



Magill Kindergarten

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POLICIES & PROCEDURES

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Enrolment and Orientation Policy

National Quality Standard 6.1: Regulation 168 (2)(k) Key Related Regulations: 160, 161, 162, 177

DECD Preschool Enrolment Policy

The Department for Education and Child Development is responsible for providing preschool education programs in a range of government funded centres including kindergartens, school-based preschools (previously known as child parent centres), integrated centres and Early Childhood Development Centres. These centres provide sessional preschool for eligible children, and where possible, unfunded programs to support young children such as pre-entry sessions, emergency care and playgroups.

Eligible enrolments

Magill Kindergarten offers the following programs to children who are eligible enrolments for funding purposes:

1. **Children who turn 4 before the 1st of May may start preschool in term 1 of that year** for the equivalent of up to 15 hours per week for up to 40 weeks prior to entering formal schooling.
2. **Children who are Aboriginal or under the Guardianship of the Minister** for Education and Child Development are entitled to attend preschool from the age of 3 years. The child can attend up to 12 hours per week which then increases to 15 hours at the beginning of the year in which the child turns 4 prior to the 1st May. The child is also entitled to continue attending the preschool program until 6 years of age.
3. **Approved Early Entry or Extended Enrolment**

The Director may negotiate early entry or extended enrolment when:

- additional time at preschool is likely to significantly improve a child's learning and developmental outcomes
- the preschool has the capacity within its current resources and consultation has occurred between the director, centre staff, parents and where applicable, personnel from the region, such as Preschool Support Program, Bi-Lingual Support Program, and/or specialist agencies.

These enrolments are to be counted as eligible enrolments for funding purposes, however where a service is experiencing enrolment pressures, children enrolled under Early Entry or Extended Enrolment will take second priority to other eligible enrolments.

Additional information

FAQ's – Preschool Enrolment Form and Enrolment Process

<http://www.decd.sa.gov.au/docs/documents/1/faqSPreschoolEnrolmentFor.pdf>

This policy is located on the DECD web site at:

<http://www.decd.sa.gov.au/docs/documents/1/PreschoolEnrolmentPolicy.pdf>

Preschool Priority of Access Policy

Purpose

Enrolments will be determined in accordance with the Preschool Enrolment Policy of the Department for Education and Child Development (DECD) and this Preschool Priority of Access Policy will inform parents /guardians of the criteria that will be used to prioritise enrolments in the event that the site has reached enrolment capacity.

Scope

Families are entitled to enrol in any DECD preschool service across South Australia; however where the demand for preschool places exceeds the capacity (number of places available) at that site then the priority of access policy will apply to guide equity in allocating preschool places.

Objectives

Parents/guardians who register intent to enrol at the preschool will have their application for enrolment assessed by the site leader and/or Regional Office staff as outlined in Procedure Details. Where a place cannot be offered parents/guardians will be provided with the names of alternate local preschools.

Procedure Details

Enrolments will be assessed using the following criteria:-

Criteria 1: To be used if demand exceeds capacity

(Note: The Regional Office has agreed to ensure that at least one option is available to all families living in the region)

Children living in the immediate local area, known as the priority catchment area will have 1st priority.

The boundaries are Glen Stuart Rd, Moules Rd, Arthur St, Gladstone Ave, Magill Rd, Penfold Rd, The Parade, and Old Norton Summit Rd.

Criteria 2: To be applied if the number of enrolments meeting criteria one exceeds capacity

Children who meet the first criteria AND one or more of the following indicators;

- 2.1 A child at risk of serious abuse or neglect
- 2.2 Children in Aboriginal or Torres Strait Islander families
- 2.3 Child under the Guardianship of the Minister
- 2.4 Children in families which include a person with a disability
- 2.5 Children with a disability
- 2.6 Children in families with culturally and linguistically diverse backgrounds
- 2.7 Children in socially isolated families
- 2.8 Children of single parents
- 2.9 Children with a sibling that has attended the preschool
- 2.10 Children transitioning to local schools
- 2.11 Children with sibling attending local schools

1. ROLES AND RESPONSIBILITIES

Who	Roles and Responsibilities
Site Leader or delegate	<ul style="list-style-type: none">• Ensures that all enrolling parents / guardians are made aware of the Preschool Priority of Access Policy.• Ensures that all staff members dealing with enrolment enquiries are aware of and understand the enrolment procedure.• Liaises with neighbouring centres to establish geographic boundaries.• Notifies the Regional Office and neighbouring centres when the centre is close to enrolment capacity.• Advises parents / guardians of alternate local preschools if a place cannot be offered at this site.
Governing Council	<ul style="list-style-type: none">• Ratifies the Preschool Priority of Access Policy.• Ratifies the priority catchment area.
Regional Office Staff	<ul style="list-style-type: none">• Ensure access to preschool for all eligible children living in the region• Endorse the Priority of Access Policy.• Approve priority catchment area in conjunction with those set by surrounding preschools.• Coordinate an annual process to identify enrolment pressures and consider strategies to alleviate pressures and disseminate to site leaders.

2. MONITORING, EVALUATION AND REVIEW

This policy which is published on our website has been ratified by the Governing Council and is subject to regular review by the Governing Council and Regional Office Staff.

3. ASSOCIATED DOCUMENTS

Department for Education and Child Development (DECD) Enrolment Policy
Enrolment and Orientation Procedures

The Preschool enrolment form is available on
<http://www.decd.sa.gov.au/docs/documents/1/PreschoolEnrolmentPolicy.pdf>

We endeavour to provide the best information to families when enrolling their child at our centre. Please tick the information that you are aware of and please see staff if there are some areas that you need assistance.

Information/children's induction session will be offered prior to entry. Parents are strongly encouraged to attend.

CHECKLIST:

- Tour of The Centre
- Enrolment form/ waiting list form
- Profile Folders' location
- Centre's operating hours.
- Centre's phone number, fax, email address
- Parking facilities
- Attendance procedures when dropping off and collecting your child
- Procedure for another person to collect your child
- Where your child's information pockets are
- Where your children's lockers are
- Governing Council information
- How to pay fees/location of fees box
- Procedures for completing medication forms and where to place medication on forms
- Asthma Plans
- Allergy and Medication Plans
- Ambulance and Emergency procedures
- Who to speak to regarding fees and payments
- Where the policy folders are located
- Routine times for lunch or rest.
- Ringing when your child is going to be absent
- Checking your child's information pockets daily
- Where the children and adult toilets are located
- Ensuring families update information as needed

Reviewed: May 2016

Sourced: DECD- EECSRS. Families & Centre Staff Team.

Fees Policy

National Quality Standard 6.1 Regulation 168 (2) (k) Key Related Regulations: 160, 161, 162, 177

The Centre is a Department of Education and Child Development Preschool and is therefore not-for-profit. This means that all money received from fees is to cover the running costs of the program and utilities. This Centre holds does not run fundraising events , instead charging a fundraising levy.

A term fee is charged for each child, to help cover these costs of running the Preschool. This fee applies whether the term is interrupted by holidays (other than school holidays) or sickness.

Kindergarten fees need to be paid in full prior to the beginning of each term.

Kindergarten Fees	Term 2 2015 and onwards \$120 per term+ Fundraising levy \$10 per term.

Reviewed: April 2016

Healthy Food Policy

National Quality Standard 2.2 Regulation 168 (2) (a) (i) Related Key Regulations: 77, 78, 79, 80

Note: Reg 79 and 80 do not apply to food and beverages provided by a parent.

Staff at this preschool aim to promote nutritional eating habits in a safe, supportive environment for all children. We believe that early childhood is an important time for establishing lifelong, healthy eating habits, and can benefit the children in 3 ways:

1. Short term: Maximises growth, development and activity whilst minimising illness.
2. Long Term: Minimises the risk of diet related diseases later in life eg heart disease, strokes, some cancers and diabetes
3. Advice from speech pathologists and dentists indicates that children should be eating crunchy foods.

This food policy has been established after consultation with staff, and parents.

Curriculum

Our preschool's food and nutrition curriculum:

- Is consistent with the Australian Dietary Guidelines for Children and Adolescents in Australia and the Australian Guide to Healthy Eating
- Includes activities that provide children with the knowledge, attitude's and skills to make positive healthy food choices and learn about the variety of foods available for good health
- Includes opportunities for children to develop practical food skills like preparing and cooking healthy foods
- Integrates nutrition across the curriculum where possible
- Is consistent with the Early Years Learning Framework and NQS.

The learning environment

Children at our preschool

- Have access to clean fresh filtered tap water available at all times and are encouraged to drink water regularly through the day.
- Are encouraged to bring their own named drink bottle filled with water
- Eat in a positive appropriate social environment with staff who model healthy eating behaviours

Our Preschool

- Understands and promotes the importance of breakfast for children
- Teaches the importance of healthy meals and snacks as part of the curriculum
- Is a breastfeeding friendly site

Food Supply

Our Preschool has the following guidelines for families for food brought from home

1. Fruit Time

- Parents and carers are asked to supply fruit and vegetables at fruit time to
- Provide children with important minerals and vitamins
- Encourage a taste for healthy foods
- Encourage chewing which promotes oral muscle development

Fresh fruits, vegetables or a piece of cheese are recommended for fruit time.

We understand that from time to time families may run out of fruit. A healthy sandwich (multigrain or wholemeal bread), with savoury filling, dried fruit, or plain unsalted crackers (eg vitawheat) are acceptable.

FOODS UNSUITABLE FOR FRUIT TIME: include packaged foods, cakes, sweets and **ALL NUT PRODUCTS**.

Cordials and sweetened fruit juices are not recommended.

2. Lunch time

The Healthy eating guidelines are still in place.

Parents are asked to follow the above guidelines and ask staff if they have any questions.

A healthy lunch box might **include** :

- A sandwich or a wrap, rice or sushi, fruit, yoghurt, and salad.

Please **do not include**:

- chocolate, muesli bars, roll ups, nutella, etc.

Please ask staff if you are unsure.

3. Celebrations

Our kindergarten will ensure a healthy food supply for preschool activities, celebrations and events, strictly limiting the availability of high fat, high sugar, or processed foods like chips, pastries, lollies, crisps and soft drinks to no more than twice a term in accordance with the Healthy Eating Guidelines.

We will display nutrition information and promotional materials about healthy eating, and provide updates in newsletters.

We celebrate birthdays with a song and a sticker, but are unable to share cakes at this time.

Food Safety

Our Preschool

- Promotes and teaches food safety to children during food learning/cooking activities
- Encourages staff to access training as appropriate to Healthy eating Guidelines
- Provides adequate hand washing facilities for everyone
- Promotes and encourages correct hand washing procedures with the children
- We cook healthy foods with the children, and inform parents via our whiteboard with recipes and tastings available if possible.
- We refrigerate children's lunch boxes
- Where parents request that children's lunch is not refrigerated we provide information about safe storage of food.
- We recommend that parents consider the need for an ice pack for their child's snack.
- We do not reheat children's food.

Food Related Health Support planning

Our Preschool

- Liaises with families to ensure a suitable food supply for children with a health support plan related to food issues.

Working with our families, health services and industry

Our Preschool

- Has invited parents and caregivers to be involved in the review of our whole site food and nutrition policy
- Invites health professionals to be involved in food and nutrition activities with the children
- Provides information from health professionals to be involved in food and nutrition activities with the children
- Provides information from health professionals to families and caregivers on the Healthy Eating Guidelines through a variety of media such as:
 - Newsletters
 - Policy development/review
 - Information on enrolment
 - Pamphlet/poster displays
- Promotes the aligning of fundraising with the Australian Dietary Guidelines for children and Adolescents in Australia.

April 2016. To be reviewed April 2017

Reference and source: Right Bite Food Supply and Nutrition Policy for Preschools

Skin Protection Policy

National Quality Standard 2.3 Regulation 168 (2) (a) (ii) Related Key Regulations: 114

Rationale

Too much ultraviolet (UV) radiation from the sun can cause sunburn, skin damage, eye damage and skin cancer. Australia has the highest incidence of skin cancer in the world, with two in three Australians developing some form of skin cancer during their lifetime.

Overexposure to the sun during childhood and adolescence is known to be a major cause of skin cancer.

Our sun protection policy is followed from the beginning of September until the end of April and whenever the UV Index level reaches 3 and above*. Due to concerns about lack of Vitamin D children will not have sunscreen applied when levels are under the UV level index of 3.

Aim

Magill Kindergarten's Sun Safe Policy has been developed to ensure that all children and staff are protected from damaging levels of ultraviolet (UV) radiation from the sun.

Our sun protection strategies

- All children and staff use a combination of sun protection measures whenever UV Index levels reach 3 and above*.

Particular care is taken between 10 am and 2pm (11 am and 3 pm daylight saving time) when UV Index levels reach their peak during the day.

Managing the physical environment - shade

- There are sufficient number of shelters and trees providing shade in the pre-school grounds.
- The availability of shade is considered when planning excursions and outdoor activities.
- Children are encouraged to use available areas of shade when outside. Children who do not have appropriate outdoor clothing are asked to play indoors or borrow a kindergarten hat.

Protective behaviours and practices

- *Clothing*
When outside, children and staff are encouraged to wear loose fitting clothing that covers as much skin as possible. Tops with elbow length sleeves, and if possible, collars and knee length or longer style shorts are best.
- *Hats*
Children and staff are also required to wear hats that protect their face, neck and ears. (Please note: Baseball caps do not offer enough protection and are discouraged.)
- *Sunscreen*
The Preschool requests that parents apply a broad-spectrum sunscreen with a SPF of at least 30+ to clean, dry skin, on arrival or before arrival. Sunscreen will be reapplied at lunch time if outdoors for a prolonged period of time. We use 30+ sunscreen. If your child is not able to use this please complete an allergy/health care form which is available from staff.

Review

Staff monitor and review the effectiveness of the sun protection policy every two years and revise the policy when required.

Reviewed April 2016

Next policy review: April 2017

Sources / Further reading

- Children's Services Act 1996, Section 26: Protection of children from hazards
- Child Wellbeing and Safety Act 2005, Part 2: Principles for Children
- AS/NZS 4486.1:1997 – Playgrounds and Playground Equipment Part 1: Development, installation, inspection, maintenance and operation Shade/Sun Protection (Appendix A)
- Department of Human Services: Children's Services Guidelines
www.office-for-children.vic.gov.au > Outdoor play guide for Victorian children's services > The Landscape Sun Protection
- Occupational Health and Safety Act 2004 Sections 21 and 23: Main Duties of Employers. Section 25: Duties of Employees www.worksafe.vic.gov.au > Laws and Regulations > Acts and Regulations
- *SunSmart UV Alert (issued whenever the UV Index reaches 3 and above)
www.sunsmart.com.au or www.bom.gov.au/announcements/uv/

Hot Weather Policy

National Quality Standard 2.3 Regulation 168 (2) (a) (ii) Related Key Regulations: 114

At Magill Kindergarten preschool staff work with children and families to ensure the everyone's safety and wellbeing in situations of hot weather. Staff recognise the importance of helping children to regulate their behaviours in extreme heat and will work with children and families to develop appropriate responses when the weather reaches the mid 30's. This Centre has adequate air-conditioning in most areas, covered verandas and shady areas to provide for safe play.

As well

- all employees take reasonable care to protect their own health
- and safety and that of others in the workplace
- activities conducted in periods of hot weather are to be undertaken in shaded areas.
- children are to be frequently offered water or fluids.
- drinking water is to be accessible to children at all times.
- parents are to be encouraged to dress children in clothing that minimises heat gain, in layers that can be easily removed during activity and of a type that is sun safe.

Refer www.arpansa.gov.au/radiationprotection/factsheets/is_UVProtection.cfm

Lunch

Parents are encouraged to pack snack food in insulated containers with a freezer brick or frozen water. These are kept in children's bags. Lunches are stored in the fridge.

Parents/guardians and caregivers may wish to collect children early on days of extreme weather. However the Preschool has cooling systems and will remain open for normal operating hours.

Our Preschool follows the recommendation of the Cancer Council of SA;
www.cancersa.org.au/asp/sunsmart.aspx

Educators monitor, evaluate and review the effectiveness of site hot weather policies as part of annual policy review.

Reviewed April 2016 Next review Sept 2017

Sources and references

- Cancer Council SA – SunSmart Early Childhood Program
www.cancersa.org.au/asp/SunSmart_program_policy_resources.aspx
- DECS OHS&W – Heat Stress Procedure
www.decs.sa.gov.au/docs/documents/1/HeatStressProcedure.pdf
- DECS OHS&W – UV Radiation/Sun Protection Procedure
www.decs.sa.gov.au/docs/documents/1/UvRadiationProcedure.pdf
- Early Childhood Education and Care - National Quality Standards
http://www.deewr.gov.au/earlychildhood/policy_agenda/quality/pages/home.aspx
- Bushfires Strategy www.crisis.sa.edu.au/pages/welcome/bushfires/

Child Protection Policy

National Quality Standard 2.3, 7.1 Regulation 168 (2) (h) Related Key Regulations: 84

Confidentiality will be respected at all times. Throughout all phases of the child protection process, confidentiality will be maintained and the matter will ONLY be discussed with other professionals who are responsible for ensuring the safety of all children UNLESS we are instructed to do so by DECD Incident Management Division. All staff at Magill Kindergarten are Mandatory notifiers. Staff have a legal responsibility to contact Child Abuse Report Line (CARL) on 131478 where they suspect abuse has occurred. Speak to the Director regarding the DECD process for making and documenting a report.

The decision to report any suspected cases of child abuse or neglect will be seen as a fundamental professional responsibility of any person employed at the Centre. Please refer to the DECD Policy in the Appendix which guides the Centres procedures.

The fundamental professional responsibility of a caregiver to contact Families SA will take priority over the client / worker relationship considerations.

The Centre's main responsibility in this area is to ensure the safety of each and every child and support the children's right to feel safe and secure in their environment. Parents are informed of the ideas and concepts being introduced to their children. The contact person for child protection concerns in this site is the Director or other certified supervisor. All volunteers and students are to contact the Director or other certified supervisor if they have any concerns.

REVIEWED: April 2016. To Be Reviewed April 2017

Sourced: Child Protection Council, 'Keeping them Safe' document by SA Government Child Protection Reform Program, Child Protection Act, Centre Governing Council & Families, Centre Staff Team, Child Protection in schools, early childhood education and care services DECD Policy

<http://www.decd.sa.gov.au/docs/documents/1/ChildProtectioninSchoolsE.pdf>

http://www.decd.sa.gov.au/speced2/files/links/Mandatory_Notifications_R.doc

Permission to use photos/videos of Children Policy

National Quality Standard 6.1 Regulation 168 (2) (k) Key Related Regulations: 160, 161, 162, 177

At Magill Kindergarten we seek parents' permission to take children's photos and display them within the Centre. We also take photos of children and groups of children for their learning stories. These are taken home, in hard copy.

We are also committed to participating and supporting the professional development of staff. As part of this there may be times when samples of children's work and photos/videos of children, families or staff will be used outside the Centre. We may also wish to use children's photographs on our website. Whenever internet use occurs additional special signed permission will be obtained from parents and an explanation of what they will be used for will be fully explained. Children's photographs will NOT be posted on our facebook page.

<http://www.decd.sa.gov.au/docs/documents/1/ConsentFormChild.pdf>

Site Behaviour Code

National Quality Standard 5.1, 5.2 Regulation 168 (2) (j) Related Key Regulations: 155, 156

Guidelines regarding behaviour and guidance for children help ensure that children, families and staff have a safe environment, and consistency and clarity around acceptable behaviour and guidance measures that will be implemented.

As a staff team we believe:

- All children have the right to feel secure and to learn and develop in a psychological and physically safe, environment
- Children have a right to express their feelings and to be supported to develop positive behaviours that underpin the development of relationships with peers and adults
- Effective communication and learning occurs when families and educators work together to develop common goals for a child's wellbeing, learning and development.
- That the consideration of children's individual, and contextual needs are crucial to successful learning and the development of positive behaviours
- That family consultation is valued and their individual perspectives respected
- Children have the right to be supported by educators who model appropriate behaviours and ensure consistent limits are set
- No child should be made to feel rejected, insecure, embarrassed or ashamed

As a staff team we promote positive behaviour and interactions by:

- Planning for and providing an environment that promotes a sense of belonging, being and becoming and provides enhanced opportunities for learning through play
- Ensuring that limits set are reasonable, consistent and understood by all children and adults
- Providing an enriching and engaging program that enables each child to experience success, a sense of wellbeing and gives opportunities to express feelings through sensory and other forms of play
- Using positive verbal and non-verbal guidance
- Demonstrate empathy and sensitivity to each child being mindful of the variety of factors that influence behaviour
- Planning enabling opportunities for the development of skills including resilience, agency, entry and exit skills when playing, appropriate risk taking, conflict resolution, independence, leadership, respect for others and communication.
- Interacting positively, using positive language and acknowledging and modelling respectful behaviour
- Valuing children as individuals within their family and cultural context
- Involving children in goal setting, developing group norms and the development of behavioural expectations and consequences
- Intentional teaching of appropriate behaviours and play skills, building on each child's strengths and achievements and providing choices when possible
- Encouraging open two way communication with families to ensure that each child's rights are met

We will respond to challenging behaviours by:

- Reminding children of expectations and limits and the reasons for these
- Supporting children to problem solve, negotiate, find resolutions and manage emotions appropriately
- Using Restorative Justice practices that support children to empathise with others and restore relationships
- Communicating with and involving families at the earliest opportunity to work together positively to assist the child's wellbeing and learning
- Assessing individual children's learning and development and reflecting on and reviewing our planned program and how the active learning environment supports positive behaviours
- Planning, implementing, monitoring and reviewing individual behaviour plans in partnership with families and support services
- Where a significant incident occurs between two children, parents of both children will be informed but no names mentioned.
- Withdrawing children who are at risk of hurting themselves or others, ensuring that an adult is with them at all times.

Excursion Policy

National Quality Standard 2.3 Regulation 168 (2) (g). Related Key Regulations: 100, 101, 102

The Centre's belief is that excursions and outings are an important part of every child's learning journey.

A Risk Assessment will be carried out before each excursion by the centre Director. (Please refer to DECD Risk Management Policy No07/4385 a (attachment to OHS Policy No 46).

This will be kept on file with a list of excursion participants. Magill School will hold the list of emergency contacts and list of participants.

Parents will be informed of all programmed excursions for their child/ren. Detailed written consent forms will be issued to parents which need to be signed and returned to staff before their child can participate.

Staff are ultimately responsible for the planning and implementing of all excursions. Ratios for children and staff will be according to the regulations. The age range of the children involved and the destination will also be taken into consideration. Staff are responsible for all activities occurring on excursions or outing. They are the ultimate decision-makers.

Volunteers will be responsible to staff and under direction at all times. Staff will inform all other adult people of their role and responsibilities while participating in a Centre excursion. They will be asked to encourage the children to listen to staff for instructions, procedures and direction. An emergency First Aid Kit will be taken on excursions..

Staff will use their common sense with regard to unsuitable weather conditions. Weather that is too hot or too wet may determine the need to cancel or postpone a planned excursion.

All children participating on a Centre excursion will wear a badge with the Centre's name and telephone number.

The consent form and the risk management plan are available via the following links
<http://www.decd.sa.gov.au/childrensservices/files/links/Ed170CampsandExcursionsCon.doc>
http://www.decd.sa.gov.au/childrensservices/files/links/Excursion_Risk_Management.doc

REVIEWED: April 2016. Next Review April 2017

Nappy Changing and Toileting Procedure

Regulations 77, 106,109,112

Toileting of children will always be carried out in a positive and supportive manner. It will take place as part of children's learning and development and in consultation and partnership with families. The policy and procedures for nappy changing will follow the recommended guidelines from the current addition of "Staying Healthy in Child Care".

Procedures will be displayed on the walls in appropriate areas.

Due to limited bathroom space and facilities any children needing nappies will need an individual continence care plan to meet their particular needs in this context.

Staff will use strict, consistent hygiene routines to maintain a high standard of recommended health and hygiene procedures. This centre will be consistent in the following areas-:

Washing hands before and after every nappy change and toileting experience.
Staff wear protective gloves for each nappy change and toileting accident.
Soiled clothes will be placed in double plastic bags and sent home with the child's belongings each day.

REVIEWED: April 2016

Sourced: 'Staying Healthy in Child Care'
www.nhmrc.gov.au/guidelines/publications/ch43,

Parent Concerns and Complaints Policy and Procedure

National Quality Standard 7.3 Regulation 168 (2) (o) Related Key Regulations: 173 (2) (b), 176 (2) (b)

At Magill Kindergarten we believe parents are partners in the education of children. Regular two-way communication between parents/carers and the preschool is essential in helping children achieve their potential.

Our preschool is committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.

GUIDING PRINCIPLES

Safety of children is always the first priority.

Our procedures are underpinned by the following principles:

1. All persons in the Magill Kindergarten community including children, parents, staff and volunteers have the right to be treated with respect and courtesy in accordance with the preschool's values.
2. Parents have the right to raise concerns and make enquiries or complaints about any aspect of preschool life.
3. Information about how, where and to whom complaints can be made should be visible and accessible through preschool procedures.
4. Complaints will be acknowledged and addressed promptly within specified timelines.
5. Individual complaints will be assessed objectively and without bias using principles of natural justice.
6. The rights and responsibilities of all parties will be considered and balanced in attempting to find a mutually acceptable outcome to complaints.
7. The confidentiality of all parties will be maintained wherever possible.

Step 1: Talk to us

If your concern or complaint relates to an issue concerning your child's education or experiences you should talk to the teacher as soon as possible.

You may prefer to organise a mutually convenient time to meet the teacher rather than discuss the issue via a telephone conversation. You are welcome to bring a support person with you, if you wish. The role of the support person is to provide advice and support during the process and not to answer questions on behalf of any of the parties or interfere with the discussion.

Our staff will, following a direct complaint:

- Listen to the complaint
- Record what you say
- Identify actions to resolve the concern
- Let you know what will or has been done
- Get back to you to see how things are going
- If appropriate, refer the matter to the preschool director

If your concern has not been resolved following discussions with the staff member, you should contact the preschool director.

The preschool director will:

- acknowledge receipt of the complaint as soon as reasonably possible (within 5 school days)
- listen to you
- provide support to you if necessary while the complaint is being considered
- investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- consider relevant legislation, DECD policy and guidelines, preschool procedures
- inform you if there is a delay in the process
- ensure your complaint and the outcome is documented
- ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing including the right to refer the matter to the Eastern Adelaide Regional office.

Please note:

Interpreters and Aboriginal Education Coordinators are available to assist parents in communicating with us. Please contact the Eastern Adelaide Regional Office on 83668864 for assistance.

Step 2: Contact our local DECD Regional Office

If the complaint is about the director of the preschool or you are not satisfied with the outcome you may contact our local DECD Regional Office

Eastern Adelaide Regional Office.
Briar Road Felixstow
Telephone 83668864

The Regional Office will:

provide written acknowledgement of receipt of your complaint within five working days,

- clarify and record the nature of the complaint, including what expectations you have in relation to outcomes
- investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- refer, where appropriate, any complaint that has not been raised at the preschool level back to the preschool
- inform you if there is a delay in the process
- ensure your complaint and the outcome is documented
- ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing.

Step 3: Contact the Parent Complaint Unit

If your complaint remains unresolved after working together with our preschool, regional personnel and Regional Director, you should submit, in writing, your complaint to:

Manager, Parent Complaint Unit
Level 6 / 31 Flinders Street
ADELAIDE SA 5000
Ph: 1800 677 435
Or by email to decd.parentcomplaint@sa.gov.au

You should include information about the complaint, including why it remains unresolved and an outline of what actions have been taken to resolve the complaint. You should also outline what you think a reasonable solution would be.

The Parent Complaint Unit, on behalf of the Chief Executive, will:

- acknowledge receipt of the complaint
- assess and make a recommendation to the Head of Schools or the Head of Child Development that:
 1. a review is not warranted and that you should be advised that no further action is considered necessary and that the complaint is now concluded; or
 2. a review is necessary; or
 3. the complaint should be referred to an external agency for investigation or review.

The Head of Schools or the Head of Child Development will review the advice and decide that the complaint (in full or in part):

- can be resolved (all parties agree on an appropriate response)
- should be dismissed (complaint is either unsubstantiated, vexatious, outside of reasonable expectations in relation to confidentiality, cooperation, courtesy and respect or is orientated towards conflict)
- remains unresolved and that an independent review by an external agency is required

Please Note:

Any written or verbal complaints that contain personal abuse, inflammatory statements, and comments of a threatening nature or intended to intimidate will not be addressed and the parent will be advised accordingly.

Parents can call the Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support.

In some circumstances it may be appropriate that a concern or complaint is escalated directly to Parent Complaint Unit. In these instances the parent will be advised of where the matter will be referred to and why.

Parents can also contact the Education and Early Childhood Services Registration and Standards Board of South Australia (EECSB) Ph: 1800 882 413 or the State Ombudsman: www.ombudsman.sa.gov.au for information, advice, support and in circumstances where the complaint remains unresolved.

Requesting your identity to remain confidential

Parents may request that their identity remain confidential when making a complaint. In this situation, every effort will be made to keep the parent's identity confidential but this may limit options for negotiating a resolution. (For example, an apology is unlikely to be forthcoming if the identity of the complainant is not known.) These circumstances also raise issues in relation to procedural fairness for those who have a complaint made about them as they have a right to know the particulars of the complaint.

While every effort will be made to comply with a request to keep the parent's identity confidential, Freedom of Information requirements may result in a parent's identity becoming known.

Anonymous complaints

Magill Kindergarten will assess every complaint that is made. The extent to which an anonymous complaint can be investigated will be limited, as preschool staff cannot liaise with the parent about the complaint. Anonymous complaints also raise issues in relation to natural justice for those who have a complaint made about them as they have a right to know the particulars of the complaint.

The Director will determine upon receipt of an anonymous complaint to what extent the complaint will be investigated. Where the complaint is in relation to a Director, the Assistant Regional Director will make the determination and for Regional Directors, the Head of Schools or the Head of Child Development will make the final decision.

Approaches that may be used to resolve a parent complaint

Our preschool may take one of the following approaches to resolve a parent's concern or complaint:

- an acknowledgement that the complaint is valid and is worthy of investigation (overall or in part)
- identification of areas of agreement between the parties involved
- opportunities for all the parties involved to express their concerns, explain their point of view and clarify any misunderstandings
- acknowledgement that the situation could have been better handled (this does not constitute an admission of negligence)
- an opportunity for an apology
- recognition that the situation presents an opportunity for changes or alternate arrangements to be made to resolve the complaint
- discussion with the parties about the steps that will be taken to ensure that the event complained about will not reoccur
- an undertaking to review school policy, procedures or practices.

Additional Information

These procedures apply to parent concerns and complaints in relation to Magill Kindergarten. These procedures do not apply to matters where there are legislated requirements or existing policies and processes of appeal, such as:

- Concerns and allegations of misconduct by staff, volunteers and service providers (criminal matters, child protection, corruption, etc)
- Employee disputes and grievances. (Employees should refer to HR17 Complaints resolution for employees 2000 for these types of complaints.)
- Complaints or appeals relating to student suspension and expulsion
- Duty of care or mandatory reporting responsibilities
- Occupational Health, Safety and Welfare related issues
- Health support planning.

These procedures will be reviewed every two years.

For more information

www.decd.sa.gov.au/parentcomplaint

Staff/Volunteer/Student Induction Policy

National Quality Standard 4.2 Regulation 168 (2) (i) Related Key Regulations: 149, 77, 85, 90, 97, 145, 156, 170, 171

When any new member of staff or a volunteer or student begins at our site we ensure they are welcomed and informed about safe work practices, policies and Centre practices. This is to ensure they are knowledgeable about our Centre and able to carry out their role with confidence.

The Centre has a folder of information that every new person who would like to be involved in the Centre's activities is required to read. This folder consists of relevant information which is important for the new person to have including an understanding and prior knowledge of the Centre's philosophy and goals, policies and procedures, roles and responsibilities whilst at the kindergarten. The Induction folders are kept next to the volunteers sign in folder near the front door.

Governing Council members will have RAN training. Any regular volunteers without their own child at the site will be asked to complete an application for a relevant history check. Volunteers will complete the volunteer's Induction Checklist including Mandatory Notification and Protective Practise.

Volunteers and visitors will need to sign in and out each time they visit the centre.

It is a requirement that volunteers read the DECD Volunteer Policy.

<http://www.decd.sa.gov.au/docs/documents/1/VolunteersInEducational.pdf>

<http://www.decd.sa.gov.au/docs/documents/1/ScreeningandCriminalHisto.pdf%22%20tar%22main>