discuss the importance of skin care and sun protection with children in regard to keeping safe and healthy and reinforce SunSmart behaviour in a positive way
  - f. ensure that:
    - i. water is available at all times and offered to the children frequently
    - ii. time is allocated during the session for children to stop what they are doing, sit quietly and have a drink.

## **21. Supervision of Children**

### **■ Process**

The House is committed to providing the required staff/child ratio to ensure a safe and healthy environment for all children

### **■ Application**

This Policy applies at all times whenever children enrolled at the Child care Service are present

### **■ Process**

1. Staff will ensure that:
  - a. at all times, the staff/child ratio is met in all areas where there are children, including when running indoor and outdoor programs simultaneously
  - b. no child or group of children is left unattended at any time
  - c. a qualified staff member is present at all times, at no stage are children left only with students or volunteers
  - d. if a staff member needs to leave the child care area where they are responsible for the supervision of children, they first call upon another staff member or volunteer to relieve them
  - e. when a child is using the bathroom, one staff member is positioned within the room to supervise and/or assist them
  - f. whilst outside, they place themselves in positions that allow supervision of the whole play yard and door entrances
  - g. they are always in a position that allows them to react to different situations quickly.

## **22. Updating Records**

### **■ Policy Statement**

Caulfield South Community House is committed to maintaining up-to-date records for the children enrolled at the Child care Service

### **■ Application**

This Policy applies to the management of all enrolment and other records for the children enrolled at the Child care Service

### **■ Process**

1. The Child care Coordinator will update the child's records whenever a parent/guardian advises a change (by way of email or a clearly outlined document) to any pertinent information such as the following:
  - a. the child's or parent's/guardian's address and/or phone number
  - b. the persons authorised to collect the child
  - c. the child's health and immunisation records
  - d. the parent's/guardian's employment details.

## Appendix A: Forms and Templates

• Development Record
• Child care Enrolment Application
• Food Safety Plan TEMPLATE
• Health Issue Notice TEMPLATE
• Incident, injury, trauma and illness record

**Commented [LM1]:** links to existing forms and new templates to be inserted.