



Numdaji Kwei
Children's Centre

<https://nkcc.org.au/>

POLICY HANDBOOK

Introduction

Numdaji Kwei is pronounced “Num-a-jee Kwy”

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Welcome to Numdaji Kwei

Numdaji Kwei Children’s Centre (NKCC) is a community-based, not-for-profit early learning service located at RMIT Bundoora. Our Centre has a long history of providing safe, inclusive and high-quality education and care for children and families.

This handbook brings together the key policies that guide how we work with children, families, staff and community members every day. These policies help us create an environment where children feel safe, supported, respected and able to thrive.

Our Commitment to Children and Families

At Numdaji Kwei, we are committed to:

- Nurturing each child’s wellbeing, identity and sense of belonging.
- Providing culturally safe, inclusive and equitable learning experiences.
- Creating strong, respectful partnerships with families.
- Ensuring every child’s safety is our highest priority.
- Meeting or exceeding all requirements under the National Quality Framework and Victorian Child Safe Standards.

We value the diverse backgrounds, cultures and strengths each family brings to our community. Your knowledge of your child helps us provide meaningful, personalised learning experiences.

About Our Co-operative Model

NKCC operates as a registered co-operative. This means families are invited to be involved in the life of the Centre through:

- sharing feedback
- participating in community events
- contributing skills or ideas
- attending general meetings
- nominating for the Board when positions are available

Family voice and participation help make NKCC a strong and welcoming community.

Using This Handbook

This handbook outlines the policies and procedures that guide our daily practices. Each policy explains: the purpose (why the policy exists), policy (NKCC’s position and expectations), procedures (how the policy is put into practice), and review (how often the policy is updated)

These policies apply to all members of the NKCC community, unless otherwise stated.

If you ever have questions about a policy or would like support to understand how something works in practice, please speak with the Centre Director or your child’s educators – we are always here to help.

Staying Updated

Policies are reviewed at least every two years, or sooner if legislation, standards or best practice change. The most current version of this handbook is available from the Centre Director and on the NKCC website.

Definitions

For the purposes of this handbook:

- NKCC / the Centre refers to Numdaji Kwei Children’s Centre and all programs it operates
- Board refers to the NKCC Board of Management
- Staff includes employees, contractors, agency staff, students on placement, and volunteers
- Families refers to parents, guardians, and authorised carers
- Community includes all NKCC stakeholders

Legislative and regulatory framework

Numdaji Kwei Children’s Centre operates within the legislative and regulatory framework that governs education and care services in Victoria. A complete list is provided in Appendix A: Legislative, Regulatory and Standards Framework.

Numdaji Kwei Public Commitment to Child Safety

Numdaji Kwei Children's Centre

Numdaji Kwei Children's Centre is unequivocally committed to the safety, wellbeing and empowerment of every child and young person in our care. We have zero tolerance for child abuse in any form and accept our duty of care and shared responsibility to protect children at all times.

We are committed to creating a child-safe, inclusive environment where children are safe, respected, valued and heard, regardless of culture, language, faith, gender, sexuality, ability, family circumstances or background.

We believe that it is the responsibility of all children, families, staff, students, volunteers and community members to ensure the safety and wellbeing of all children in our care.

Our commitments

We will:

- Uphold the rights of children and young people in line with the **United Nations Convention on the Rights of the Child**
- Promote children's participation and voice in matters that affect them
- Embed child safety and wellbeing in our culture, leadership, policies, procedures and everyday practice.
- Ensure all staff, students on placement and volunteers understand and meet their child-safe responsibilities, supported by induction, supervision and ongoing training.
- Champion equity and inclusion, ensuring all children feel safe, supported and able to be themselves
- Ensure Aboriginal and Torres Strait Islander children can share and learn about culture in safe, respectful ways, protected from bias and harm.
- Respond to concerns, disclosures and allegations of child abuse promptly, sensitively and thoroughly, with children's safety as the first priority.
- Continuously improve through reflection, feedback and review of our child-safe practices.

Speaking up

We strongly encourage everyone in the NKCC community to speak up about concerns for children's safety and wellbeing.

Concerns or disclosures should be raised with the Centre Director. Where a concern relates to a potential reportable conduct, our Reportable Conduct/Child Safety procedures apply and must be followed immediately.

This statement reflects the ongoing commitment of NKCC and the Board of Management to the Victorian Child Safe Standards, and our determination to provide a safe, inclusive, and supportive environment for all children and young people.

Approved: February 2026

Next review: February 2028

Table Of Contents

Governance, Compliance, & Ethics

Numdaji Kwei Public Commitment to Child Safety	4
Table Of Contents	5
Governance & management policy	7
Compliance and Risk Management Policy	9
Staff Code of Conduct.....	11
Family Code of Conduct.....	13
Volunteer and Student Placement Policy.....	14
Environmental Sustainability Policy	15

Child Safety, Protection, & Safe Practice

Child Safety and Wellbeing Policy	16
Safe Environment Policy.....	19
Supervision Policy.....	20
Interactions with Children Policy	21

Children’s Daily Care, Routines & Physical Safety

Safe and Comfortable Sleep and Rest Policy	22
Sun Smart Policy.....	24
Water Safety Policy	25
Children’s Clothing & Footwear Policy.....	26

Inclusion, Equity & Behaviour Support

Behaviour Guidance Policy	27
Inclusion Policy	28

Health, Hygiene & Disease Prevention

Food Safety and Hygiene Policy	29
Infectious Diseases Policy.....	31
Tobacco/vape Control Policy	32
Dental Care Policy	33
Healthy Eating and Active Play Policy	34

Medical Conditions, First Aid & Emergencies

Incident, Injury, Trauma and Illness Policy.....	36
Administration of Medication and Emergency Response Policy	37
Dealing with Medical Conditions Policy	39
Asthma Management Policy	40
Anaphylaxis Management Policy.....	41
Administration of First Aid Policy.....	43
Emergency Evacuation and Lockdown Policy	44

Service Delivery & Family Administration

Enrolment and Orientation Policy	46
Fee Payment and Attendance Policy	47
Delivery and Collection Policy	48
Refusal and Acceptance Authorisation and Communication Policy	49

Excursions and Incursions Policy	50
Occupational Health, Safety, and Hazard Management	
Occupational Health and Safety Policy	50
Storage, Handling, and Use of Toxic Products and Potentially Dangerous Chemicals Policy	52
Privacy, Records, Complaints & Digital Safety	
Confidentiality of Records Policy	53
Family Conflict and Grievance Policy	55
Technology & Digital Devices Policy	56
Appendices	
Appendix A: Legislative, Regulatory & Standards Framework	58

Governance & management policy

Numdaji Kwei Children's Centre

Purpose

To ensure NKCC is governed and managed in a way that promotes children's safety, wellbeing, inclusion and learning, and that clearly defines roles, responsibilities and decision-making authority across the organisation, aligned with its purpose.

Policy

Numdaji Kwei Children's Centre operates as a registered co-operative governed by the Board of Management. NKCC is committed to governance and management practices that support safe, high-quality education and care, comply with all legislative obligations, and uphold NKCC's philosophy and commitment to children and families.

NKCC maintains clear, transparent and accountable governance arrangements. The Board provides strategic oversight; the Centre Director leads day-to-day operations; and a Responsible Person is present at all times the Centre is open.

1. Governance

NKCC is governed by a Board of Management elected in accordance with the Co-operative Constitution.

The Board is responsible for:

- approving policies and key governance documents
- monitoring financial sustainability, risk, and compliance
- setting strategic direction and ensuring appropriate oversight
- supporting effective service leadership

The Board does not manage daily operations or individual child or staff matters.

2. Management

The Centre Director (Nominated Supervisor) is responsible for:

- implementing all NKCC policies and procedures
- overseeing daily operations, staffing and practice
- ensuring compliance with National Law and Regulations
- maintaining required records and reporting
- responding to risks, incidents and concerns and escalating where necessary

A Responsible Person is designated whenever the Centre is operating.

- The responsible person is:
- the Director, when present
- the Second in Charge (2IC), in the Director's absence
- a suitably qualified and experienced educator nominated by the Director

The current Responsible Person is displayed at the Centre and recorded in daily attendance documentation.

3. Decision-making

Decisions are made in line with:

- the Co-operative Constitution (Rules)
- Board-approved delegations
- the Director's operational responsibilities

Where immediate action is required to protect children's safety or wellbeing, immediate risks, or urgent operational needs, the Director or Responsible Person may act and notify the Board as appropriate.

4. Meetings and oversight

The Board meets regularly to fulfil its governance responsibilities.

The Director provides regular reports relating to:

- operations & compliance matters
- incidents, hazards and complaints
- staffing and professional practice
- progress against strategic priorities and the Quality Improvement Plan (QIP)

5. Record keeping and confidentiality

- Governance and management records (e.g., agendas, minutes, approvals, risk documentation) are stored securely.
- Access is restricted to authorised individuals and managed in accordance with NKCC's Confidentiality of Records Policy.

6. Continuous improvement

NKCC uses feedback, reflective practice, incident review, and quality processes to continuously improve.

Governance and management is strengthened through:

- regular policy review
- reflective practice
- analysis of incidents, complaints and risk trends
- staff induction and ongoing training
- alignment with the QIP and Child Safe Standards

7. Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026

Next review: February 2028

Compliance and Risk Management Policy

Numdaji Kwei Children's Centre

Purpose

To ensure Numdaji Kwei Children's Centre (NKCC) identifies, manages and monitors compliance obligations and risks so that children's safety, wellbeing and learning are protected, and the Centre operates lawfully and responsibly.

Policy

NKCC maintains proactive, systematic compliance and risk practices that protect children, support educators, and ensure the Centre meets all legal, regulatory and quality obligations.

All staff and educators must understand their responsibilities, follow NKCC policies and procedures, and act to prevent or minimise risk. Risk management at NKCC is continuous and focused on child safety, health, supervision, environment, privacy, emergencies and operational continuity.

1. Compliance obligations

NKCC complies with all relevant legislation, regulations, standards, awards and guidance frameworks, as outlined in the Handbook introduction and Appendix A.

Compliance is embedded through:

- policies and procedures
- induction and ongoing training
- supervision and professional practice
- documentation, reporting, and record-keeping
- regular review of incidents, hazards, complaints and trends

2. Numdaji Kwei's Risk management approach

NKCC applies a standard, service-wide risk process:

- Identify hazards and risks (including emerging risks)
- Assess likelihood and consequence
- Control to eliminate or minimise risk
- Monitor & review control effectiveness
- Document actions and decisions where required

3. Key risk areas

Risk management applies across all operational domains, including:

- child safety, wellbeing and reportable conduct
- supervision and staffing (qualifications, ratios, fit and proper requirements)
- health, hygiene, infection control, illness and medication
- physical environment and equipment safety
- excursions and transport (when applicable)
- emergency preparedness and response
- privacy, confidentiality and information security
- complaints, grievances and conduct issues
- operational and financial continuity

4. Roles and responsibilities

Board of Management (Approved Provider)

- Oversees compliance and risk systems
- Monitors significant risks and trends
- Ensures NKCC has resources and systems to operate safely and lawfully
- Approves and reviews key policies

Centre Director (Nominated Supervisor)

- Implements compliance and risk systems in daily practice
- Ensures staff understand and follow policies and procedures
- Maintains required records and documentation
- Responds to incidents, hazards and emerging risks; escalates serious matters

- Provides induction, training and supervision to support compliance

Responsible Person (on duty)

- Maintains safe supervision and manages immediate risks
- Ensures incidents/hazards are managed and recorded
- Escalates promptly to the Director

Staff and educators

- Follow NKCC policies and lawful directions
- Maintain child-safe practice
- Report hazards, incidents, injuries, illness and near misses promptly
- Complete required documentation accurately and on time
- Raise risks that cannot be controlled at their level

Families

- Support compliance by following service procedures (e.g., sign-in/out, health information, authorised persons)
- Provide accurate and timely information relevant to child safety and wellbeing

5. Incidents, hazards and near misses

NKCC will:

- provide immediate support to those affected,
- notify families where required,
- document the event and actions taken,
- investigate contributing factors
- implement improvements
- meet any regulatory notification obligations.

6. Monitoring and continuous improvement

Compliance and risk are monitored through:

- review of incidents, hazards, complaints and trend data
- environmental and safety checks
- documentation and record audits
- staff induction, mentoring and refresher training
- regular policy reviews and QIP-aligned improvements

7. Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026

Next review: February 2028

Staff Code of Conduct

Numdaji Kwei Children's Centre

Policy

NKCC expects all staff and educators to act with integrity, professionalism and respect, and to always prioritise the best interests of children. This Code of Conduct is grounded in the principles of respect, inclusion and ethical practice, and aligns with the National Quality Framework (NQF) and the Early Childhood Australia (ECA) Code of Ethics. Adherence to this Code supports a safe, respectful and inclusive environment and strengthens trust between children, families, staff and the wider community.

1. Commitment to Children's Wellbeing

- Prioritise the safety, health, and wellbeing of all children at all times.
- Promote children's rights to be heard, respected, and included, regardless of background, ability, or circumstance.
- Support each child's individual learning and development needs through inclusive and equitable practices.
- Act promptly and appropriately if concerns arise regarding a child's safety or welfare, following mandatory reporting laws in Victoria.

2. Professionalism and Integrity

- Demonstrate honesty, reliability, and accountability in all professional interactions.
- Maintain confidentiality and privacy regarding children, families, and colleagues, except where disclosure is required by law.
- Engage in ongoing professional learning to enhance skills and knowledge.

3. Respectful Relationships

- Treat all children, families, and colleagues with dignity, fairness, and respect.
- Build positive, collaborative partnerships with families.
- Welcome and include families and children from diverse cultural, linguistic, and social backgrounds.
- Communicate in a clear, sensitive, and professional manner at all times.

4. Safe and Supportive Environments

- Create and maintain environments that are physically and emotionally safe for children and staff.
- Follow all relevant policies and procedures regarding health, hygiene, supervision, and emergency management.
- Model and encourage respectful behaviour, inclusion, and cooperation among children.
- Never use corporal punishment, intimidation, or humiliating practices with children.

5. Commitment to Equity and Inclusion

- Promote equity, diversity, and inclusion within the early childhood setting.
- Respect Aboriginal and Torres Strait Islander cultures, histories, and perspectives, and actively include these in the curriculum and daily practice.

6. Collaboration and Teamwork

- Work cooperatively with colleagues, supporting and valuing each team member's contributions.
- Share knowledge and resources to improve outcomes for children and families.
- Seek feedback and reflect on practice to foster continuous improvement.

7. Adherence to Legal and Regulatory Requirements

- Comply with all relevant Victorian and Australian laws, including the Education and Care Services National Law and Regulations, the Child Safe Standards, and workplace health and safety requirements.
- Maintain all required qualifications, registrations, and clearances, including a valid Working with Children Check (WWCC).

8. Social Media and Communication

- Use social media responsibly and professionally, never sharing confidential or identifying information about children, families, or staff.

- Represent the service and profession positively in all forms of communication.

Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026

Next review: February 2028

Family Code of Conduct

Numdaji Kwei Children's Centre

Purpose

To support a safe, respectful, and welcoming environment for children, families, staff, and visitors at Numdaji Kwei Children's Centre.

Policy

Families are valued partners in children's learning and wellbeing. NKCC expects all community members to treat others with respect, communicate constructively and act in ways that protect children's safety and a positive service culture.

1. Expected conduct

Families and visitors are expected to:

- respect the privacy and confidentiality of children, families, and staff
- communicate calmly and constructively, including when raising concerns
- follow Centre policies and procedures, and reasonable directions from staff
- contribute to a welcoming environment free from discrimination, bullying, or harassment

2. Unacceptable conduct

The following behaviours are not acceptable:

- Aggressive, abusive, threatening, or intimidating behaviour
- Harassment, discrimination, bullying, or humiliating language
- Inappropriate behaviour in the presence of children
- Refusing to follow reasonable safety directions
- Entering staff-only areas without permission
- Photographing / recording children or staff without authorisation
- Posting content about NKCC children, families, or staff online without consent
- Attending the Centre under the influence of alcohol or drugs

3. Raising concerns

Families are encouraged to raise concerns early. Day-to-day matters can be discussed with educators.

Concerns requiring escalation, privacy, or formal action should be directed to the Centre Director in line with the Complaints and Grievances Policy.

4. Managing breaches

NKCC will respond promptly and proportionately, prioritising safety and wellbeing. Actions may include:

- A reminder of expected behaviour or a formal warning
- A meeting with the Director and a communication plan
- Restricted access to premises/events, or temporary/permanent exclusion where warranted
- Referral to external authorities where required by law

5. Review

This policy will be reviewed every two years, or sooner if required by changes in legislation, standards or Centre practices.

Approved: February 2026

Next review: February 2028

Volunteer and Student Placement Policy

Numdaji Kwei Children's Centre

Purpose

To ensure that the involvement of volunteers and placement students at Numdaji Kwei Children's Centre (NKCC) supports children's safety, wellbeing and learning, and occurs in a safe, appropriate and well-supervised manner.

Scope

This policy applies to all volunteers and students on placement at NKCC. For the purposes of this policy, the term "volunteers" includes students undertaking placement, practicum, work experience, or observation at Numdaji Kwei Children's Centre.

Policy

NKCC values the contribution of placement students and volunteers and recognises their role in supporting learning and professional development. Participation is permitted only where it does not compromise child safety, disrupt service operations, or replace the role of qualified educators.

1. Requirements for participation

Placement arrangements must be approved by the Centre Director.

Before commencing at NKCC, volunteers must:

- hold a current Working with Children Check
- provide identification and relevant placement documentation
- complete an induction, including child safety expectations and emergency procedures
- agree to follow all NKCC policies and directions from staff

2. Supervision and conduct

Volunteers will be provided ongoing supervision, mentorship, and support by the Centre Director and Educators during their placement. Volunteers must adhere to the Staff Code of Conduct. Volunteers must not:

- be left alone with children at any time
- undertake duties beyond their role or training
- administer medication to children
- communicate with families about children's welfare
- take photographs or recordings of children

3. Confidentiality and information handling

Volunteers must respect the privacy and confidentiality of children, families and staff. Access to records is limited strictly to what is necessary for placement requirements. Breach of confidentiality may result in immediate termination of placement.

4. Family notification

Families will be informed when students or volunteers are present at the Centre. An information notice outlining the student or volunteer's name, photo, course or role, and placement dates will be displayed in a visible area of the service for the duration of the placement.

5. Non-compliance or concerns

Concerns relating to the conduct or suitability of a volunteer will be addressed by the Centre Director. NKCC may suspend or terminate a placement at any time if:

- child safety or wellbeing is at risk
- policies or directions are not followed
- behaviour is inconsistent with NKCC values or child-safe expectations

6. Review

This policy will be reviewed every two years, or sooner if required by changes in legislation, standards or Centre practices.

Approved: February 2026

Next review: February 2028

Environmental Sustainability Policy

Numdaji Kwei Children's Centre

Purpose

To outline Numdaji Kwei Children's Centre's commitment to sustainability across environmental, social and institutional dimensions. Sustainable practices are embedded in daily operations and the curriculum to foster environmental awareness and responsibility among children, staff and families.

Policy Statement

Numdaji Kwei Children's Centre recognises the importance of sustainability in early childhood education and is committed to embedding sustainable practices across all aspects of service delivery to support a healthier, more sustainable future.

Procedures

1. Recycling

- Use recycled water to maintain gardens.
- Recycle paper and general waste via designated room bins.
- Reuse yoghurt containers and similar items for art/craft.
- Use recycled paper for drawing and creative activities.

2. Gardening and food waste

- Provide food scraps to worms or Centre pets.
- Maintain a vegetable garden.

3. Energy conservation

- Switch off lights/appliances when not in use.
- Use clotheslines in warmer months instead of dryers.

4. Water conservation

- Teach water saving practices (e.g., half flush toilets, turning taps off).

5. Natural resources and equipment

- Reuse natural materials (e.g., boxes) for construction and play.
- Incorporate natural materials into artwork and learning.
- Donate shredded paper to local animal shelters.

6. Educator responsibilities

- Role model recycling, energy and water conservation in routines.
- Apply reduce, reuse, recycle principles.
- Involve children in sustainable activities and discussions.
- Share practices with families (meetings, newsletters, conversations).
- Acknowledge environmental events (e.g., World Environment Day, National Recycling Week) in the program.

7. Family and community engagement

- Inform families about initiatives and invite feedback/ideas.
- Encourage staff, children and families to share sustainable practices for continuous improvement.
- Display fruit and vegetables shared from families' gardens in the foyer.

8. Review

This policy will be reviewed every two years, or sooner if required by changes in legislation, standards or Centre practices

Approved: February 2026

Next review: February 2028

Source and References: Sustainability Practices in Childcare – Aussie Childcare Network, Environmental Education in Early Childhood (Victoria) (EEEC), Sustainability Victoria

Child Safety and Wellbeing Policy

Numdaji Kwei Children's Centre

Purpose

Numdaji Kwei Children's Centre is committed to providing a safe, nurturing and inclusive environment where all children are protected from harm and supported to thrive. This policy outlines the standards, behaviours and procedures that uphold children's safety, wellbeing, cultural identity, and development.

Policy

We uphold the following principles:

- Zero tolerance for child abuse, neglect, racism, discrimination or harm.
- Cultural safety and inclusion for all children, including Aboriginal and Torres Strait Islander children, children from culturally diverse backgrounds, children with disabilities, and LGBTQIA+ children and families.
- Child and family participation in safety, wellbeing and decision-making.
- Safe environments and practices that promote physical, emotional and cultural wellbeing.
- Shared responsibility for child safety across all adults in the organisation.

1. Recognising Child Abuse

Abuse can present through physical signs, behavioural changes, or disclosures. One sign alone may not indicate abuse, but multiple or repeated indicators require immediate action.

2. Grooming

Grooming involves building trust with a child or family to enable abuse.

Indicators include:

- Spending unusual one-on-one time with a child
- Offering gifts or special favours
- Treating one child differently
- Breaking rules or professional boundaries
- Testing a child's trust or secrecy

3. Physical abuse

Physical indicators:

- Bruises, burns, cuts, fractures
- Injuries inconsistent with the child's explanation

Behavioural indicators:

- Fear of certain adults or of going home
- Wearing concealing clothes in hot weather
- Excessive compliance or passivity
- Unusual friendliness towards strangers

4. Sexual abuse

Physical indicators:

Sexual abuse is rarely identified through physical signs; however, bleeding, pain, or sexually transmitted infections may be present if a child has been sexually abused.

Behavioural indicators:

- Disclosing sexual abuse
- Age-inappropriate sexual knowledge or behaviours
- Sleep difficulties or anxiety
- Unexplained headaches or stomach pain
- Regression (rocking, sucking, biting)
- Fear of a specific person
- Difficulty relating to peers or adults
- Inconsistent or improbable explanations for physical indicators

5. Neglect

Physical indicators:

- Frequent hunger, malnutrition

- Poor hygiene
- Inappropriate clothing
- Lack of supervision
- Unmet medical needs
- Abandonment

Behavioural indicators:

- Stealing food
- Fatigue or falling asleep at unusual times of the day
- Aggression or withdrawal

6. Family Violence

Includes physical, verbal, emotional, psychological, sexual, financial or social abuse between family members.

A child's exposure to family violence is child abuse.

7. Racial, Cultural, Religious Abuse

Behaviour that demeans or harms a child based on identity, culture, race or religion, whether overt or covert.

8. Promoting Safety and Inclusion

We will:

- Celebrate and value cultural diversity in daily practice and environments.
- Ensure the curriculum and physical environment reflect Aboriginal and Torres Strait Islander cultures.
- Support the full participation of children with disabilities, adjusting programs as needed.
- Foster open communication with families about children's needs and experiences.
- Teach children about body boundaries, consent, and safe adults.
- Create safe physical, emotional and social spaces for all children.
- Ensure children's voices are heard, respected, and influence decision-making.

9. Reporting and Responding to Abuse

All educators are mandatory reporters and must act on any reasonable belief that a child is at risk of abuse.

Immediate Steps

- Maintain confidentiality at all times.
- Any staff member who observes or suspects abuse must report concerns to the room leader or person in charge immediately.
- Room leaders document concerns: date, time, observations, and any prior incidents, and escalates to the Centre Director
- The Director reviews information and decides whether to monitor or report to Child Protection and Victoria Police.
- Staff may seek support or advice from Orange Door as needed.

10. Mandatory Reporting

Reports must include factual, detailed information:

- Child's name, age, address
- Concerns and observations
- Any involved agencies or previous concerns

11. Notification to Governance

The Board of Management is notified when a report to authorities is made.

12. Reportable Conduct Scheme (Victoria)

- Allegations against staff, volunteers or contractors must be reported immediately to the Centre Director (or 2IC if unavailable) and to the Commission for Children and Young People (CCYP).
- Individuals subject to allegations will be suspended during investigation
- If the allegation concerns the Director or 2IC, staff must report directly to the Board of Management, who will manage notification and investigation

13. Recruitment and Staff Screening

To ensure a child-safe workforce:

- Interviews are conducted by two panel members.
- Reference checks must include child-safety-specific questions.

- Working with Children Checks (WWCC) and VIT registration (where relevant) are mandatory before commencement.
- Staff must remain up to date with:
 - Child protection training
 - First aid, CPR, anaphylaxis and asthma training
 - WWCC currency

Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026

Next review: February 2028

Source and References: This policy aligns with the Education and Care Services National Regulations and incorporates guidance from Child Protection Services, Child Wise, and the Commission for Children and Young People (CCYP) ACECQA, Victorian government.

Safe Environment Policy

Numdaji Kwei Children's Centre

Purpose

Numdaji Kwei Children's Centre is committed to providing a safe, secure, and nurturing environment for all children, staff, families and visitors. This policy outlines our practices for maintaining a safe physical environment, controlling access to the premises, and ensuring compliance with relevant legislation and standards.

Policy

1. Entry and Access Control

To protect children and ensure controlled access:

- The Centre entrance is secured with a door code, provided only to staff and enrolled families.
- All other visitors must ring the doorbell for entry.
- Visitors, contractors and maintenance personnel must sign in and out using the Visitor Registry and are supervised at all times while on site.
- Any visitor working directly with children must present a valid Working with Children Check (WWCC).

2. Staff Qualifications and Safety Requirements

To ensure a safe environment:

- All permanent and casual staff must hold a current WWCC (and VIT registration where applicable). WWCCs are checked and recorded annually.
- Staff must maintain:
 - Level 2 First Aid
 - Anaphylaxis management training
 - Emergency asthma management training
 - Child protection training

3. Environment and Safety Checks

We maintain safe, hazard-free environments through:

- Daily indoor and outdoor safety checks completed by educators.
- Room setups that are warm, welcoming, safe and provide sufficient space for children to move freely.
- Use of age-appropriate and safe equipment; any broken items are removed immediately and reported to the Director.
- Chemicals, medications and hazardous materials securely stored out of children's reach.

4. Supervision and Interactions

To ensure children's safety and wellbeing:

- Educators maintain active and attentive supervision at all times.
- Educators engage positively, respectfully and responsively with children.
- Contractors, visitors and volunteers are never left unsupervised

5. Cleaning and Maintenance

- The Centre is cleaned daily by a contracted cleaning service.
- Gardens and outdoor spaces are maintained by a contracted gardener.
- Building maintenance and major repairs are coordinated through RMIT and approved external providers.
- Hazards identified by staff are reported promptly to the Director for action.

6. Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026

Next review: February 2028

Source and References: Education and Care Services National Regulations, ACECQA, Occupational Health and Safety – Workcover, Vic

Supervision Policy

Numdaji Kwei Children's Centre

Purpose

To ensure safe, effective and consistent supervision of all children at Numdaji Kwei Children's Centre. Supervision protects children from harm, supports their wellbeing, and enables meaningful engagement in learning and play.

Policy

- Children's safety and wellbeing are the highest priority.
- Educators provide active, vigilant and purposeful supervision, and engage positively with children to support learning, inclusion and behaviour guidance.
- Environments are organised to minimise risk and maximise visibility.
- Communication among educators is essential for safe supervision.

1. Educator-to-child ratios

Required educator-to-child ratios must be maintained at all times, indoors and outdoors. Ratios are adjusted when children transition between rooms or move between indoor/outdoor areas.

2. Positioning and Visibility

- Educators position themselves strategically to ensure full visibility of children.
- Educators avoid clustering; they spread out to cover all areas.
- Outdoor supervision must follow the Centre's Outdoor Supervision Chart.

3. Active Supervision

- Educators actively observe, interact and listen to children, and use calm, supportive and positive language at all times.
- Engagement includes joining play, supporting learning, and responding to cues for comfort or reassurance.

4. Environment Setup

- Indoor and outdoor environments are arranged to reduce blind spots and hazards.
- Outdoor areas are set up with stimulating, inclusive and safe activities that engage children.
- Equipment is placed so educators can supervise effectively.

5. Communication Between Educators

- Educators communicate clearly about supervision needs, child movements and emerging risks.
- Staff must inform colleagues before leaving a room and confirm how supervision will be maintained.
- Agency/casual staff are paired with permanent educators for supervision support.

6. Routine Times

Routine activities (meals, toileting, transitions) are treated as supervised learning opportunities. Ratios, visibility and engagement remain consistent during routines.

7. Responsibilities

- Educators: Maintain active supervision, ratios, communication and engagement.
- Room Leaders: Monitor supervision practices, adjust staffing as needed, and support new or agency staff.
- Director: Ensure staffing, training and environments support effective supervision.

Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026

Next review: February 2028

Source and References: Education and Care Services National Regulations, ACECQA

Interactions with Children Policy

Numdaji Kwei Children's Centre

Purpose

To foster respectful, supportive and inclusive relationships between educators and children, ensuring every child experiences belonging, security, connection and wellbeing.

Educators at Numdaji Kwei Children's Centre are committed to building and maintaining positive, genuine relationships with children. All interactions are guided by respect, responsiveness and a dedication to upholding each child's dignity and rights.

Policy

- Children's rights, dignity and agency are upheld at all times.
- Interactions are warm, respectful, responsive and inclusive.
- Educator practices support children's emotional, social and cognitive development.
- Relationships are built in partnership with families and honour each child's culture, identity and strengths.
- Children are supported to express themselves, communicate, and participate in decision-making.

1. Respectful and Responsive Interactions

Educators will:

- Encourage children to express their thoughts, needs and ideas without judgment.
- Listen attentively and respond sensitively to children's cues, emotions and communication styles.
- Respect each child's boundaries, comfort levels and personal space.
- Use positive language, calm tone, and supportive guidance.

2. Supporting Agency, Independence and Wellbeing

Educators will:

- Provide opportunities for children to make choices and influence their learning.
- Support children to develop confidence, resilience and independence.
- Offer experiences that promote children's sense of identity and capabilities.
- Recognise and celebrate individual and cultural differences.

3. Positive Behaviour Guidance

Educators will:

- Use positive, strengths-based strategies to guide behaviour.
- Encourage problem-solving, empathy and cooperation.
- Reinforce safe, respectful behaviour through modelling and encouragement.
- Avoid punitive, shaming or exclusionary practices under all circumstances.

4. Promoting Positive Relationships

Educators will strengthen social development and group participation by:

- Modelling respectful, inclusive interactions with children, colleagues and families.
- Creating environments where children feel safe, valued and connected.
- Encouraging children to listen to and respect others' voices and perspectives.
- Supporting children to resolve conflicts safely and respectfully.
- Providing programs that include small- and large-group experiences to build social confidence.
- Offering group learning experiences that foster collaboration, belonging and shared decision-making.

Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026

Next review: February 2028

Source and References: Education and Care Services National Regulations, Early Years Learning Framework, ACECQA Centre Philosophy

Safe and Comfortable Sleep and Rest Policy

Numdaji Kwei Children's Centre

Purpose

To ensure all children at NKCC experience safe, comfortable and developmentally appropriate sleep and rest, in line with Red Nose safe-sleep guidance, National Regulations and NKCC's commitment to child safety and wellbeing.

Policy

Numdaji Kwei Children's Centre is committed to ensuring that all children have a secure and comfortable environment during sleep and rest periods.

- Children's safety and wellbeing come first.
- Practices follow Red Nose safe sleep principles.
- Individual sleep needs and family preferences are respected where safe and practicable.
- Environments must allow clear visibility and active supervision at all times.

1. Safe Sleep Environment

- Cots and mattresses must meet Australian Safety Standards and fit securely.
- Babies are placed on their backs to sleep; mattresses must remain flat and not elevated.
- Beds and cots are positioned to allow clear visibility and unobstructed access to every child.
- Blinds or lighting are adjusted to ensure visibility at all times, including during winter or low-light conditions.
- No beds or cots may be placed under operating heaters or in unsafe temperature zones

2. Bedding, Clothing and Comfort Items

- NKCC provides individual linen for each child.
- Only fitted sheets and light blankets may be used.
- Children's clothing must be appropriate for room temperature; hoodies, strings, necklaces and hair clips are removed before sleep.
- For children under 7 months, no pillows, doonas, bumpers or soft toys are permitted.
- Comfort items for older children may be used for settling but are removed once the child is asleep.
- Swaddling is permitted only for babies in cots using light muslin/cotton wraps; swaddling stops once a baby can roll. Heavy or thermal swaddles are not permitted.

3. Dummies, Feeding and Settling

- Dummies may be offered for settling but must be removed once the child is asleep.
- Dummy chains or attachments are not permitted during sleep
- Bottles must never be left in cots.
- Children on beds may have a bottle only if an educator is seated next to them and removes it immediately once finished.

4. Supervision and Checks

- Educators maintain active supervision at all times during sleep and rest.
- Cot sleepers: physically checked every 5 minutes, documented with time and educator name.
- Bed sleepers: physically checked every 10 minutes, documented.
- Children must always be visible and accessible.
- A staff member with current first aid, anaphylaxis and asthma certification is present during sleep periods.

5. Wakeful or Non-Sleeping Children

- Children who do not sleep are provided with quiet, restful activities that support wellbeing.

6. Temperature and Environment Monitoring

- Rooms must remain at a safe, comfortable temperature.
- Heaters/cooling systems are adjusted as needed and turned off once the room reaches a safe level.
- Educators ensure no hazards or obstructions are present around sleep areas.

7. Communication With Families

- Educators communicate regularly with families about sleep routines, changes and preferences.
- Safe-sleep information is made available to families.

8. Staff Training

- Educators receive ongoing professional development in Red Nose safe-sleep practices and NKCC sleep procedures.

Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026

Next review: February 2028

Source and References: Red Nose (SIDS and Kids) Safe Sleeping Guidelines, Education and Care Services National Law and Regulations, National Quality Standard (NQS) – QA2 (Children’s Health and Safety), QA3 (Physical Environment), ACECQA Guidance Materials

Sun Smart Policy

Numdaji Kwei Children's Centre

Purpose

The Sun Smart Policy aims to ensure that children, educators and visitors at Numdaji Kwei Children's Centre receive healthy exposure to sunlight for essential Vitamin D, while minimizing the risks associated with overexposure to ultraviolet (UV) radiation. This policy establishes guidelines to promote sun safety, protect against skin damage and foster lifelong sun-smart habits.

Scope

This policy applies to all children, staff, families and visitors at the Centre throughout the year. Specific strategies are emphasized from the beginning of September to the end of April and on any days when UV levels reach 3 or above.

Policy

Numdaji Kwei Children's Centre is committed to:

- Providing a safe environment where the risks of sun exposure are minimised.
- Encouraging practices that support healthy UV exposure for Vitamin D.
- Educating the Centre community about sun safety and UV protection.

1. Environmental Strategies

- The Centre maintains extensive shaded areas with shade sails and undercover spaces.
- SunSmart UV Alert Indicator will be checked daily before outdoor activities.
- Outdoor activities are scheduled and set up in shaded areas during times of increased UV radiation (10am–3pm, September–April, and whenever UV is 3+).

2. Personal Protection Procedures

- Children and staff will wear hats and protective clothing when outdoors if UV levels are 3 or above.
- Parents will provide a sun hat to stay at the Centre.
- 3+ or higher, broad-spectrum, water-resistant sunscreen is applied to all children 20 minutes before outdoor play and reapplied every two hours while outside.
- Staff will act as positive role models by following all recommended sun protection strategies.
- Children aged 3 and older are encouraged to apply their own sunscreen, supervised by educators.
- Sunglasses are encouraged outdoors (optional at parent discretion).
- Parents may provide their own sunscreen if their child cannot use Centre sunscreen due to sensitive skin.
- Children unable to wear sunscreen due to sensitivities or other reasons must wear long-sleeved tops and pants if UV levels are 3 or above.
- In the Baby Room, educators will check that outdoor surfaces are safe before taking babies outside.

3. Education and Communication

- Educators will discuss sun safety with children and encourage self-protection skills appropriate to each age group.
- Families are informed about the policy at enrolment and through ongoing communication.
- Reminders about sun-safe clothing and practices will be provided regularly, especially at the start of spring and summer.

Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026

Next review: February 2028

Source and References: SunSmart Vic: www.sunsmart.com.au

Water Safety Policy

Numdaji Kwei Children's Centre

Purpose

Numdaji Kwei Children's Centre is committed to providing safe and engaging water play experiences that support children's learning and wellbeing. The Centre recognises that while water play offers unique opportunities for relaxation, discovery and development strict supervision and safety measures are essential to prevent accidents and ensure children's safety.

Procedures

- Outdoor areas will be checked each morning to ensure no pools of water have formed on sandpit covers or equipment, any collected water will be promptly removed.
- Water troughs and containers used for water play will be supervised by educators at all times and emptied onto garden areas after use.
- Educators will encourage children to safely explore the properties of water and will actively discuss water safety during activities.
- Buckets used for general cleaning will be emptied immediately after use and will not be left in play areas.
- All water containers and troughs will be stored in ways that prevent the inadvertent collection of water from rain or other sources.
- Boiling or hot drinks are strictly prohibited in children's rooms.

4. Supervision

Educators must maintain vigilant supervision of all water play activities to always ensure children's safety and wellbeing.

Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026

Next review: February 2028

Source and References: Kids Alive: [kidsalive.com.au]

Children's Clothing & Footwear Policy

Numdaji Kwei Children's Centre

Numdaji Kwei Children's Centre is dedicated to creating an environment where every child feels comfortable, safe and ready to participate in a full day of learning and play. We believe that appropriate clothing enables children to engage in both indoor and outdoor activities, supports their independence and fosters a sense of self-esteem.

Purpose

The purpose of this policy is to:

- Ensure children are dressed appropriately for all activities and weather conditions.
- Promote opportunities for children to develop self-help skills, such as dressing and undressing with support from educators.
- Respect cultural differences and individual family preferences regarding children's clothing.
- Maintain safety and comfort during all Centre activities.

Procedures

- Educators will follow the Centre's Sun Protection Policy when preparing children for outdoor play.
- Children will be encouraged to dress and undress themselves, with educators providing assistance and encouragement as needed.
- Families are asked to provide weather-appropriate clothing, including spare items for changes in weather, toileting accidents or messy activities.
- The Centre will supply a variety of spare clothing for children as needed to ensure comfort and participation.
- Protective clothing and art smocks (both long-sleeve and sleeveless) will be provided for messy play experiences.
- All children must wear sturdy enclosed-toe shoes for safety during play and movement.
- Hats with long strings are not permitted to prevent potential safety hazards.
- Educators will follow SIDS and Kids guidelines (National SIDS Council of Australia) regarding clothing for sleep and rest.
- Educators will communicate regularly with families about suitable clothing for the season and update information through newsletters.
- Cultural preferences and diversity will be respected and accommodated wherever possible.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: Numdaji Kwei Children's Centre Sun Protection Policy; Numdaji Kwei Children's Centre Safe and Comfortable Sleep/Rest Policy.

Behaviour Guidance Policy

Numdaji Kwei Children's Centre

Purpose

The purpose of this policy is to outline the principles and practices used by Numdaji Kwei Children's Centre to guide and support children's behaviour in a safe, respectful, and inclusive environment.

Policy

Numdaji Kwei Children's Centre is committed to respecting and supporting the diverse child-rearing practices of families and supporting children's development as capable, confident individuals. Behaviour guidance aims to prevent harm, foster cooperation, and build self-esteem using positive, constructive strategies.

1. Guiding Principles

- Children are recognised as capable individuals and guidance is matched to their strengths and needs.
- Behaviour guidance and management strategies are framed in positive language to enhance the child's self-esteem and sense of belonging.
- All staff, children and families are treated with respect and cultural diversity is acknowledged and valued.

2. Behaviour Guidance Strategies

- Encourage positive behaviour through affirmation and praise.
- Remind and suggest alternative acceptable behaviours in a clear and age-appropriate way.
- Allow children to express their feelings and understand consequences of their actions.
- Redirect children towards constructive activities or behaviours when necessary.
- Focus on inappropriate behaviours, not on the individual child.
- Reinforce limits and rules with consistency and clarity.
- Arrange the environment to minimise challenging behaviours, providing adequate toys, equipment and stimulating experiences.
- Provide balanced opportunities for quiet and active play both indoors and outdoors.
- Role modelling positive behaviours.
- Educators are to get down to the child level and listen to their concerns and needs.
- Give children a safe space to be able to be upset and self-regulate their emotions.
- Teach children how to express their boundaries to other children in a positive way.
- Teach children about body boundaries at an age-appropriate level

3. Involvement and Collaboration

- Older children are actively involved in developing group guidelines, promoting understanding and accountability.
- Parents are encouraged to discuss their child's behaviour and suggest guidance strategies in partnership with educators.
- The Centre collaborates with Community Childcare's Inclusion Support Program (ISP) for expert advice and program modification when needed.

4. Staff Development and Resources

- Educators attend regular professional development to reinforce effective and respectful behaviour guidance techniques.
- Parenting sessions are promoted through local support groups and community resources; information is posted on the community board and on the training calendar provided by the City of Whittlesea.

5. Documentation and Review

- All concerns, discussions and outcomes regarding behaviour are documented and reviewed in accordance with Centre policies.

Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026 Next review: February 2028

This policy is aligned with the Education and Care Services National Regulations.

Inclusion Policy

Numdaji Kwei Children's Centre

Purpose

This policy aims to ensure that all children, families and staff feel a strong sense of belonging where diverse identities, experiences, skills and interests are valued and nurtured.

Numdaji Kwei Children's Centre is committed to providing an inclusive environment for all children and families. The Centre welcomes every child—regardless of family structure, circumstances, ethnicity, gender, ability, health or religion and endeavours to reflect and nurture each child's unique abilities through thoughtful planning and programming.

Principles of Inclusion

Access for All:

Every child is entitled to equitable access to the Centre's programs and resources, supporting identification with their cultural and linguistic heritage, as well as individual abilities and needs.

Benefits of Inclusion:

The Centre offers additional resources and learning opportunities, serving as a bridge to external support services as needed. Children are encouraged to maintain and develop their first language in a supportive setting.

Other Children:

Exposure to diversity enables children to develop awareness, understanding, and respect for differences among peers.

Educators and Program:

Staff have access to resources and professional development opportunities to enhance their ability to plan effective, inclusive programs and to broaden communication strategies with families and children from varying backgrounds.

Collaboration: Ongoing, open communication among parents, educators, Inclusion Support Programs, specialists, and support services is essential. Parent involvement is encouraged in goal setting, program development and evaluation to ensure individual needs are met.

6. Procedures

- Programs are designed to reflect and stimulate each child's abilities across all areas of development.
- Children with additional needs are supported and provided equitable opportunities to participate in all aspects of the program.
- Programs will honour and promote children's cultural and linguistic backgrounds.
- Educators and families will collaborate and work together through open communication, phone calls, emails, notices and newsletters to ensure mutual understanding of Centre procedures, program expectations and child-rearing practices.
- Referral to external support services will be facilitated as needed, with parental involvement and consent.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: Education and Care Services National Regulations, Early Years Learning Framework, ACECQA, Centre Philosophy, Free Kindergarten Association (FKA)

Food Safety and Hygiene Policy

Numdaji Kwei Children's Centre

Purpose

The purpose of this policy is to ensure that all food prepared, served and consumed within Numdaji Kwei Children's Centre meets the highest standards of safety and hygiene. We are committed to providing a healthy and safe environment for all children, families and staff.

This policy applies to all staff, educators, volunteers and children at the Centre, as well as parents/guardians who supply formula or breastmilk for their children.

Policy

- **Food Safety Certification:** The Centre cook holds a Food Safety Supervisor Certificate. All staff involved in food handling possess a Food Handlers Certificate and receive regular training in food safety and hygiene.
- **Personal Hygiene:** Staff must wash hands thoroughly after using a handkerchief/tissues, handling garbage, changing nappies (even with gloves), using the toilet and before and after food preparation.
- Food handlers must not prepare food when ill. Cuts must be covered with a blue waterproof dressing and a glove.
- Always following our food safety program.

1. Food Preparation and Serving:

- Hair must be tied back and jewellery kept to a minimum.
- Staff wearing artificial nails, nail polish or acrylics must wear gloves when serving food.
- Food handlers must not eat or blow on food being served.
- Hand washing is mandatory before and after food handling.
- Hand Washing Procedure:
 - Use warm running water and liquid soap.
 - Wash palms, backs of hands, between fingers, under nails, and rinse thoroughly.
 - Dry hands with paper towel.
 - Hand washing should take at least 10 seconds per step.
 - Children must wash hands after using the bathroom, before eating, after wiping nose.

2. Surface and Utensil Hygiene:

- Clean and sanitize food preparation surfaces before use.
- Wash fruits and vegetables thoroughly before serving.
- Use tongs or disposable gloves when handling food.
- Do not use utensils that have fallen on the floor; replace them immediately.
- Cooked Food Safety:
 - Never leave cooked food at room temperature for more than two hours.
 - Cover food to prevent contamination and serve promptly to maintain safe temperatures.
 - Children must use their own plates, cups and cutlery and sharing food is discouraged.
 - Dispose of any leftover food appropriately.

3. Cleaning Cloths:

- Wash dishcloths daily and let them dry thoroughly.
- Use different cloths for tables, trolleys and floors to prevent cross-contamination.

4. Cooking with Children:

- Ensure children have clean hands and hair tied up before participating.
- Monitor hygiene throughout food activities.
- **Bottle Safety (for children under 12 months):**
 - Discard any leftover milk after feeding and wash bottles in hot, soapy water.
 - Parents should provide bottles with pre-measured water and formula in separate containers for staff to prepare.
 - Do not heat bottles in the microwave; always check the temperature before feeding.
 - **Expressed Breast Milk (EBM):**
 - Only frozen EBM is accepted and is to be defrosted in a refrigerator daily.

5. Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: Environmental Health Department, City of Whittlesea

Infectious Diseases Policy

Numdaji Kwei Children's Centre

Purpose

This policy outlines the procedures and responsibilities for managing infectious diseases at Numdaji Kwei Children's Centre. Its aim is to safeguard the health, safety and well-being of all children, families and staff.

Numdaji Kwei Children's Centre is committed to preventing the spread of infectious diseases within the Centre through prompt communication, exclusion of affected individuals and strict sanitation practices.

Procedures

- **Notification of Infectious Disease:** Parents/guardians must inform the Centre immediately if their child has been diagnosed with an infectious disease.
- **Exclusion Periods:** The Centre will advise families of the appropriate exclusion period in accordance with *Staying Healthy in Childcare*, 6th Edition.
- **Symptoms at the Centre:** If a child displays symptoms of an infectious disease while at the Centre, the child must be collected as soon as possible and may return only with medical clearance.
- **Communication:** The Centre will notify all families about the presence of an infectious disease by displaying fact sheets on foyer front door.
- **Cleaning and Hygiene:** The Centre will ensure all cleaning procedures meet the requirements of *Staying Healthy in Childcare*, 6th Edition to reduce the risk of transmission.
- **Immunisation:** families must provide up to date immunisation history statement from mygov before starting at Centre.
- **Staff Considerations:** Staff who may be at risk due to immunisation status or pregnancy must also comply with exclusion periods as stated in health regulations.
- **Outbreak Management:** In the event of an outbreak the Centre will notify the Health Department from the City of Whittlesea and act on their advice.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Sourced from: Education and Care Services National Regulations; Staying Healthy in Childcare 6th Edition

Tobacco/vape Control Policy

Numdaji Kwei Children's Centre

Purpose

The purpose of this policy is to ensure that Numdaji Kwei Children's Centre provides a total smoke free environment. The Centre acknowledges it has a duty of care to provide a safe and healthy environment for all stakeholders and educate them on the importance of healthy living.

Rationale

Under the tobacco act smoking and vaping is banned within the grounds of and within four metres of an entrance to all childcare Centres, kindergartens and preschools while they are being used to provide a children's service.

Policy

The Centre does not permit anyone to smoke/vaping any substance within 10 meters of the Centre. This includes inside the building and the backyards. The Centre will not allow smoking/vaping at any events they hold- whether the event is at the Centre or held at an offsite venue.

1. Smokefree areas

Smoking and vaping is banned under the *Tobacco act* within the grounds of Numdaji Kwei Children's Centre and within four metres of all entrances (pedestrian access points) to the premises, while they are being used to provide a children's service.

The smoke-free status of our childcare Centre will be clearly signed at entrances to and within the service grounds. This policy will be promoted throughout our service.

2. Children Education:

Educators and staff build on opportunistic learning moments with children through the educational programs and intentional teaching they implement.

3. Educator and Family Education:

Support families and educators to be active participants in the development, implementation and review of this policy and be provided with information about policy expectations.

Provide information to educators, staff and families about the health benefits of living smoke free lives. Encourage families and educators to role model smoke free behaviours. Families from culturally linguistic backgrounds are provided with this information to suit their needs.

Educators are supported to access resources, tools and professional learning to enhance their knowledge and capacity to provide opportunistic learning about tobacco education and prevention initiatives.

4. Community Connections:

Develop community links and partnerships with initiatives that have a similar outlook on health and wellbeing.

5. Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: *Occupational Health and Safety Act 2004, Tobacco act, Education and Care Services National Law Act, Education and Care Services Regulation*



Dental Care Policy

Numdaji Kwei Children's Centre

Policy Statement

Numdaji Kwei Children's Centre is dedicated to promoting good oral health practices and fostering healthy eating habits among children, educators, staff and families. Through education, support and collaboration.

This policy aims to create a safe and supportive environment where oral health is valued as an essential part of overall wellbeing.

Objectives

- Increase awareness of the importance of dental care within the Centre community.
- Provide a supportive environment for children to learn about and practice good dental hygiene.
- Establish guidelines and expectations for staff, educators and management regarding oral health promotion.

Definitions

- Oral health: The ability to eat, speak and socialise without discomfort or embarrassment.

Scope/Application

This policy applies to all staff, educators, families and children at the Centre. The entire community is encouraged to participate in the development and implementation of oral health initiatives.

Policy

1. Expectations

Educators and management are expected to:

- Encourage and support healthy eating through the Centre's menu.
- Provide a weekly menu appropriate to children's developmental needs, considering cultural preferences and dietary requirements in consultation with families.
- Ensure water is always readily available for children and staff.
- Conduct regular dental and hygiene education programs at the Centre.
- Ensure baby bottles are limited to expressed milk, infant formula, milk or water only.
- Ensure children's drink bottles from home contain water only.
- Supervise babies during feeding times for safety.
- Serve fresh fruit daily as part of the menu.
- Limit sometimes foods and drinks to special occasions as outlined in the yearly Events Calendar.
- Send home Lollie's and chocolates provided by families for celebrations, so parents can offer them at their discretion.
- Provide information to parents and carers regarding the significance of good dental care.
- Initiate discussions and provide opportunities for children to learn about nutrition, oral health and the relationship between the two.
- Support educators in accessing resources to enhance their knowledge and ability to promote oral health.

2. Community Partnerships

The Centre will collaborate with local health professionals, services and organisations to strengthen oral health promotion strategies for children, staff and families.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Healthy Eating and Active Play Policy

Numdaji Kwei Children's Centre

Purpose

To promote the health and wellbeing of all children at NKCC by supporting nutritious eating habits, physical activity and a positive mealtime environment that reflects cultural diversity and encourages lifelong healthy behaviours.

Policy

NKCC is committed to providing nutritious meals, fostering healthy relationships with food, and ensuring children participate in safe, enjoyable and developmentally appropriate physical activity every day.

Healthy eating and active play practices are guided by the National Quality Framework, dietary and physical activity recommendations, and NKCC's commitment to inclusion and child safety.

1. Food Provision and Environment

NKCC provides all meals: morning snack, lunch and afternoon tea, prepared by a qualified

Menus reflect cultural diversity, children's developmental needs and family input.

Meals and snacks prioritise fruit, vegetables and wholefoods; "sometimes foods" are not provided.

Water is always available; milk is offered at morning tea. Sweetened drinks are not served.

Families must not supply food from home (to reduce allergy and anaphylaxis risks).

Alternative meals are provided when children do not eat the main options.

2. Mealtime Practices

Educators model healthy eating and sit with children during meals.

Children are encouraged — not pressured — to try new foods.

Cultural food practices are respected and incorporated where appropriate.

Breastfeeding is supported, with a comfortable space provided for

3. Celebrations

Birthdays may be celebrated with NKCC provided cakes (carrot, banana or apple) for a small fee.

Families may contribute cultural traditions in ways that align with NKCC health and safety practices.

Sweets and lollies from home are not permitted.

4. Learning Opportunities

Children participate in food related experiences such as gardening, food preparation and tasting.

Healthy eating concepts are embedded in the daily program.

NKCC supports access to dental and hygiene education

5. Physical Activity Environment

Indoor and outdoor environments offer opportunities for daily active play, movement and exploration.

Educators model active lifestyles and participate in play with children.

Activities may include climbing, obstacle courses, dancing, movement games, and road safety learning.

Families are encouraged to walk or ride to the Centre when possible.

6. Program Planning

Active play experiences are planned each day to meet children's developmental needs and interests.

Quiet activities are offered as needed to support balance and wellbeing.

The Centre collaborates with local health professionals when needed to support physical development.

7. Family and Community Partnerships

Information about healthy eating and physical activity is shared with families through displays, conversations and newsletters.

Community resources and services are promoted when they support children's health and wellbeing.

Families are invited to provide feedback and contribute ideas for the program.

8. Roles and Responsibilities

Educators support children to develop healthy attitudes toward food and physical activity.

The Centre Director ensures compliance with relevant food and health regulations.

Families communicate any dietary requirements or restrictions.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: Better Health Victoria (www.betterhealth.vic.gov.au), National Physical Activity Recommendations for Children (0–5 years)

Incident, Injury, Trauma and Illness Policy

Numdaji Kwei Children's Centre

Purpose

This policy outlines the procedures followed by Numdaji Kwei Children's Centre to manage incidents, injuries, trauma and illness, ensuring the health, safety and wellbeing of all children in our care.

Policy

Numdaji Kwei Children's Centre is committed to providing prompt and effective care in the event of injury, illness, trauma or any medical incident involving children. The Centre ensures clear communication with parents/guardians and complies with all relevant regulations and guidelines.

Procedures

1. Notification and Communication

- Parents/guardians must inform educators if their child requires medication.
- The Centre Director or 2IC must be notified immediately if a child requires medication or if a medical incident occurs.
- Any bumps to the head will be communicated to parents via phone as soon as possible.
- Parents will be notified of any injury, incident or trauma as soon as practicable and no later than within 24 hours.
- Contact information for parents/guardians must be kept up to date.

2. Responding to Injuries, Incidents, or Trauma

- All first aid will be administered by a qualified first aider.
- Appropriate first aid includes immediate assessment and care for the child's wellbeing.
- All incidents and injuries will be recorded in an Incident, Injury, Trauma, and Illness Record for parent/guardian signature.
- For serious injuries or trauma, emergency medical support will be sought and parents will be contacted without delay.
- Any bump to the head that causes a large lump parents will be called to collect.
- DET (Department of Education and Training) will be notified within 24 hours of any serious incident.

3. Managing Illness

- Children displaying symptoms such as fever, vomiting, diarrhea, headache, or lethargy should remain at home for rest and recovery.
- If a child becomes unwell in care, educators will contact parents/guardians to arrange prompt collection.
- An Illness Record will be completed and signed by the parent/guardian upon collection.
- All exclusion requirement from staying healthy in child care sixth edit will be followed.

4. First Aid

All educators must hold the following valid certifications:

- Approved level 2 first aid
- Approved anaphylaxis management training
- Approved emergency asthma management training

First aid kits must be adequately equipped and clearly marked in all areas where children are present.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: Education and Care Services National Regulations, Department of Education and Training, First Aid training, Staying Healthy in Childcare, 6th Edition

Administration of Medication and Emergency Response Policy

Numdaji Kwei Children's Centre

Purpose

The purpose of this policy is to ensure the safe and responsible administration of medication to children in care, and to outline procedures for responding to medical emergencies at Numdaji Kwei Children's Centre.

Policy

Numdaji Kwei Children's Centre is committed to safeguarding the health and wellbeing of all children by ensuring that medication is administered safely and correctly and that emergency situations are managed effectively and in accordance with regulatory requirements.

Procedures

5. Authorisation and Documentation

- Medication will only be administered upon written requests from a parent or authorised medical nominee, except in a medical emergency when verbal consent may be provided by phone (to be witnessed by two staff members and followed by written authorisation).
- All medication must be provided in its original packaging, bearing the original label, dosage instructions and within the expiry or use-by date.
- Details regarding the administration of medication must be recorded in the child's medication form prior to administration.

This includes:

- Child's name
- Parent/guardian's signed request
- Name and dosage of medication
- Date and time (or circumstances) for administration
- Date and time medication was last given
- Method of administration
- Clear instructions (e.g., "if temperature exceeds 38.6°C" is acceptable, while "if necessary" is not)
- Separate entries for each administration time

Long Term Authorisation Forms are available for non-prescribed treatments such as nappy creams, eczema creams, and insect repellents and must be kept current throughout the year.

6. Administration of Medication

- Two educators must check all details before administering any medication.
- The administration of medication is at the discretion of the Centre and the Centre maintains a duty of care to all children.

After administering medication, educators must promptly record:

- Dosage given
- Date and time of administration
- Method of administration
- Full names and signatures of both the administering educator and the verifying educator (abbreviations are not acceptable)

Medications requiring refrigeration must be stored accordingly. No medication (including creams) is to be left in children's bags.

7. Emergency Situations

- In a medical emergency, all actions will be directed by Emergency Services (e.g., 000, Ambulance, Hospital).
- During emergencies, verbal authorisation for medication may be accepted, as detailed above.

8. Communication and Review

- Parents/guardians are responsible for informing educators when medication is required for their child.
- The Centre Director or 2IC must be notified if a child requires medication or in the event of a medical incident.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026
Next review: February 2028

Source and References: Education and Care Services National Regulations, First Aid training

Dealing with Medical Conditions Policy

Numdaji Kwei Children's Centre

Purpose

The purpose of this policy is to outline clear procedures and responsibilities to ensure the health, safety and inclusion of all children with medical conditions, including allergies, asthma, anaphylaxis, eczema and diabetes attending Numdaji Kwei Children's Centre.

Our commitment is to provide a safe, inclusive, and responsive environment in which every child's health and wellbeing are protected, and families are supported through clear policies and active collaboration.

Policy

Numdaji Kwei Children's Centre is committed to providing a safe and supportive environment for all children, including those with diagnosed medical conditions. The Centre will follow all legislative requirements and recommend best practices to minimise risks and respond effectively in the event of a medical episode.

1. Preparation and Documentation

- Prior to attending, families must submit an up-to-date action plan or management plan specific to their child's medical condition, along with any prescribed medications listed in these plans.
- Educators are responsible for following these plans in the event of a medical incident.
- Without the required documentation and medications, a child will not be permitted to attend the Centre until these are provided.

2. Collaborative Risk Minimisation

- Families and the Centre Director will meet to develop a risk minimisation plan tailored to the child's needs. This plan will guide educators and staff in reducing risks and avoiding known triggers while the child is in our care.

3. Policy Implementation and Communication

- The Centre strictly adheres to its anaphylaxis and asthma management policies at all times.
- To reduce risk of exposure, outside food is not permitted in the Centre, particularly to protect children with food allergies or anaphylaxis.
- All staff, students, and volunteers will be briefed by the Director regarding the child's medical condition and action plan.
- The action plan, including a current photo for easy identification will be displayed in the child's room. Staff will also be notified of the medication's storage location.

4. Managing Medical Conditions Onsite

- If a child develops symptoms of a medical condition while at the Centre parents will be contact to collect immediately, if the child has a server medical condition emergency services will be contacted immediately and first aid administered as needed.
- Before returning, families must supply a doctor-endorsed action plan or management plan and the necessary medication. A meeting between families and the Director will result in a new or updated risk minimisation plan.

5. Managing Medical Conditions Outside the Centre

- If a medical condition is diagnosed outside the Centre, families must provide an action plan and medication before the child returns. The Director and families will collaborate to create a risk minimisation plan.

6. Ongoing Communication and Review

- Open and continuous communication between families and the Centre regarding children's medical conditions is essential and will occur at least annually or as changes arise.
- Families are required to promptly notify the Director of any updates or changes to a child's condition or management plan.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026 | Next review: February 2028

Asthma Management Policy

Numdaji Kwei Children's Centre

Purpose

This policy outlines the strategies and procedures the Centre will follow to protect the health, safety, and wellbeing of children with asthma. We aim to provide an inclusive environment where every child can participate fully and safely.

1. Objectives

- Ensure the effective management of asthma for all individuals involved with the service
- Create an environment where children with asthma are supported and included in all activities
- Provide clear guidelines for managing asthma symptoms and emergencies

2. Centre Responsibilities

- Provide families with a copy of this policy when they enroll their child
- Ensure all staff members receive Emergency Asthma Training (valid for three years)
- Maintain at least one staff member with accredited asthma training on site whenever children are present
- Identify children with asthma during the enrolment process and keep this information up to date
- Require families to provide an Asthma Action Plan and risk minimisation strategies before a child commences
- Display each child's Asthma Action Plan in their room for staff reference
- Keep all educators informed about children with asthma in their care
- Stock the First Aid Kit with a blue reliever puffer (e.g. Asmol or Ventolin), a spacer device.
- Encourage ongoing communication between families and staff regarding a child's asthma status
- Notify families promptly if a child's asthma is affecting their participation in activities
- Adjust activities as needed to accommodate each child's abilities and needs
- Follow child's action plan straight away if the child shows any signs of Asthma
- Administer asthma medication in accordance with the child's Asthma Action Plan
- Follow emergency procedures and call 000 if a child experiences their first asthma attack at the Centre
- Treat all children with asthma equally and without discrimination

3. Family Responsibilities

- Inform the Centre Director in writing of any changes to their child's Asthma Action Plan during the year
- Provide all necessary asthma medication, including reliever and spacer devices
- Communicate openly with staff about any asthma-related incidents or changes in their child's condition
- Parents will be asked to collect their child immediately if their child's action plan is implemented at all.

4. Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: The Asthma Foundation, Victoria

Anaphylaxis Management Policy

Numdaji Kwei Children's Centre

Purpose

This policy outlines the procedures and responsibilities for managing and responding to anaphylaxis at Numdaji Kwei Children's Centre, ensuring the safety and well-being of all children, particularly those at risk of severe allergic reactions.

Background

Anaphylaxis is a severe, potentially life-threatening allergic reaction. Up to two percent of the general population and up to five percent of children are at risk. Common triggers include eggs, peanuts, tree nuts, cow's milk, insect stings, and certain medications. Anaphylactic reactions can occur within minutes of exposure but can be treated promptly and effectively with an adrenaline auto-injector (EpiPen).

Policy

The Centre is committed to providing a safe and inclusive environment for all children, including those at risk of anaphylaxis. All children will be treated with equal care and respect. The Centre will implement proactive measures to minimise the risk of exposure to allergens and ensure educators are equipped to respond swiftly to anaphylactic emergencies.

1. Objectives

- Promote an understanding of allergies and anaphylaxis among staff and the Centre community.
- Minimise the risk of an anaphylactic reaction while a child is in care.
- Ensure staff are trained and able to respond appropriately to anaphylactic reactions, including the administration of an EpiPen.

2. Risk Minimization and Action Plans

- Each child identified as at risk of anaphylaxis must have an individual action plan and risk minimization plan, completed before attending the Centre.
- Plans are to be updated in consultation with families and medical professionals as required.
- Educators and relief staff must be informed of children at risk, their specific allergies, symptoms of anaphylaxis and the location of their EpiPen and action plan.
- No child prescribed an EpiPen may attend without the device on site.

3. Food and Allergen Management

- Only food supplied by the Centre will be provided to children at risk of anaphylaxis to prevent accidental exposure.
- Food from home that may pose a risk will be strictly prohibited.

4. Storage and Accessibility

- EpiPens must be stored in a location known and easily accessible to all educators and relievers; they must not be locked away, must be inaccessible to children and kept away from direct heat.
- Educators are responsible for checking the expiry dates of EpiPens regularly.

5. Staff Training and Responsibilities

- All educators will receive anaphylaxis management training, including yearly accredited first aid refreshers.
- Action plans must be displayed prominently where all educators can access them.
- If relief staff do not have anaphylaxis training, a permanent staff member will be assigned to the room.

6. Emergency Response

In the event of a known or suspected anaphylactic reaction:

- Follow the child's action plan and administer the EpiPen as instructed.

If a child is not diagnosed but shows signs of anaphylaxis:

- Call an ambulance by dialling 000.
- Commence first aid measures.
- Contact the parent/guardian.
- If parents cannot be reached, contact the emergency contact.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: First Aid training, Department of Education and Training

Administration of First Aid Policy

Numdaji Kwei Children's Centre

Purpose

The purpose of this policy is to ensure that all children, educators and visitors at Numdaji Kwei Children's Centre receive prompt and appropriate first aid care in the event of illness, injury or medical emergency.

Policy

The Centre is committed to maintaining a safe environment and will ensure that:

- All educators possess current approved Level 2 First Aid, anaphylaxis management, and emergency asthma management qualifications.
- First aid kits are well stocked, clearly labelled and readily accessible wherever children are present.
- All incidents, injuries, traumas or medical emergencies are managed immediately, with the child's wellbeing as the first priority.
- The nominated supervisor or person in charge will oversee the management of all serious incidents and ensure appropriate action is taken in line with regulations.
- Parents or guardians are notified of any incident, injury, or trauma as soon as practicable and always within 24 hours.
- An Incident, Injury, Trauma and Illness Record is completed for all relevant events.

Procedures

- Educators must regularly update their first aid qualifications and provide evidence to the Centre's administration.
- First aid kits will be checked regularly and replenished as needed.
- In the event of an incident, the person finding the child will assess the situation and provide immediate first aid and notify Management, seeking additional support if required.
- If a serious injury or medical emergency occurs, emergency services will be contacted without delay.
- After managing the incident, the educator will complete the required documentation and notify the child's parent or guardian in accordance with policy timelines.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: Education and Care Services National Regulations, Department of Education and Training, Accredited First Aid, Staying Healthy in Childcare, 6th Edition

Emergency Evacuation and Lockdown Policy

Numdaji Kwei Children's Centre

Purpose

This policy outlines the procedures for emergency evacuation and lockdown at Numdaji Kwei Children's Centre. The objective is to ensure the safety and welfare of all children, staff, families and visitors in the event of an emergency.

Scope

This policy applies to all educators, staff members, volunteers, students, children, families, and visitors present at the Centre.

Policy

Numdaji Kwei Children's Centre is committed to maintaining a safe environment. The Centre will conduct regular risk assessments and practice emergency procedures to ensure readiness for emergencies such as fire, chemical or gas leaks, bomb threats, human threats, storms or earthquakes.

1. Risk Assessment

The Centre shall identify and assess potential emergencies relevant to its operation, including:

- Fire
- Chemical or gas leak
- Bomb threat (internal or external)
- Human threat
- Storm
- Earthquake

2. Emergency Drills

- Evacuation and lockdown drills will be conducted and documented every three months.
- Evacuation Procedures are displayed at every exit. Maps indicating emergency exits are located at all exit doors in all rooms and the main foyer.

3. Evacuation Procedures

- Any staff member who identifies an emergency (fire, internal chemical leak, bomb threat) must alert all staff immediately in the building.
- The nominated or day-to-day supervisor is responsible for taking the mobile phone, ensuring safe evacuation and accounting for all persons/children until RMIT wardens take over.
- RMIT security and Emergency services (000) must be contacted, and the building evacuated according to posted procedures.
- RMIT emergency warden will take over any emergency evacuation in the event of emergency on campus
- Parents will be notified as soon as practical.

4. Room Responsibilities:

- Caterpillar room (nursery): Place all children in evacuation cot, collect evacuation bag, sign-in book, and required medication. Proceed to assembly area and account for all children.
- Bumble bee Room (toddler): Gather all children, collect evacuation bag, sign-in book and medication. Proceed to assembly area and account for all children.
- Butterfly Room (kinder): Gather all children, collect evacuation bag, sign in book and medication. Proceed to assembly area and account for all children using the iPad.

5. Lockdown Procedures

- If lockdown is required (e.g., external chemical/gas leak, external bomb threat, human threat, storm, or earthquake), the nominated supervisor will announce "lock down."
- All occupants will gather in the hallway between the toddlers and kinder room.
- Staff will secure all doors and windows.
- Emergency services (000) will be contacted, and RMIT security will be notified.
- Essential supplies and the staff toilet will be utilized as needed. Parents will be notified when safe to do so.

6. Equipment and Documentation

- Evacuation maps and procedures are displayed at every exit.
- Emergency bags, cots (in Caterpillar room), ropes, and whistles are available in designated areas.
- Emergency bags will follow the children during family grouping and outside play.
- Drills and incidents are recorded for ongoing review and improvement.
- RMIT evacuation/emergency training is conducted annually with Director and 2IC through RMIT

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: RMIT University – Evacuation Procedures, Education and Care Services National Regulations

Enrolment and Orientation Policy

Numdaji Kwei Children's Centre

Purpose

This policy outlines the process for enrolling children and orienting families to Numdaji Kwei Children's Centre to ensure a smooth and supportive transition.

Scope

This policy applies to all families seeking to enrol a child, as well as to all staff involved in the enrolment and orientation process.

Policy

Numdaji Kwei Children's Centre is committed to supporting families through clear and welcoming enrolment and orientation procedures, ensuring the needs and wellbeing of every child are met from the outset.

Procedures

- Centre Visits Prior to Enrolment: Before a child is placed on the Centre's waiting list, parents/guardians must visit the Centre to confirm it is suitable for their child and family needs.
- Acceptance and Enrolment Documentation: Once a position is offered families will meet with the Director to receive all relevant documentation, including an enrolment pack. Any specific requirements for the child will also be discussed. All forms must be completed and returned before the child commences care.
- Orientation Visits: Families are required to attend a minimum of three orientation visits before their child starts at the Centre. Each visit will go for 30 minutes, with families welcome to attend more often if desired. During these visits parents/guardians and educators will discuss the child's interests, needs and daily routines. Orientation visits are scheduled at mutually convenient times and incur no fee.
- Notice of Withdrawal or Change: Two full weeks' written notice (Monday to Friday) via email is required if a family wishes to withdraw their child or change their permanent days of attendance. Families are responsible for fees during this notice period.

Responsibilities

- Parents/guardians are responsible for arranging a Centre visit prior to enrolment, ensuring all required documentation is completed and participating in orientation visits.
- Centre staff are responsible for facilitating orientation visits, providing enrolment information and discussing each child's needs with their family.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: Education and Care Services National Regulations, Education and Care Services National Law Act 2020.

Fee Payment and Attendance Policy

Numdaji Kwei Children's Centre

1. Fee Payment Policy

- Parents/Guardian are responsible for paying full fee charged
- Families must provide both the parent and child Customer Reference Number (CRN) and date of birth to the Centre to facilitate Child Care Subsidy (CCS) processing.
- It is the responsibility of each family to apply for CCS directly; the Centre does not complete this process on behalf of families.
- If a child commences care before CCS approval, full fees will apply until CCS is granted.
- Invoices are issued weekly and must be paid within two weeks of receipt. Monthly payments are accepted if paid for the upcoming month, not in arrears.
- All payments must be made via direct deposit to the Centre's bank account.
- Late pick-ups after 6:00pm will incur a late fee, as detailed in the Centre's late fee policy.

2. Non-Payment of Fees

- Fees must be kept up to date. If unpaid for more than two weeks, a reminder will be sent.
- After the reminder, families have five business days to settle the account or arrange a payment plan with the Director.
- Failure to act will result in cancellation of the child's enrolment and outstanding accounts being referred to a debt collection agency.

3. Absences and Holidays

- Fees are charged for all absences due to illness or holidays, as well as for public holidays.
- The Child Care Subsidy covers up to 42 allowable absence days per year.
- No fees are charged during the Centre's annual closure of approximately 3–4 weeks over the Christmas period. Families will be notified of closure dates in November.
- Two weeks' written notice via email is required to cancel a child's place. If the child does not attend during this notice period, full fees will apply as CCS cannot be claimed after the child's last physical day of attendance.
- Families seeking further information on absences or fee assistance should contact the Family Assistance Office (FAO).

4. Enrolment and Maintenance Levy

- An enrolment fee of \$50.00 is charged at the end of each year for the following year's enrolment. This deposit serves as the maintenance levy and is none refundable if the child does not start or attend a working bee.
- New families are charged a \$50.00 maintenance levy at the start of care.
- Families who participate in a working bee during the year will have their \$50.00 levy credited back to their account.

5. Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Delivery and Collection Policy

Numdaji Kwei Children's Centre

Purpose

This policy outlines the procedures for the safe delivery and collection of children at Numdaji Kwei Children's Centre, including after-hours protocols and responsibilities to ensure the wellbeing of every child in our care.

1. Delivery of Children

- The Centre opens at 7:45am
- All children must be signed into the Centre by a parent/guardian or authorised person using the Centre iPad located in the foyer.
- Children are to be left in the care of an educator upon arrival.
- Child must be awake at drop off, sleeping children will not be taken.
- Parent/guardians are to share information with Educators if child has been unwell or need support.

2. Collection of Children

Children may only be collected by:

- A parent/guardian
- An authorised nominee as listed on the enrolment form
- A person authorised in writing or phone call witnessed by two educators by the parent/guardian

In the event of an emergency or evacuation, children may be removed from the Centre by educators or emergency services personnel.

For excursions children may only be removed from the Centre with written parental permission.

Parents prohibited by a court order from contact with their child are not permitted entry to the Centre.

3. Late Collection Procedure

- The Centre closes at 6:00pm daily.
- If a child remains at the Centre after 6:00pm, two late-shift staff members must stay with the child.
- A late fee of \$2.00 per minute is charged to families for collection after 6:00pm, this payment goes to staff on late shift.
- At 6:10pm, educators will attempt to contact parents. If unsuccessful a second attempt will be made at 6:15pm and will continue every 5 minutes
- At 6:30pm if no contact has been made the educators will notify the Centre Director.
- If parents cannot be reached by 6:40pm staff will call Authorised person listed on the child's enrolment form.
- Educators will continue calling parents and Authorised person every five minutes and will record and initial the times and numbers called.
- 7.00pm if parent/guardian and Authorised person cannot be contacted staff will call Emergency contact
- At 7:30pm, if parents, authorised person or emergency contacts remain unreachable staff will contact Mill Park Police (9407 3333).
- Police officers must present identification and complete their details in the attendance book before taking custody of the child.
- If directed by police, educators will post a notice on the Centre door stating that the child has been collected by police and providing the relevant contact number for the police station.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Refusal and Acceptance Authorisation and Communication Policy

Numdaji Kwei Children's Centre

Purpose

This policy establishes clear procedures for obtaining and managing authorisations, administering medication, managing collection of children, and handling excursions. The aim is to ensure the safety and well-being of all children attending Numdaji Kwei Children's Centre, while maintaining effective communication with families and complying with all relevant regulations.

Policy

The Centre is committed to upholding the legal and ethical requirements for written and verbal authorisations. Staff must adhere strictly to the procedures outlined below to ensure the safety of children and to foster trust and transparency with families.

Procedures

Authorisations

- All authorisations must be provided by the child's parent/guardian or an authorised nominee listed on the child's enrolment form.
- Written authorisations are the standard. Verbal authorisations may be accepted only in specific, documented situations as outlined in this policy.

Administration of Medication

- All prescription medications (excluding Action Plan Medicines) require written authorisation on the Medication Form by a parent/guardian or authorised nominee.
- If a child becomes unwell while in care a parent/guardian or authorised nominee may provide verbal authorisation over the phone for Panadol/antihistamine to be administered; this authorisation must be witnessed and recorded by two staff members.

Collection of Children

- Parents or authorised nominees must sign children in and out using the Qikkids Kids System on the iPad, entering their designated mobile number and personal pin code.
- Verbal authorisation for child collection may be accepted, provided it is clearly documented and verified by two staff members.

Excursions

- Written authorisation is required for all excursions, using the designated excursion permission form. Only parents/guardians may provide this authorisation.
- Verbal authorisations for excursions will not be accepted under any circumstances.

Emergencies

- In the event of an emergency the Centre will follow the guidance and instructions of emergency services. All authorisation procedures may be superseded as required by emergency protocols.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: Children Services Regulations & Act 2020, ACECQA

Excursions and Incursions Policy

Numdaji Kwei Children's Centre

Purpose

This policy outlines the procedures and requirements for planning and conducting excursions/Incursions for children enrolled at Numdaji Kwei Children's Centre, ensuring their health, safety, and wellbeing at all times.

Policy

Numdaji Kwei Children's Centre recognises the value of excursions/ incursions as opportunities for children to learn from their community and environment. Excursions will take place on RMIT grounds, and all necessary steps will be taken to identify and mitigate risks, ensuring compliance with relevant regulations and best practices.

1. Risk Assessment

Before any excursion is approved or conducted, educators will:

- Conduct a site visit to the intended destination.
- Complete a comprehensive risk assessment identifying all potential risks to children's safety, health or wellbeing.
- Outline strategies to manage and minimise identified risks.
- Document the proposed route and destination, including any water hazards or water-based activities.
- Assess the need for transportation, specifying the method to be used.
- Determine the number of adults and children participating and ensure appropriate supervision ratios, considering any specialised skills required.
- Describe planned activities and estimate the duration of the excursion.
- List of essential items to be taken, such as phones, emergency contacts, first aid kit, and children's medication.

2. Authorisation for Excursion

- The Nominated Supervisor must obtain written consent from parents/guardian or authorised nominees, as indicated on the child's enrolment form prior to the excursion.

Permission forms must include:

- Child's name
- Reason for leaving the premises
- Date of the excursion (unless for regular outings)
- Description of the destination
- Method of transport
- Planned activities for the child
- Expected duration away from the Centre
- Estimated number of children and adults attending
- Supervision ratios
- Confirmation that a risk assessment is available at the service

For regular outings, authorisation is required only once every 12 months.

3. Incursions:

- All Incursion will be age appropriate and provide a learning outcome
- Every person providing incursions will provide their WWCC and will be check on the day and place on file
- Educators will always be present
- Presenters will place all personal devices in the office.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Source and References: Education and Care Services National Regulations, ACECQA

Occupational Health and Safety Policy

Numdaji Kwei Children's Centre

Policy Statement

Numdaji Kwei Children's Centre provides and maintains as is reasonably practicable, a safe and healthy environment for all employees, volunteers, visitors, and members of the public. The Centre is committed to minimising risks to health and safety and ensuring compliance with the Occupational Health and Safety Act 2004 and all relevant federal, state, and local government requirements.

Objectives

- To identify and reduce hazards within the service environment.
- To prevent accidents, injuries, and reportable incidents.
- To maintain a safe environment for children, staff and visitors.
- To provide clear information regarding the Centre's OH&S procedures to all staff and relevant adults.
- To foster a culture of safety and continuous improvement in workplace practices.

Policy

- A proactive risk management approach is taken, including the identification and assessment of hazards and the elimination or minimisation of risks where possible.
- All employees and students receive effective OH&S information, instruction, training and supervision to enhance personal understanding of workplace hazards and the importance of safe work practices.
- The Centre closes for three weeks each year during the Christmas period, during which employees are required to take accrued annual leave to support physical and mental well-being.
- An Accident Register is maintained. Any injury on the premises must be reported immediately to the Director or in their absence the second in charge. Staff must document all injuries in the Accident Register located in the office.
- Policies and procedures regarding the safe storage, handling, and use of toxic and potentially dangerous chemicals are implemented and regularly reviewed.

1. Employee Expectations

- Follow all Centre health and safety policies and procedures.
- Exercise due diligence to ensure safety in all work activities.
- Report any hazards, accidents, injuries or near misses promptly.
- Be familiar with and follow emergency procedures.
- Adhere to management system procedures for handling, use, storage and transport of equipment, materials, and chemicals.
- Promote and encourage safe work practices among colleagues.
- Participate in and provide feedback on OH&S matters.
- Attend OH&S training sessions as required.
- Inform all relief staff, students, volunteers, visitors and parents of OH&S expectations.

2. Definition

A hazard is defined as any dangerous situation that can affect workers, children, or visitors using or attending the service.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Storage, Handling, and Use of Toxic Products and Potentially Dangerous Chemicals Policy

Numdaji Kwei Children's Centre

Purpose

This policy outlines the procedures and responsibilities for the safe storage, handling and use of toxic products and potentially dangerous chemicals to ensure the health, safety and wellbeing of all staff, children, families and visitors at Numdaji Kwei Children's Centre.

Policy

The Centre is committed to maintaining a safe and healthy environment by exercising due diligence in managing toxic and hazardous substances. All relevant people are expected to adhere to these procedures to minimise risk and prevent harm.

1. Storage

- All undiluted chemicals must be always kept in a child-restricted area.
- Material Data Sheets for all chemicals are to be stored in the laundry with the chemicals.
- All staff, relief staff, students and volunteers must be informed about the toxic products in use and their storage locations.
- The use of toxic products is to be minimised wherever possible, with safer alternatives substituted when available.
- Staff and relevant personnel must receive appropriate training in the safe handling, use, identification and storage of toxic products.
- All bottles and containers holding chemicals must be clearly and correctly labeled.

2. Handling

- Marked measuring cups are provided for accurate chemical usage.
- Gloves must be worn when handling toxic products.
- Toxic products are never to be sprayed near children or adults.
- Toys are to be cleaned using warm water and detergent and rinsed thoroughly.
- Rooms should be aired regularly by opening windows, rather than using aerosol air fresheners.
- Nappy bins must be removed at rest time and at the end of each day to minimise odors and eliminate the need for aerosol sprays.

3. Training and Information

All staff, volunteers, students and relief staff will be informed of this policy, its procedures, and updates as they arise. Training will be provided as needed to ensure best practices are always followed.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

Confidentiality of Records Policy

Numdaji Kwei Children's Centre

Purpose

To ensure all personal and sensitive information relating to children, families, staff, educators and Board members is collected, stored, used and disclosed in a lawful, ethical and secure manner that upholds privacy, protects dignity, and supports NKCC's commitment to child safety.

Policy

NKCC manages all records in accordance with the Education and Care Services National Law and Regulations, privacy legislation, and child-safe requirements. Confidential information is accessible only to authorised persons and is used solely for legitimate and lawful purposes.

NKCC is committed to maintaining secure physical and electronic record-keeping systems, protecting personal information from misuse or unauthorised access, and ensuring all staff and educators uphold strict confidentiality standards.

Procedures

1. Collection & use of information

- Personal and sensitive information may be collected for enrolment, education and care, health, safety, staffing, governance or regulatory requirements.
- Information is used only for legitimate purposes related to the operation of NKCC or as required by law.
- Families are informed of why information is collected and how it will be used.

2. Storage and Security

- Paper records are kept in locked storage accessible only to authorised staff.
- Electronic records are password-protected and accessible only to users with individual login credentials.
- Access permissions are reviewed regularly to ensure compliance and security.
- All programming and documentation about children must be stored on NKCC devices – personal devices must not be used

3. Access and Disclosure

- Confidential information may only be accessed by:
 - authorised NKCC staff and educators
 - administrative or governance personnel
 - regulatory or government bodies as required by law
- Families may access information relating to their own child upon request.
- Information may only be shared externally with written family consent, unless disclosure is legally required (e.g., child protection matters).
- All discussions regarding confidential matters must take place privately and respectfully.

4. Retention and Disposal

- Records are maintained and disposed of in accordance with National Regulations, legislation and retention schedules.
- Records must remain accurate, current and relevant.
- Secure destruction methods must be used, such as:
 - shredding paper records
 - permanently deleting digital files
- Educators must ensure no confidential information is left accessible to unauthorised persons.

5. Breaches of Confidentiality

- Any suspected or confirmed breach must be reported immediately to the Centre Director or Board President.
- Breaches will be addressed in line with NKCC's Code of Conduct and relevant employment or governance procedures.
- Serious or repeated breaches may result in disciplinary action or removal from a position.

Review

This policy will be reviewed every two years, or earlier if required due to changes in legislation, standards or NKCC practices.

Approved: February 2026

Next review: February 2028

Source Documents: Education and Care Services National Regulations; Education and Care Services National Law Act 2020

Family Conflict and Grievance Policy

Numdaji Kwei Children's Centre

Purpose

This policy establishes clear procedures for addressing concerns, grievances and complaints raised by families at Numdaji Kwei Children's Centre. Our aim is to foster open communication and resolve issues promptly and respectfully to maintain a positive community environment.

Policy

Numdaji Kwei Children's Centre is committed to ensuring that all families have access to a transparent and fair process for raising and resolving grievances related to the care and education of their children.

Procedures

- Families are encouraged to communicate any concerns directly with the relevant educator(s) at a mutually suitable time.
- Educators must inform the Centre Director of any parental request for discussion regarding concerns.
- The Director will coordinate a meeting between the parties involved to address the issue and work toward a mutually acceptable resolution. A timeline for resolution will be agreed upon during this meeting.
- If the concern is unresolved through discussion with educators, the Director will facilitate further meetings as needed.
- Should the issue remain unresolved, families may contact the approved provider.
- The grievance will be reviewed by the Board of Management, who will discuss potential outcomes with all staff and families involved.
- Any complaint alleging that the safety, health or wellbeing of a child has been or is being compromised will be reported to the Department of Education and Training (DET) by the Director.
- All concerns and grievances must be documented accurately. Minutes will be taken at all meetings, with outcomes and topics for further discussion recorded.

Review

This policy is to be reviewed every two years or as required by changes in legislation or Centre practices.

Approved: February 2026

Next review: February 2028

This policy is sourced from the Education and Care Services National Regulations.

Technology & Digital Devices Policy

Numdaji Kwei Children's Centre

Purpose

Numdaji Kwei Children's Centre is committed to providing a safe, nurturing and developmentally supportive environment for every child. This policy outlines the expectations for the use and management of personal and work-related technology to protect children's safety, privacy and wellbeing, while maintaining professional standards and community trust.

The purpose of this policy is to:

- Safeguard the safety, privacy and wellbeing of all children
- Protect the confidentiality of families, staff and the Centre
- Provide clear and consistent expectations for the use of technology in line with legislation, regulations and best practice

Scope

This policy applies to:

- All staff, including educators, administrators, students and volunteers
- Visitors, external providers and contractors
- All personal and Centre-provided devices capable of capturing, storing or transmitting digital data, including but not limited to mobile phones, tablets, laptops, smartwatches, digital cameras, USB drives and audio recording devices

Policy

To ensure children's safety and privacy, the use of personal digital devices is strictly limited within the Centre. Personal devices must not be accessible to children and must not be used to record, photograph or document children or Centre activities under any circumstances.

Centre-approved devices may be used for documentation, emergency communication or administrative functions only, in accordance with privacy, consent and data protection requirements.

1. Personal Devices in Children's Areas

- Personal mobile phones, tablets, laptops, smartwatches, cameras, USB drives and similar devices are not permitted in any room or space where children are present.
- Personal devices must be stored securely in the staff room or designated office area for the duration of a shift.
- Personal devices must never be used to photograph, video, audio-record or document children or Centre activities.
- Exceptions may be granted only in exceptional circumstances (e.g. approved medical alert devices) and require prior approval from Centre management.

2. Use of Personal Devices in Staff Room and Office

- Personal devices may be used during scheduled breaks in the staff room or within the office for urgent matters only.
- Device use must be discreet, respectful and must not interfere with professional responsibilities.
- Staff must respect the privacy and wellbeing of colleagues when using personal devices.

3. Work-Provided Devices

- Centre-provided devices may be used solely for approved work purposes such as documentation, learning records, communication in emergencies and administrative tasks.
- All documentation must comply with consent forms, privacy legislation and Centre policies.
- Devices must be securely stored when not in use and access limited to authorised staff.

4. Visitors, Contractors and Families

- Visitors and contractors will be informed of this policy upon arrival and may be required to store personal devices in the office or a designated secure location.
- Parents and carers are requested not to use mobile phones or take photos or videos within the Centre, unless written permission has been granted by management (e.g. for authorised special events).

5. Emergencies and Communication

- In an emergency, Centre-provided phones or the office landline must be used to contact emergency services or families.
- Urgent contact with staff should occur through the Centre's main contact number.
- Use of a personal device in an emergency requires management approval wherever possible.

6. Documentation and Record Keeping

- All photographs, videos and learning documentation must be completed only on Centre-approved devices.
- Digital records must be stored securely and managed in accordance with the Centre's Privacy and Confidentiality Policy and data protection procedures.
- USB drives and portable storage devices must be authorised and securely managed by the Centre.

7. Breaches of Policy

- Any unauthorised use of personal or digital devices in children's areas will be treated as a serious breach of policy.
- Breaches may result in disciplinary action in line with the Centre's Code of Conduct and employment procedures.
- Serious or repeated breaches, particularly those involving children's safety or privacy, may result in formal warnings, suspension, termination of employment and/or notification to regulatory authorities.

8. Communication and Training

- All staff will receive training and guidance on this policy as part of induction and ongoing professional development.
- Policy updates will be communicated clearly and promptly to staff, families and relevant stakeholders.

9. Continuous Improvement

- This policy will be reviewed regularly to ensure ongoing compliance with legislation, regulatory guidance and best practice.
- Feedback from staff, families and the community is welcomed and will inform future reviews.

Supporting Legislation and Standards

Education and Care Services National Law and National Regulations

National Quality Standard (particularly Quality Area 2)

Australian Children's Education and Care Quality Authority (ACECQA) guidance

Relevant Commonwealth and State Privacy legislation

Review

This policy will be reviewed every two years or earlier if required due to changes in legislation, regulation or Centre practices.

Approved: February 2026

Next review: February 2028

Appendix A: Legislative, Regulatory & Standards Framework

NKCC operates within a comprehensive legal and professional framework that governs early childhood education and care services in Victoria. All NKCC policies, procedures and daily practices are informed by the following legislation, regulations, standards and best-practice guidance.

1. National Quality Framework (NQF)

The NQF sets out the national approach to regulation, assessment and quality improvement across early childhood education and care. It includes:

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011 (including amendments to 2025)
- National Quality Standard (NQS)
- QA1: Educational Program and Practice
- QA2: Children's Health and Safety
- QA3: Physical Environment
- QA4: Staffing Arrangements
- QA5: Relationships with Children
- QA6: Collaborative Partnerships with Families & Communities
- QA7: Governance & Leadership
- ACECQA guidance, information sheets, approved learning frameworks and compliance guidelines

2. Victorian Child Safety, Oversight & Protection Requirements

NKCC's child-safe practices reflect the full suite of Victorian child safety frameworks, including:

- Victorian Child Safe Standards (Commission for Children and Young People – CCYP)
- Reportable Conduct Scheme (Victoria)
- Working with Children Act 2005 (Vic)
- Mandatory Reporting Obligations under the Children, Youth and Families Act

These frameworks guide NKCC's approach to child protection, reporting, risk assessment, and the creation of culturally safe environments.

3. Privacy, Information Handling & Confidentiality

NKCC adheres to all requirements relating to the collection, storage and use of personal information, including:

- Privacy and Data Protection Act 2014 (VIC)
- Privacy Act 1988 (Cth) — Australian Privacy Principles (APPs)
- National Law & Regulations requirements for records, access and retention

These underpin the NKCC Confidentiality of Records Policy.

4. Health, Safety, Infection Control & Wellbeing

NKCC health and safety practices are aligned with:

- Staying Healthy: Preventing Infectious Diseases in Early Childhood Education and Care Services (NHMRC, 6th Edition)
- Red Nose Safe Sleep Guidance (formerly SIDS & Kids)
- SunSmart Victoria
- Kidsafe / Kids Alive Water Safety Guidance
- Occupational Health & Safety Act 2004 (Victoria)
- Food Safety Standards (City of Whittlesea food premises registration & Food Safety Program)
- Tobacco Act 1987 (Victoria)

5. Staffing, Qualifications & Early Childhood Workforce Requirements

NKCC adheres to the following workforce-related frameworks:

- Working with Children Check (WWCC) requirements
- VIT registration (for early childhood teachers)
- Children's Services Award 2010 (MA000120)
- Educational Services (Teachers) Award 2020 (MA000077)
- First Aid, CPR, Anaphylaxis & Asthma training requirements under National Regulations and ACECQA

6. Curriculum & Pedagogy Frameworks

NKCC's educational program is guided by:

- Belonging, Being and Becoming – The Early Years Learning Framework for Australia (EYLF)

- Victorian Early Years Learning and Development Framework (VEYLDF)
- NKCC Service Philosophy and QIP – internal guidance documents referenced throughout the handbook

7. Governance & Organisational Frameworks

NKCC's governance roles and responsibilities are structured according to:

- Co-operatives National Law (VIC) (via the Co-operatives National Law Application Act 2013)
- NKCC Co-operative Constitution (Rules) – elections, Board roles, meetings, delegations, governance practice
- NKCC Governance & Management Policy

8. Community, Inclusion & Equity Frameworks

NKCC's inclusion practices reflect:

- Early Years Learning Framework & VEYLDF principles (identity, diversity, equity, belonging)
- FKA (Free Kindergarten Association) multicultural and inclusion guidance
- Inclusion Support Program (ISP) – referenced in Behaviour Guidance and Inclusion
- Relevant cultural safety standards embedded in Child Safe Standards

9. Sustainability Frameworks

NKCC's environmental practices are informed by:

- Environmental Education in Early Childhood (EEEC)
- Sustainability Victoria resources
- Aussie Childcare Network sustainability guidance

These underpin NKCC's Environmental Sustainability Policy.

10. Local Government & Campus Requirements

Because NKCC operates on RMIT Bundoora grounds, the Centre also works within:

- RMIT University emergency and evacuation procedures
- City of Whittlesea requirements related to:
 - food safety inspection
 - infectious disease notification
 - environmental health compliance