



Frontier Services
serving remote Australia

Frontier Services In Home Care Policies Booklet

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CHILDREN'S SERVICES STRATEGIES

As a supplement to the Frontier Services Staff Manual, a series of overarching strategies has been developed to ensure all of our Children's Services are of a high quality and that there is consistency in the philosophy underpinning the service provision.

To date there are three strategies in place:

- Risk Management Strategy
- Occupational Health and Safety Management Strategy
- Child Development Management Strategy

Some Children's Services, such as child care centres, will have in place more detailed service specific policies and procedures to enable them to meet relevant regulations and quality accreditation standards.

For ease of reading and consistency of text, please note that the term 'staff' will be used throughout the documents, and also refers to volunteers and students where appropriate. It also refers to In Home Care self employed educators as they sign an agreement to provide care in accordance with the organisation's policies and procedures.

It is understood that volunteers and students will always act in accordance with direct instructions from Frontier Services staff and that as such, it is the responsibility of said staff to ensure students and volunteers are aware of the policies relating to them.

Frontier Services In Home Care Policies

In addition to the above strategies there are specific In Home Care policies to ensure we meet National Standards.

Further information is also included in the Guidelines and Recommendations booklet which is issued to every In Home Care family for access by the educator.

RISK MANAGEMENT STRATEGY CHILD PROTECTION

The following strategy provides the policies and practices for Frontier Services' staff and volunteers to follow in order to ensure that all children and young people within our service environments are protected and are free from harm.

The Risk Management strategy includes the following documents which will be made available to all staff and volunteers upon employment or engagement:

- A policy with a statement of commitment to the safety and well-being of children and the protection of children from harm
- A Code of Conduct for interacting with children and young people
- Recruitment, training and management procedures for staff (including appropriate employment screening – i.e. relevant State and Territory police checksⁱ)
- Reporting guidelines and directions for handling disclosures and suspicions of harm
- A policy for managing breaches of the risk management strategy
- Policies and procedures for compliance with Working with Children legislation
- Risk management plans for high risk activities and special events, and
- Strategies for communication and support such as:
 - information sheets for staff, volunteers and parents about policies, procedures and Codes of Conduct, and
 - training materials and strategies to help staff, volunteers and parents identify and manage risks of harm.

Child Safety Policy

Policy Statement

Frontier Services recognizes that every child and young person has a right to protection from harm and upholds the value of ensuring the safety of children.

Statement of Commitment

Frontier Services is committed to providing a safe, supportive environment for children and young people who use our services.

Frontier Services is committed to children and young people's safety and well being and will treat them with respect and understanding at all times.

In order to ensure children and young people are kept safe from harm Frontier Services will:

- ensure supervision of children and young people at all times while in its care;
- ensure that no visitor or outsider will have unsupervised contact with children or young people;
- ensure all paid staff and volunteers have had relevant State or Territory checks prior to commencing employment or engagement;
- only allow a child or young person to go home with a person for whom permission has been given;
- notify the relevant Department in your State or Territoryⁱⁱ if Frontier Services suspects or is told that a child is being harmed at home;
- notify the parent and/or the relevant Police Department in your State or Territory if Frontier Services suspects or is told a child is being harmed outside the home;
- notify the parent/guardian and the relevant Department in your State or Territory if Frontier Services is concerned a child is self-harming.

Frontier Services will act in accordance at all times with your State or Territory's child protection legislation.ⁱⁱⁱ

The State, through the relevant Department, has a mandate to intervene when there is a suspicion, on reasonable grounds, that a child is at risk of abuse, or is being abused or neglected. The mandate is the responsibility of the relevant Department in your State or Territory under your State or Territory's child protection legislation.

Child Safety Management Strategy Code of Conduct

Frontier Services is committed to ensuring a safe and supportive environment for children and young people who use our services. Our workers and volunteers are committed to their well being and will treat them with respect and understanding at all times and ensure they are kept free from harm.

“Harm” to a child is any detrimental effect of a significant nature on the child’s physical, psychological or emotional well being. It may take a number of forms including physical or non-accidental physical injury, emotional harm through constant criticism, belittling, teasing and withholding praise and affection. Harm is also acts of neglect, sexual touching, or sexual jokes or innuendo in conversation.

Frontier Services commits itself to:

- Fostering mutual respect between Frontier Services staff, volunteers, children and young people;
- Demonstrating an understanding of children and young people, their ages, stages of development, special circumstances and special needs.
- Use of language which is age/stage of development appropriate, clear, non-bullying and non-sexual.
- Use of physical contact only when required. (e.g. when safety is at risk)
- A willingness to listen to children and young people’s concerns and issues.
- An openness to child/parent suggestions, feedback and complaints.

All paid employees and volunteers working with children and young people must have had relevant State or Territory police checks prior to commencing employment or engagement (for volunteers) as required by the relevant State or Territory legislation.^{iv}

A breach by an employee (or volunteer) of the Child Safety Code of Conduct may result in termination of employment or engagement (by volunteer).

Employees or volunteers should reject immediately any behaviour that is in breach of the Child Safety Code of Conduct. Where an employee or volunteer identifies what they regard as in breach behaviour, they must report the facts of the matter to their immediate Manager. It is the responsibility of management to review the facts of each case and take appropriate remedial action.

Child Safety Management Strategy Recruitment, Training and Management Procedures

Frontier Services recognizes that the recruitment of appropriately qualified and experienced staff and volunteers is essential in ensuring safe environments for children and young people using our services.

All staff and volunteers who are likely to have contact with children and young people must meet the child safety checks required by the relevant State or Territory legislation.

Frontier Services will ensure that all staff and volunteers will have had relevant State or Territory police checks prior to commencement of employment or engagement. Information on how to complete the police checks can be found on the relevant State or Territory Department website.^v

Frontier Services will ensure that all paid staff and volunteers receive appropriate orientation/induction regarding our organizations Children's Services policies and in particular Child Safety Management policies, procedures and Code of Conduct.

Frontier Services will ensure that all relevant material e.g. information sheets and training material in relation to child safety is easily accessible to staff and volunteers.

Child Safety Management Strategy Reporting Guidelines – Disclosures and Suspicions of Harm

Frontier Services is committed to ensuring safe and supportive environments for children and young people who use our services. Frontier Services will always respond professionally and in the appropriate manner to ensure the well being of the child or young person.

Child Safety is a whole community responsibility. Everyone has a role to play in keeping children and young people safe. Although mandated notifiers have a legal responsibility to notify, everyone has a moral responsibility to report suspected child abuse.

There is a legal obligation on people who provide health, welfare, educational, childcare or residential services to report suspected child abuse and neglect to the relevant Department in your State or Territory. This is the process by which children can be protected from further harm.

Receiving a Disclosure:

On receiving a disclosure of harm or when staff or volunteers have reasonable grounds for suspicion of harm, Frontier Services will:

- Make sure the child is safe
- Receive any information in a calm and supportive manner
- Make written notes of any disclosure or suspicion to ensure an accurate record is available for any subsequent action or investigation.
- Complete the Frontier Services “Incident Report Form” provided by your Manager.

All documentation will be kept strictly confidential and any access would be on a ‘need to know’ basis.

Reporting a Disclosure:

Frontier Services acknowledges that it is not its role to investigate allegations beyond confirming the need to report the matter appropriately. In any such cases, Frontier Services staff and/or volunteers will notify their Manager in the first instance who will advise further action. The following may be courses of action to be taken:

- Notify the parent/s if applicable
- Notify the relevant State or Territory Police Service if the disclosure or suspicion involves an offence against a child.
- Notify the relevant State or Territory Department if the disclosure or suspicion indicates that the harm may have been caused by a family member or where parents are not acting to protect their child from harm.

Providing Support:

While the matter is being investigated, Frontier Services will support all parties involved including the person making the disclosure, the alleged victim and the alleged perpetrator, as appropriate.

Procedures for making complaints:

Parents/educators should contact Frontier Services as soon as possible if they have any concerns so there can be a quick response. This should take place at a time of mutual convenience and not within the hearing of other parents or children/young people.

If the complaint is against Frontier Services staff or volunteers, the appropriate manager should be contacted.

Child Safety Risk Management Strategy - Policy for managing breaches of the Risk Management Strategy

To ensure that Frontier Services provides safe and supportive service environments for children and young people, management is responsible for ensuring legislative requirements are met and reviewed regularly.

Frontier Services will ensure that systems are in place to ensure Child Safety policies, procedures and Code of Conduct are reviewed on a regular basis.

Frontier Services will ensure that Management maintains a register of staff and volunteers required to have a Police check or Criminal History check as required by each State or Territory.

Frontier Services will ensure that all staff and volunteers receive appropriate training and induction to what constitutes 'Harm' to children and young people and of their responsibilities to ensuring child safety. Information regarding Frontier Services policies and procedures in respect to Child Safety will be communicated to staff and volunteers in a variety of forms, including information sheets and training materials.

i State and Territory Checks

NSW	- Employer must do “Working with Children Background Check” before a person starts a position in child related employment
QLD	- All paid employees and volunteers working with children and young people must hold a current “Bluecard”
SA	- There are currently no legal requirements for people working with children to undertake a police check in South Australia
NT	- There are currently no legal requirements for people working with children to undertake a police check in the Northern Territory
WA	- All paid employees and volunteers working with children and young people must hold a current “Working with Children Check”
VIC	- All paid employees and volunteers working with children and young people must hold a current “Working with Children (WWC) Check”
ACT	- There are currently no legal requirements for people working with children to undertake a police check in the Australian Capital Territory
TAS	- There are currently no legal requirements for people working with children to undertake a police check in Tasmania

ii State and Territory Departments and Contact Numbers

NSW	- Department of Community Services	132 111
QLD	- Department of Child Safety	1800 811 810
	After Hours	1800 177 135
SA	- Department for Families and Communities	13 14 78
NT	- Department of Health and Community Services	1800 700 250
WA	- Department for Child Protection	1800 622 258
	After hours	1800 199 008
VIC	- Department of Human Services	131 278
ACT	- Department for Children, Youth and Family Support	1300 556 728
TAS	- Department of Health and Human Services	1800 001 219

iii State and Territory child protection legislation

NSW	- Children and Young Persons (Care and Protection) Act 1998
QLD	- Child Protection Act 1999
SA	- Children’s Protection act 1993
NT	- Community Welfare Act 1983
WA	- Children and Community Services Act 2004
VIC	- Children and Young Persons Act 1989
ACT	- Children and Young People Act 1999
TAS	- Children, Young Persons and Their Families Act 1997

^{iv} **State and Territory Police Check Legislation**

- NSW - Commission for Children and Young People Act 1998
- QLD - Commission for Children, Young People and Child Guardian Act 2000
- SA - Currently no legislation
- NT - Currently no legislation
- WA - Working with Children (Criminal Record Checking) Act 2004
- VIC - Working with Children Act 2005
- ACT - Currently no legislation
- TAS - Currently no legislation

^v **Information on obtaining State and Territory police checks**

- NSW - www.kids.nsw.gov.au
- QLD - www.ccypcg.qld.gov.au
- WA - Applications forms for “Working with Children Check” and federal police checks are available at Australia Post outlets
- VIC - www.justice.vic.gov.au

Frontier Services Child Safety Risk Management Incident Report Form

Date of Report:

Time Report Written:

Name/s of the person or people involved in the incident:

Description of the incident:

Time incident occurred:

Location where incident occurred:

Nature of the Incident:

Summary of events:

Immediate action taken:

If no action taken – reason:

Name of person completing form:

Contact telephone number:

Signature: _____ Date: _____

Name of person report submitted to:

Child Safety Risk Management and Planning Tool

Delegations and Management Protocols:

This tool is to be completed for “typical” activities undertaken by your program/service and which carry some risk. Where possible, these should be standardized across the program. Your Manager will ensure that the tool is completed for relevant “one-off” or occasional activities which are considered to have a high risk. The tool should be completed for individual children and/or young people for whom there is a specific high risk due to behaviours, medical conditions, and threats from others or the environment.

SPECIFIC BEHAVIOUR/ ACTIVITY (E.g. swimming, Camps, community events)	DESCRIBE BEHAVIOUR OR HAZARD (E.g. risk of injury due to activity)	RISK/ CONSEQUENCE (Identify how this may cause harm. Think about likelihood and exposure)	LEVEL OF CONSEQUENCE	CURRENT CONTROLS (What is in place to reduce the severity or likelihood of injury or harm, physical or psychological)	IS CONTROL ADEQUATE Y/N	FURTHER CONTROLS/ REVIEW (To be implemented, include data and who is responsible. Check to make sure you have not introduced a new risk)

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT STRATEGY

The following strategy provides the policies and practices specifically for Frontier Services' Children Services staff to follow in order to ensure that:

- children learn positive attitudes to their own health
- staff consider OHS issues when planning service delivery
- staff are aware of the processes to follow in cases of illness and accidents
- staff employ safe working practices

The strategy includes the following documents which will be made available to all Children's Services staff upon employment or engagement:

- Health and Hygiene Policy
- Nutrition Policy
- Immunisation Policy
- Illness and Medication Policy
- Illness and Injury Policy
- Occupational Health and Safety Policy
- Medication Authorisation and Administration Form
- Accident/Incident Form (involving a child)

Also refer to:

Child Development Policy for utilising everyday events as learning opportunities.

Frontier Services Staff Manual for OH&S policy applying to all staff- Pg 36-38

Service Specific Policies and Procedures

Health and Hygiene Policy

Policy Statement

Frontier Services recognises that all staff need to practice good personal hygiene and health practices to minimise the contraction and spread of infectious diseases and that they will educate children accordingly in the same practices for their health and vitality.

Statement of Commitment

Frontier Services is committed to enhancing children's well being and ensuring staff employ and teach good personal hygiene and health practices.

In order to ensure children's well being is enhanced, Children's Services' staff are expected to:

- model and teach children routines which demonstrate good hygiene practices such as hand washing:
 - before and after meals
 - toileting and nappy changes
 - touching/coming into contact with animals
 - after outdoor play
 - after coughing, sneezing and wiping noses
 - after cleaning
 - before performing first aid
 - coming into contact with bodily fluids
- wear gloves when toileting, cleaning etc
- use disposable gloves when dealing with bodily fluids including blood, vomit, urine, faeces and nasal discharge.
- be consistent in ensuring children do not share dummies, cutlery, drink bottles and cups etc used by other children or that have been dropped on the ground
- ensure children do not eat food that has fallen on the floor
- maintain a regular cleaning schedule of nursery toys that are mouthed
- teach children about the necessity of not eating food that has been on the ground.
- practice safe food handling and storage to prevent cross infections and contamination.
- model and teach children about dressing appropriately for the weather including the use of sunscreen and hats
- reinforce good dental health practices
- not smoke, consume alcohol or other drugs or be affected by them during the hours of service provision and are to ensure that the environment for service provision is smoke free at all times. It is preferable that at other times staff should not personally smoke in the presence of children.

Also refer to:

Staying Healthy in Child Care— 4th Edition Preventing infectious diseases in child care published by the National Health and Medical Research Council is the main source of information for practices relating to health and hygiene, to be employed by children's service staff. Staff are expected to be familiar with and adopt the practices contained within this document.

Nutrition Policy

Policy Statement

Frontier Services recognises that eating habits developed by children in their early years can remain with them into adulthood and that a program that educates children on healthy and nutritious food and eating habits will have a positive impact on their ongoing health.

Statement of Commitment

Frontier Services is committed to ensuring our services encourage well balanced and nutritious eating habits.

In order to develop well balanced and nutritious eating habits Children Service's staff will:

- plan eating and food requirements around children's allergies, cultural and religious requirements and preferences
- encourage the provision of fresh food such as fruit and vegetables, cheese and yoghurt as snacks
- limit the provision of food such as biscuits, bars, chips, lollies or chocolate
- ensure drinking water is available at all times

Also refer to:

Nutrition Australia Guidelines

Australian Recommended Dietary Intake

Immunisation Policy

Policy Statement

Frontier Services supports the rights of parents to choose whether to immunise their children or not.

Statement of Commitment

Unless immunisation is a requirement under funding guidelines, non-immunised children will not be refused access to our Children's Services. Where immunisation is a requirement, records will be kept according to regulations and accepted standards.

Guidelines outlined in the Staying Healthy in Childcare Resource book will be used in decisions regarding the safety of non immunised children attending a service during an outbreak of a vaccine preventable outbreak.

The status of children (whether they are immunised or not) is to be made known to the Coordinators of the service so if there is an outbreak of an infectious disease relevant parties can be advised.

Individual staff need to be advised if non immunised children are participating so they can make their own decision as to whether they need to take additional precautions e.g. if a staff member is pregnant they may wish to avoid activities involving non immunised children.

Also refer to:

Australian Childhood Immunisation Schedule

Recommended minimum periods of exclusion of infectious Diseases- Staying Healthy In Childcare Sec 2, Pp 7-9

Illness and Medication Policy

Policy Statement

Frontier Services recognises that administering medications requires a high degree of vigilance to ensure the well-being of children.

Statement of Commitment

Frontier Services is committed to ensuring an ongoing managed illness or health condition does not preclude a child from participating in its services.

Health Management and Action Plans for allergies, asthma, diabetes, epilepsy and other relevant conditions will be developed as required in consultation with the parents and written advice from the family GP, with all service staff to be informed.

Medications will be administered by parents or self administered by the child with educator supervision wherever possible.

Where this is not possible, medication will only be administered by staff under the following circumstances:

- Parents must complete a Medication Authorisation form and countersign the Medications Administration section.
- Medication will only be administered if there is a chemist label detailing the health practitioner's name, child's name, dose of medication and use by date.
- Over the counter medications will only be administered when accompanied by a health practitioner's letter.
- In child care centres, senior staff are to be responsible for administering medications, preferably in the presence of a witness, and ensuring that all forms are completed and maintained as per State regulations and kept until the child turns 25 years old. Children are only to be administered medication when it has first been given at home, in case of an allergic reaction.
- Where a RFDS medication box is in place, staff are to discuss access with the family. The RFDS must be called before accessing the medication box and their instructions followed. If the medication box includes a medication administration form this is to be completed and a copy taken for the service records. If no medication administration form is included, a Frontier Services Medication Authorisation and Administration form is to be completed and copy kept by the service until the child turns 25 years old.

Illness and Injury Policy

Policy Statement

Frontier Services recognises that illness and injuries can happen at any time and that staff need to respond appropriately.

Statement of Commitment

Frontier Services is committed to ensuring children's health and wellbeing is of paramount importance in any service delivery.

In order to ensure children's illness and injuries are responded to appropriately:

- parents are encouraged to inform staff of any concerns regarding the health of their child for staff to monitor
- staff who have direct contact with children hold current first aid qualifications including CPR
- Accident/Incident forms are completed for all incidents where first aid treatment is administered or medical attention sought.
- parents are to be informed of major injuries as soon as is practical and are required to sign the incident form
- wherever a parent or guardian is not present during service provision, all incidents such as biting, scratches, bumps, grazes, cuts, slips, falls and trips where a child receives a significant mark or wound, will be recorded

Occupational Health and Safety Policy

Policy Statement

Frontier Services recognises the need for safe working areas and practices to ensure the well being of staff and clients.

Statement of Commitment

Frontier Services is committed to ensuring that all employees are safe from injuries and risks to health while they are working. The aim of Occupational Health and Safety (OH&S) policy and legislation is to prevent accidents happening in the first place.

This policy is to be read in conjunction with the Frontier Services Staff Manual which addresses OH&S for Frontier Services staff. This document addresses additional issues specific to Children's Services.

In order to ensure staff and clients benefit from safe working areas and practices:

- staff will be aware of their duty of care responsibilities with relation to child supervision (equivalent to that exercised by a reasonable careful parent)
- staff will be aware of their duty of care in relation to other staff
- staff will be aware of their duty of care in relation to clients and the general public (visitors)
- staff are responsible for ensuring the service provision environment poses minimal risks to children, self and other persons through safety checks and common sense
- staff will take the necessary action to eliminate or minimise hazards following individual service's procedures.
- staff are to provide supervision that is within line of sight or hearing at all times
- any equipment or resources used must be in good condition and age appropriate (i.e. avoid small objects that can cause choking)
- hazardous substances and potentially dangerous equipment is kept out of reach of children
- standard water safety precautions are employed such as ensuring containers are stored so water cannot accumulate or are emptied before children play with them, and lids are fitted to containers that store liquids.
- Any transportation of children is to be in vehicles that are maintained in a safe and roadworthy manner, registered in accordance with state licensing requirements and have a communication system in event of an emergency. Children are to use correctly fitted child care restraints or seatbelts. Written permission from parents is to be obtained prior to any transportation of children.



Medication Authorisation And Administration Form

Child's Name: _____

Name of Medication: _____ Dosage: _____ Times for administration: _____

Reason for Medication: _____

Doctor's Name: _____ Phone No: _____

Parent/ Guardian Signature: _____ Date: _____

Medication administered by the educator will be recorded below verifying the correct name, current date of issue and name of patient.

MEDICATIONS ADMINISTRATION

DATE	DOCTOR'S NAME	NAME OF MEDICINE	DOSAGE	METHOD OF ADMIN.	TIME	EDUCATORS SIGNATURE	PARENT CONFIRMATION

DATE	DOCTOR'S NAME	NAME OF MEDICINE	DOSAGE	METHOD OF ADMIN.	TIME	EDUCATORS SIGNATURE	PARENT CONFIRMATION

Frontier Services recognises the trust you put in us when you supply us with your personal information. Be assured that Frontier Services complies with the National Privacy Principals as set out in the Privacy Act. Should you require a copy of our Confidentiality/Privacy Policy please contact the provider for this information.



Accident/Incident Form

(involving a child)

Date: _____

Time: _____

Employee's Name: _____ Telephone: _____

Address: _____

Name of Child: _____

Setting: _____

Description of accident/incident as it happened and the condition/reaction of the child – What was actually seen or heard?

Specific location of injury: _____

Action taken: _____

Medical Assistance Required? _____ Doctor's Name: _____

Parent or Person Contacted: _____ Time: _____

Parent's Signature: _____

Police Involvement? _____ Police Officer: _____

Police Station: _____ Date and time: _____

Line Supervisor Advised: _____ Date and time: _____

Employee Signature: _____ Date: _____

To be completed by witness where applicable:

Name of Witness: _____

Signature of Witness: _____ Date: _____

CHILD DEVELOPMENT MANAGEMENT STRATEGY

The following strategy provides the policies and practices for Frontier Services' Children's Services staff and volunteers to follow, in order to ensure that children are provided with a safe and caring environment in which planned and spontaneous learning experiences occur consistently throughout the program and where expectations of behaviour are expressed positively and clearly in a developmentally appropriate manner.

The strategy includes the following documents which will be made available to all Children's Services staff and volunteers upon employment or engagement:

- Child Development Policy
- Learning Environment Policy
- Behaviour Guidance Policy

Also refer to:

Code of Conduct (part of Child Safety Management Strategy) for interacting with children and young people

Child Development Policy

Policy Statement

Frontier Services recognises that young children learn through interaction with their physical, social and cultural environments. Play is the integrative process which facilitates their learning. Through play, young children develop physically, emotionally, socially and intellectually.

Statement of Commitment

Frontier Services is committed to providing services that enhance children's development and well being. Frontier Services' ensures services are delivered without bias and are inclusive of each individual child's abilities and interests.

In order to ensure children's development and well being is enhanced, Children's Services' staff will:

- provide a range of culturally appropriate experiences that are designed to stimulate and develop each child's social, emotional, cognitive, language, physical and creative potential that is appropriate to the individual need and ability of each child. These experiences will be provided in both the indoor and outdoor environment, in small/ large group and individual situations. The experiences will be able to be freely chosen and easily accessible to each child to explore their surroundings and ideas, plan, reflect and reason.
- plan a routine that is flexible, follows the interests of the children and allows sufficient time for children to engage in meaningful play experiences and explorations. The routine will also incorporate times for relaxation, teacher initiated experiences and periods for extended group or individual play.
- plan experiences taking into account any specific requirements for children with additional needs and seeking external assistance as necessary.
- provide a range of both natural and manufactured materials, toys and equipment for learning opportunities and play taking into account children's developmental levels and interests.
- support and extend children's spontaneous play as it unfolds and assist children in embracing new concepts
- use everyday events as learning opportunities to facilitate independence and self help skills.
- support language development through storytelling, reading to, listening to and talking with children
- offer encouragement and support to both boys and girls equally, fairly and without bias to participate in all experiences, in the use of equipment and resources, and in their expression of emotions.

Learning Environment Policy

Policy Statement

Frontier Services recognises that the environment needs to be planned so as to create an appealing and comfortable atmosphere leading to maximum participation of children in a welcoming and nurturing manner, provides a safe physical and emotional space and is free from safety hazards and risks.

Statement of Commitment

Frontier Services is committed to ensuring staff plan environments to optimise the learning experiences for children and young people who access our Children's Services.

In order to ensure a comfortable, safe and nurturing learning environment, Children's Service's staff will plan the environment to allow:

- adequate physical space both indoors and out,
- age and stage appropriate equipment and facilities, materials and resources set up, in accordance to children's physical capabilities, while also promoting independence and self help skills e.g. at children's height, do not require teacher assistance
- safe stimulation of curiosity, imagination, creativity, active exploration and experimentation
- promotion of social cooperation and societal learning e.g. sharing, taking turns, being gentle with toys
- opportunities for both group and individual play as well as quiet times as appropriate
- ease of accessibility to resources and materials
- for the needs of disabled children e.g. ramps, specialised furniture etc

Frontier Services Children's Services will, where applicable, comply with the respective State or Territory's child care legislation and regulations and where not applicable will use the legislation as a guide for provision of services.⁶

Behaviour Guidance Policy

Policy Statement

Frontier Services recognises it is important for children to develop a positive self-esteem and view of themselves in our community and society and learn to manage their own behaviour.

Statement of Commitment

Frontier Services is committed to encouraging acceptable forms of behaviour by using strategies that build children's confidence and self-esteem.

Frontier Services also recognises that families have values, beliefs and childrearing practices that should be respected and supported within the principles of child protection and children's rights.

In order to ensure children learn to manage their own behaviour Children Service's staff will:

- demonstrate acceptable behaviours during the course of their interactions with all children as outlined in the code of conduct. Their role modelling will encourage positive and responsible behaviour within the areas of:
 - socially acceptable behaviour;
 - interaction with peers; and
 - maintaining a safe and caring environment
- encourage open two way conversations with families regarding the child's development, incidents/ events in and out of the home, people/ children, illness or medications that may be impacting or influencing the behaviour
- Ensure:
 - the expectations of the child's behaviour are realistic and appropriate to their age and developmental level.
 - the child understands the rules and expectations.
 - to communicate with parent/educator to ensure genuine cooperative effort is being made to help the child to follow clear and consistent rules.
 - the child's needs are being met with a stimulating/challenging programme
 - the child has no impediments that may cause the unacceptable behaviour and encourage parents to seek professional advice as applicable.
 - a positive and encouraging climate, where children are empowered to discuss and negotiate conflict in a calm way with a staff member modelling and assisting
 - consequences of the behaviour do not encourage it to persist.
 - strategies are consistently followed by all caregivers in contact with the child.
- encourage children to co-operate and consider others and assist them to understand and express their feelings appropriately
- enhance children's self-esteem and foster their ability to interact with others positively
- prevent anticipated problems through careful planning (enough toys to go around, turn system to prevent arguments etc), directing children to other activities while they wait, and role modelling acceptable and appropriate responsible behaviour
- show appreciation for displays of appropriate behaviour, acknowledge and provide meaningful and constructive feedback about a skill or a quality that children have exercised, building on each individual's strengths and achievements
- guide children with strategies to manage negative emotions by either gaining emotional support from someone close to them or engaging in an activity that is soothing and calming.
- involve families and if relevant other educators in determining specific behaviour management plans, with written documentation as necessary.

The use of physical punishment, withholding of food, drink or personal items by staff or volunteers as a behaviour guidance strategy is not acceptable under any circumstances.

The use of isolation, humiliation, intimidation or negative labelling as a behaviour guidance strategy is not acceptable under any circumstances.

⁶ **State And Territory Children's Services legislation**

NSW	- Children and Young Persons (Care and Protection) Act 1998 Children's Services Regulations 2004 Children and Young Persons (Care and Protection) Amendment (Out of School Hours Care Services) Regulation 2007
QLD	- Child Care Act 2002 Child Care Regulation 2003
SA	- Children's Services Act 1985 Children's Services (Child Care Centre) Regulations 1998
NT	- Community Welfare Act 1983 Community Welfare (Child Care) Regulations 1996
WA	- Child Care Services Act 2007 Child Care Services Regulations 2007 Child Care Services (Child Care) Regulations 2006 Child Care Services (Family Day Care) Regulations 2006 Child Care Services (Outside School Hours Care) Regulations 2006 Child Care Services (Outside School Hours Family Day Care) Regulations 2006
VIC	- Children's Services Act 1996 Children's Services Regulations 1998
ACT	- Children and Young People Act 1999 Conditions for Approvals in Principle Licenses.- Centre Based Children's Services; School Age Care, Family Day Care
TAS	- Child Care Act 2001

FRONTIER SERVICES IN HOME CARE POLICIES

Philosophy

To support educators registered with the Service to enable them to provide care for children in a safe, secure, caring and stimulating environment. The Service will be flexible and endeavour to meet the needs of the families regardless of geographical distance within the Service's boundaries, while at all times being sensitive to the values and responsibilities of parents. The Service currently offers In Home Care places for stations in northern Queensland, Northern Territory and Western Australia.

Goals

To offer child care to meet developmental needs for children up to 12 years of age, and to meet the unique requirements of their families.

To provide access to and participation of children and families living in remote areas in child care services.

To develop and provide resources and referral networks, conducive to an optimum care and developmental environment.

Specific Objectives:

In Relation To Children

- To provide care for children in their own environment and to strengthen family ties.
- To provide safe, hygienic, challenging and positive environments which meet the needs, interests and developmental levels of the children in care.
- To respect children as individuals and foster their unique abilities and cultural identities.
- To respond to children's behaviour positively, setting reasonable limits appropriate for their age and developmental level.
- To offer a well balanced range of experiences in the home environment that encourages self-sufficiency and stimulates interests and development.
- To be flexible to meet the needs of individual children.

In Relation To Parents

- To arrange care for families regardless of their income, cultural background, disability or geographic location.
- To understand and respect parent's perspectives in areas of cultural diversity, values and parenting beliefs.
- To promote and maintain ongoing open communication between parents, educators and staff.
- To cultivate a comprehensive, quality service that is affordable and accessible to families.
- To encourage and include families in the service's decision making processes.
- To respect the privacy of and maintain confidentiality in relation to families.

In Relation To Staff/ Educators

- To recognise the vital role of the educator.

- To promote awareness of safety issues that are relevant in the child care setting.
- To provide access to regular training and development exercises and encourage a philosophy of life-long learning.
- To provide support and advise in matters relating to the development of quality care provision.
- To provide access to resources additional to their own, that will support quality care provision.
- To maintain administrative structures which support the efficient running of the service.
- To establish a network of educators in the service, maintaining the respect of individual ideas and beliefs.
- To respect the privacy of and maintain confidentiality in relation to staff and educators.

In Relation To The Community

- To be responsive to the child care needs of groups within the service and community
- To promote a positive concept of In Home Care in the community and participate, where appropriate, in community events.
- To provide a service that is accessible to all members of the community in accordance with the government guidelines.
- To cooperate with other services in the community to provide a complimentary service.

Parent Participation

Parent participation is encouraged at all times. The Service will seek feedback and input from time to time through phone calls and newsletters. Parents are also encouraged to maintain open communication with the regional coordinator and their educator and be involved in sharing of ideas, feelings and concerns as appropriate.

It is also expected that parents will support the educator in accordance with the signed Provision of Care agreement.

Parents' responsibilities to their educator include:

- ◆ Timely fee payment
- ◆ Commitment to agreed start and finish times of child care
- ◆ Negotiate any variations to care times
- ◆ Health and Safety matters (for both educator and children)

It is important that the family and educator have a team approach to the care of children. Sharing information such as if a child has had a sleepless night or is teething is a positive way to ensure this. It is just as important for parents to know how the children have been through the hours in care and this may be achieved in a variety of ways such as a daily journal, samples of work or discussion.

Discussions re any child's negative behaviour will not take place within children's hearing.

Early Learning and Development Needs of Children

Young children learn through interaction with their physical, social and cultural environments. Play is the integrative process which facilitates their learning. Through play, young children develop physically, emotionally, socially and intellectually.

In order to ensure children's development and well being is enhanced Coordination Unit staff will support educators as appropriate to:

- plan a range of culturally appropriate learning and exploring opportunities including opportunities for planning, reflecting and reasoning
- plan the routines of the day allowing sufficient time for children to engage in experiences, have time to relax, share their experiences and reflects the interests of the children
- plan activities taking into account any specific requirements for children with additional needs and seeking external assistance as necessary.
- provide a mix of natural material, toys and equipment for learning opportunities and play taking into account children's developmental levels and interests.
- support spontaneous play and assist in extending play as it unfolds and embracing of new concepts
- use everyday events as learning opportunities to facilitate independence and self help skills.
- support language development through telling stories, reading to, listening to and talking with children
- offer encouragement and support to both boys and girls to participate in the full range of experiences and resources, to express their emotions and to display affection and empathy.

This will be achieved by the completion of:

Child Profiles

Weekly Plans

Ongoing evaluation of Child Profiles

Cultural Relevance

Culture is learned in families and communities, belongs to groups of people and is a shared way of doing, believing and knowing. Everyone has a culture: it is dynamic and influences the ways people meet their material and nonmaterial needs.

Educators with support from regional coordinators should:

- take into account Australia's cultural diversity and seek to gain knowledge of and promote positive attitudes towards other cultures in their planning.
- respect and support, within the principles of child protection and children's rights, families' values, beliefs and childrearing practices.
- In consultation with parents, support the child's use and development of their first or home language as appropriate.
- Identify and discuss any value differences with parents

Child's Self Reliance and Self-esteem

It is important for children to develop self reliance, a positive self-esteem and learn to manage their own behaviour.

In planning the environment educators are to allow for:

- adequate physical space and facilities to allow for physical and developmental needs
- stimulation of curiosity, imagination, creativity, active exploration and experimentation yet safe
- supports the development of independence and promotes social cooperation
- both group and individual play as well as quiet times as appropriate
- accessibility to resources and materials

Educators are to encourage acceptable forms of behaviour by using strategies that build children's confidence and self-esteem.

In order to ensure children learn to manage their own behaviour educators supported by the regional coordinators will:

- commit to the behaviours outlined in the Code of Conduct (see Risk Management Strategy Child Protection)
- take into account child's developmental level in determining appropriate behaviour strategies and involve child as appropriate
- encourage open two way conversation with families about the child's developmental level, the child's family, the parent's feelings and any events, which may be influencing the child's behaviour
- encourage children to co-operate and consider others and assist them express their feelings
- enhance children's self-esteem and foster their ability to interact with others
- anticipate problems, divert children to more appropriate activities and role model to encourage appropriate and responsible behaviour
- demonstrate appreciation for appropriate behaviour and acknowledge and provide authentic feedback about a skill or a quality that children have exercised, building on each individual's strengths and achievements
- assist children to learn to manage high emotions by either gaining emotional support from someone close to them or engaging in an activity that soothes the nervous system.
- involve families in determining specific behaviour management plans

The use of physical punishment, or withholding of food or drink as a behaviour guidance strategy is not acceptable under any circumstances.

The use of isolation, humiliation, intimidation or negative labelling as a behaviour guidance strategy is not acceptable under any circumstances.

Children with a disability

All children have a right to participate to their best ability in children's services.

Regional coordinators and parents will discuss any additional requirements that might be needed in order to provide in home care for a child with a disability. If required, assistance is available from the relevant Inclusion Support Agency.

The same processes that apply to quality child service provision are to be applied with any children with a disability:

- Gain knowledge and understanding of any special planning required.
- Consider the child as an individual and try to learn about special interests, likes/dislikes together with an understanding of his/her abilities in a range of areas.
- Learn about any special equipment, medication or processes or procedures required.
- Build a relationship with the family and use this relationship to learn more about their needs and to gain access to more information and people to help the educator care for the child – this may include other family members, specialists or therapists.
- Use the knowledge and understanding of child development to inform goals and plans for the individual child and feed this information into the overall weekly plan.

There is an Inclusion Support Subsidy available to assist services to improve their capacity to include children with ongoing high needs. It may be approved for the following purposes:

- To engage relief staff while educators attend training or professional support specifically related to inclusion of a child with high ongoing support needs
- Payment to IHC educators who care for children with ongoing high support needs, in recognition of the additional care and attention that such children require and the impact this has on the educator
- To engage extra staff to accompany an IHC educator, caring for a child with ongoing high support needs, on out-of-home excursions.

Children who have high ongoing support needs are:

- Children with diagnosed disabilities
- Children undergoing continuing assessment for a diagnosed disability and
- Refugee children who have experiences torture or trauma.

The relevant Inclusion Support Agency is to be contacted and they will assist in the completion of the application.

Gender Equity

All children have an equal right to life opportunities that promote well being and support their development in all areas.

Educators are to:

give positive messages about gender equity through their actions and words and avoid giving messages that promote traditional gender roles and gender bias.

Offer encouragement and support for both girls and boys to participate in the full range of experiences and resources, to express their emotions and to display affection and empathy.

Excursions

Excursions provide enjoyment, stimulation, challenge and new experiences and are a valuable part of quality child care.

For all excursions the educator are to:

- consider maximum safety precautions and children's age, interests and abilities in planning excursions

- obtain written permission from the parent before any excursion away from the family home occurs, especially when transportation is involved

- carry a first aid kit and some form of communication (mobile phone/CB radio)

- carry their personal identification, Service contact details, list of children's names and emergency contact details.

- supervise children at all times including toilets and change rooms

- make every effort notify the parents, in the event of a late return to the home

The educator is responsible for the children in care at all times, whether or not accompanied by parent/s on an excursion while the child/ren is signed into care.

Any transportation of children will be in vehicles that are:

- maintained in a safe and roadworthy manner

- registered in accordance with state licensing requirements

- have correctly fitted child care restraints or seatbelts.

The educator has the final say in whether a particular excursion/activity will take place or not whilst children are signed into their care, taking into account safety considerations and whether they are confident in being able to provide adequate supervision.

This will be achieved by the completion of:

- Routine Excursion form

- Out of Ordinary Excursion form

Medication Management

Administering medications requires a high degree of vigilance to ensure the well-being of children. All medication will be stored in a safe place. Storage should prevent unsupervised access and damage to medicines e.g. some medicines may require refrigeration.

Medications will be administered by parents or self administered by the child wherever possible. Educators are not permitted to administer medication via injections or to administer any medication which is not prescribed by a health professional.

Where educators are required to administer medication, written authorisation from the parent is required. Parents and educators are also required to document the administration of any medication.

Medication will only be administered by the educator if:

- it is a prescribed oral medication
- it is accompanied by written instructions from a health practitioner stating the time it is to be administered (this can be a pharmacist's label or a letter.)
- it is in its original package with a pharmacist's label which clearly states the child's name, dosage, frequency of administration, date of dispensing and expiry date
- written authorisation and documentation of administering medication is signed by the parent.

The written authorisation and documentation of administration of medication is required to be kept until the child turns 25 years of age in case there are complications arising from the administration of medication.

For children with asthma or known allergies, an Asthma Management or Allergy Action plan is to be developed so it is clear what needs to be done during an attack. This may be developed by the regional coordinator and parent at enrolment or by the educator and parent during the course of care provision.

This will be achieved by the completion of:

Medication Authorisation and Administration form

Asthma Management plan

Allergy Action Plan

Reporting of Child Abuse

As part of Frontier Services' commitment to protect the security and safety of children at all times and in affirmation of the dignity and rights of the child, a risk management strategy for child protection is in place to prevent the occurrence of child abuse or neglect.

Where abuse or neglect has occurred or is suspected to have occurred, the Coordination Unit will respond to all cases in a manner, which will keep children safe. The Coordination Unit will handle each suspicion and allegation of child abuse or neglect in a confidential manner and support will be offered to all parties involved including the person making the disclosure, the alleged victim and the alleged perpetrator, as appropriate.

Every action relating to a case of suspected child abuse will have the well being of the child as its main concern. It is not the role of parents, educators or the Coordination Unit to investigate allegations beyond confirming the need to report the matter appropriately.

Child Safety is a whole community responsibility. Everyone has a role to play in keeping children and young people safe. Although mandated notifiers have a legal responsibility to notify, everyone has a moral responsibility to report suspected child abuse and neglect. This is the process by which children can be protected from further harm.

See Risk Management Strategy Child Protection for:

Child Safety Policy

Code of Conduct

Recruitment, Training and Management procedures

Reporting Guidelines – Disclosures and Suspicions of Harm

Policy for managing breaches of the Risk Management Strategy

Incident Report Form

Risk Management and Planning Tool